

Steven Cantrell of MedEx Urgent Care Recently Featured on Close Up Radio

LONG BEACH, CA, UNITED STATES, June 16, 2025 /EINPresswire.com/ -- MedEx Urgent Care, founded by healthcare veteran Steven Cantrell, is revolutionizing the healthcare landscape by providing unparalleled, patient-focused experiences, inspired by a deeply personal commitment to improving the quality of urgent care. MedEx addresses critical gaps in the current healthcare system by prioritizing the needs and experiences of patients, advocating for patient rights, and offering expertise while navigating complex healthcare challenges.

Steven Cantrell founded MedEx Urgent Care after a personal healthcare experience that highlighted significant

deficiencies in existing urgent care services. When Cantrell's son sustained a minor injury while surfing in California, the father-son duo faced an unexpectedly negative urgent care experience. "We encountered indifferent staff and unreasonable wait times for a simple procedure," Cantrell recalls. Fueled by a desire to provide better care, Cantrell decided to reshape urgent care services.

Emphasizing swift, high-quality care, MedEx Urgent Care operates with a model inspired by customer service giants like Nordstrom and Disney. "The customer—not patient— always comes first," asserts Cantrell. With a welcoming environment featuring amenities such as entertainment options, beverages, snacks, and toys for children, MedEx ensures comfort and reassurance for all visitors. More importantly, MedEx promises shortest wait times, with most patients seen within 15 minutes.

Cantrell's approach to hiring staff underscores his commitment to exceptional service.



Employees are rigorously vetted and trained to ensure alignment with MedEx's core values. "Those who fail to meet our service standards are immediately dismissed," Cantrell explains. This zero-tolerance policy has cultivated a team dedicated to compassionate and efficient care, reinforcing MedEx's mission against a profit-driven healthcare industry.

Beyond offering urgent care, MedEx is an example of healthcare leadership, rising against the profit-before-people paradigm pervasive in the sector. "My 30-year career has consistently been about putting people and providers first," says Cantrell, acknowledging the industry's shift towards lucrative interests fueled by private equity. He calls for increased patient advocacy and understanding of the healthcare system to empower individuals to take control of their health.

Cantrell emphasizes the importance of advocacy through his personal and professional experiences. He has guided numerous clients facing insurance denials and complex medical claims, insisting that, "Healthcare insurance companies often create barriers, and patients need an informed advocate by their side to help navigate these challenges effectively."

MedEx extends its commitment to community well-being by addressing broader healthcare issues, such as drug pricing and access to essential medications. Cantrell is particularly passionate about making life-changing medication accessible at affordable costs, even if it means confronting industry norms. "If I can manage to reduce the cost of medication and enhance someone's quality of life, it is worth every effort," he affirms.

Foundational to MedEx's philosophy is a dedication to holistic care and service to others. Cantrell's initiatives reflect his belief that healthcare should prioritize community and individual wellness over corporate profits. His work through MedEx Urgent Care reinforces the notion that compassion and expert medical services can lead to meaningful healthcare improvements.

"The work we did with Athletes for Life, providing free cardiac screenings across the country, saved countless lives," shares Cantrell. "It's this kind of difference that drives us. Our urgent care center is not just about treating immediate needs but also initiating long-term health improvements."

About MedEx Urgent Care

MedEx Urgent Care, founded by Steven Cantrell, offers top-tier urgent care services designed to provide compassionate, accessible, and efficient healthcare solutions. By setting new standards inspired by exceptional customer service benchmarks, MedEx prioritizes patient comfort and timely care. The company is dedicated to improving healthcare delivery through advocacy, empathy, and service excellence.

In an era where healthcare is increasingly driven by profit rather than patient care, MedEx, a pioneering urgent care provider, is tackling these issues head-on with bold new initiatives designed to put patients and providers first. Under the leadership of founder Steven Cantrell,

MedEx is taking a stand against the systemic challenges plaguing the healthcare industry, while empowering individuals to navigate an often convoluted system and make informed decisions about their health.

With over three decades of experience as a leader in the healthcare sector, Steven Cantrell has witnessed a concerning shift from patient-centric care to a profit-driven model. "Healthcare today prioritizes profits over people," Cantrell declares. "It's time we focus on what truly matters: patient empowerment, quality care, and transparent practices."

MedEx invites healthcare professionals, policymakers, and the general public to join this movement towards more ethical, patient-focused healthcare. By fostering collaboration and promoting public awareness, MedEx aims to spearhead a transformation in healthcare delivery and set a new benchmark for how care is delivered in the United States.

Close Up Radio recently featured Steven Cantrell in a two-part interview with Jim Masters on Tuesday June 10th at 12pm EST, and with Doug Llewelyn on Tuesday June 17th at 12pm EST

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For more information about Steven Cantrell, please visit

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