

Urgent Care Association of America



Tom Charland
CEO, Merchant Medicine, LLC

Tom Charland is Chief Executive Officer of Merchant Medicine, LLC, a research and consulting firm helping hospital systems and medical groups evaluate their options in the face of the growing retail clinic movement. Charland was senior vice president of strategy and business development for MinuteClinic from the time it was known as QuickMedx, through its name change to MinuteClinic, and through the formation of its partnership with CVS Pharmacy, which is now MinuteClinic's corporate parent. He is best known for negotiating the first retail clinic provider agreements with insurance companies and building programs for the employer and broker communities.

Prior to starting Merchant Medicine, Tom was executive director of the National Association for Ambulatory Care, an urgent care trade association. He has also been involved in several company turnarounds, including Digital Cyclone Inc., a weather technology company that is now a subsidiary of Garmin, where Charland was CEO; and Control Data Systems, a software development and systems integrator that is now a subsidiary of British Telecom, where he was managing director of the division that built custom computer applications for various industries including health care.

He is an avid athlete, competing marathons, triathlons and mountain bike races each year in Minnesota. He is also a mentor for at-risk youth in the Twin Cities-based Bolder Options program.

Charland is a 1980 graduate of the Boston University College of Communications and a member of the American College of Healthcare Executives (ACHE).

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