

Urgent Care Association of America



Melissa J. Holley, MSN, CRNP

Melissa J. Holley, a Family Nurse Practitioner, currently serves as the Clinical Director for MyCare Express, an urgent care center in Eldersburg, MD. In addition to managing the day to day operations of this 2 ½ year young center, she works clinically as a Provider.

Prior to joining her Medical Director in this entrepreneurial urgent care venture, she worked for Patient First, a well known urgent care corporation as both a Nurse Practitioner and Director of Medical Support. In addition to learning the multiple facets of the urgent care industry, Mrs. Holley helped Patient First improve their services through the development of policies and procedures designed to improve patient care and flow, improve staffing and retention, and implementation of effective marketing strategies. Her tenure resulted in staff stability in a high staff turnover center, decreased patient waiting times and customer service satisfaction rates averaging between 97 and 98% annually.

In addition to the aforementioned roles, Mrs. Holley has served in the role of Consultant for a Home Health agency, and participated in the Medicare Health Support Program, a three-year pilot initiative designed to improve clinical outcomes for chronically ill Medicare beneficiaries.

Mrs. Holley received her Bachelor of Science degree in Nursing from the University of Maryland in 1993. To pursue her goal of becoming a Nurse Practitioner, she furthered her education by obtaining a Master of Science in Nursing from Howard University in Washington, D.C. in 1997 with Honors. She has begun coursework toward a PhD in Public Health through Walden University and has presented workshops on Urgent Care Management, Diabetes, Contraception and Sexually Transmitted Disease Prevention.

Contact Information:

Melissa J. Holley, CRNP
Clinical Director
MyCare Express
Eldersburg, MD
mjholley@mycareexpress.com