National Urgent Care Chart Survey

June 2010
Scope of the Survey

This survey was designed to identify:

- Demographics of patients presenting to urgent care centers
- What their presenting complaints were
- What diagnoses were most common
- What prescriptions were actually written
- What OTCs were recommended
- What procedures and tests were performed
Design & Methodology

Survey Design:
The survey methodology and data abstraction form were designed by researcher Robin M. Weinick, PhD. Dr Weinick is an Assistant Professor at Harvard Medical School and a Senior Scientist at the Institute for Health Policy, Massachusetts General Hospital.

Methodology:
• 1,589 blinded patient charts
• Drawn on an nth basis from a database of over 1.8 million patient charts as accessed through a large, billing processing company
• Original database spanned over 250 different urgent care clinics, located in 37 different states
• Randomized charts drawn from the 12 month period January – December 2009. For each chart, specific data were abstracted and entered into the survey database by a Registered Nurse
Patient Gender

- Male: 43%
- Female: 57%
Patient Age Breakout

- Infant to 13: 18
- 14-22: 14
- 23-35: 25
- 36-59: 33
- 60+: 11
New or Established Patient

- New: 43%
- Established: 57%
Chief Complaints

% of Visits

Patient complaints that the clinician noted in the chart
Chief Complaints
(Projected Total Volume, 2009)

Projections based on 142 Million patient visits to 9,100 urgent care clinics annually
Top Types of Diagnosis Code (% of Visits)

- Wound/Trauma/Fracture: 25.5%
- ENT: 25.1%
- Pulmonary: 17.7%
- Flu: 6.3%
- Genito Urinary: 4.6%
- Dermatological: 3.6%
- GI: 3.3%
- General: 3.1%
- Cardiovascular: 2.8%
- Eye: 2.5%
- Psychiatric: 1.8%
- Neurological: 1.6%
- Other: 2.3%

Based upon diagnosis codes which were written in the chart.
Top Diagnosis Codes - Detail
(\% of Visits)

Sinusitis: 6.9%
Musculoskeletal Pain: 6.8%
Sprain: 6.5%
Upper Respiratory Infection: 6.5%
Bronchitis: 6.4%
Pharyngitis: 6.4%
Otitis: 5.4%
Wound: 3.8%
Contusion: 3.6%
Gastric Disorder: 3.2%
Cellulitis: 2.7%
Cough: 2.4%
Conjunctivitis: 2.2%
Genito Urinary Disorder: 2.1%
Dermatitis: 1.7%

Based upon actual diagnosis codes written in the chart.
Top Diagnosis Codes - Detail
(% of Visits) continued

Influenza 1.7%
Strep Throat 1.7%
Viral Infection 1.6%
Fever 1.6%
Psychiatric Disorder 1.6%
Rhinitis 1.6%
Abdominal Pain 1.5%
Fracture 1.5%
Urinary Tract Infection 1.4%
Hypertension 1.4%
Ear Disorder 1.3%
Other 1.3%
Skin Disorder 1.2%
Headache 1.1%
Cystitis 1.1%

Based upon actual diagnosis codes written in the chart
Top Types of Prescriptions Written
(% of Visits)

Based upon prescriptions noted in the chart
Top Types of Prescriptions Written
(Projected Total Volume, 2009)

Projections based on 142 Million patient visits to ~9,100 urgent care clinics annually

Average 1.22 Prescriptions per Visit

Millions of Prescriptions

Antibiotics: 76.4
Non-Narcotic Analgesics: 17.2
Allergy/Flu: 14.6
Narcotic Analgesics: 14.0
Corticosteroids: 13.4
Cough: 9.5
Asthma: 5.8
Gastrointestinal: 4.6
Neuro/Psych: 4.6
Cardiovascular: 3.0
Ophthalmologic: 2.8
Gynecological: 2.1
Dermatological: 1.3
Antivirals: 0.9
Other: 0.9
Antifungals: 0.7
Otic: 0.6
Top Chemical Entities Prescribed, 1 – 20
(Brands and Generics rolled together)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Top Branded Name</th>
<th>Chemical Entity</th>
<th>Percent of Visits</th>
<th>Projected Rx’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ZITHROMAX</td>
<td>azithromycin</td>
<td>14.3%</td>
<td>20,375,079</td>
</tr>
<tr>
<td>2</td>
<td>AUGMENTIN</td>
<td>amoxicillin</td>
<td>12.3%</td>
<td>17,515,419</td>
</tr>
<tr>
<td>3</td>
<td>VICODIN</td>
<td>acetaminophen and hydrocodone</td>
<td>6.0%</td>
<td>8,489,616</td>
</tr>
<tr>
<td>4</td>
<td>BACTRIM</td>
<td>sulfamethoxazole trimethoprim</td>
<td>4.6%</td>
<td>6,523,600</td>
</tr>
<tr>
<td>5</td>
<td>PREDNISONE</td>
<td>prednisone</td>
<td>4.5%</td>
<td>6,434,235</td>
</tr>
<tr>
<td>6</td>
<td>PROAIR HFA</td>
<td>albuterol</td>
<td>3.8%</td>
<td>5,451,227</td>
</tr>
<tr>
<td>7</td>
<td>CEPHALEXIN</td>
<td>cephalexin</td>
<td>3.5%</td>
<td>5,004,405</td>
</tr>
<tr>
<td>8</td>
<td>MOTRIN</td>
<td>ibuprofen</td>
<td>3.2%</td>
<td>4,557,583</td>
</tr>
<tr>
<td>9</td>
<td>CIPRO</td>
<td>ciprofloxacin</td>
<td>3.0%</td>
<td>4,200,126</td>
</tr>
<tr>
<td>10</td>
<td>TUSSICAPS</td>
<td>chloropheniramine and hydrocodone</td>
<td>2.7%</td>
<td>3,842,668</td>
</tr>
<tr>
<td>11</td>
<td>LEVAQUIN</td>
<td>levofloxacin</td>
<td>2.4%</td>
<td>3,395,846</td>
</tr>
<tr>
<td>12</td>
<td>NAPROSYN</td>
<td>naporoxen</td>
<td>2.4%</td>
<td>3,395,846</td>
</tr>
<tr>
<td>13</td>
<td>TAMIFLU</td>
<td>oseltamivir</td>
<td>2.3%</td>
<td>3,306,482</td>
</tr>
<tr>
<td>14</td>
<td>OMNICEF</td>
<td>cefdinir</td>
<td>2.2%</td>
<td>3,127,753</td>
</tr>
<tr>
<td>15</td>
<td>FLEXERIL</td>
<td>cyclobenzaprine</td>
<td>2.2%</td>
<td>3,127,753</td>
</tr>
<tr>
<td>16</td>
<td>MEDROL</td>
<td>methylprednisone</td>
<td>2.2%</td>
<td>3,127,753</td>
</tr>
<tr>
<td>17</td>
<td>DOXYCYCLINE</td>
<td>Doxycycline</td>
<td>2.0%</td>
<td>2,770,296</td>
</tr>
<tr>
<td>18</td>
<td>BENADRYL</td>
<td>diphenhydramine</td>
<td>1.7%</td>
<td>2,412,838</td>
</tr>
<tr>
<td>19</td>
<td>FLONASE</td>
<td>Fluticasone propionate</td>
<td>1.6%</td>
<td>2,234,110</td>
</tr>
<tr>
<td>20</td>
<td>PHENERGAN</td>
<td>promethazine</td>
<td>1.6%</td>
<td>2,234,110</td>
</tr>
</tbody>
</table>

Projections based on 142 Million patient visits to ~9,100 urgent care clinics annually
<table>
<thead>
<tr>
<th>Rank</th>
<th>Top Branded Name</th>
<th>Chemical Entity</th>
<th>Percent of Visits</th>
<th>Projected Rx's</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>BIAxin</td>
<td>clarithromycin</td>
<td>1.4%</td>
<td>2,055,381</td>
</tr>
<tr>
<td>22</td>
<td>ULTRAM</td>
<td>tramadol</td>
<td>1.4%</td>
<td>2,055,381</td>
</tr>
<tr>
<td>23</td>
<td>TESSALON</td>
<td>benzonatate</td>
<td>1.4%</td>
<td>1,966,016</td>
</tr>
<tr>
<td>24</td>
<td>PHENERGAN W/ CODEINE</td>
<td>promethazine and codeine</td>
<td>1.4%</td>
<td>1,966,016</td>
</tr>
<tr>
<td>25</td>
<td>HycodAN</td>
<td>hydrocodone</td>
<td>1.3%</td>
<td>1,876,652</td>
</tr>
<tr>
<td>26</td>
<td>ASMANEX TWISTHALER</td>
<td>mometasone</td>
<td>1.3%</td>
<td>1,876,652</td>
</tr>
<tr>
<td>27</td>
<td>AVELOX</td>
<td>moxifloxacin</td>
<td>1.3%</td>
<td>1,787,288</td>
</tr>
<tr>
<td>28</td>
<td>DIFLUCAN</td>
<td>fluconazole</td>
<td>0.9%</td>
<td>1,340,466</td>
</tr>
<tr>
<td>29</td>
<td>BACTROBAN</td>
<td>mupirocin</td>
<td>0.9%</td>
<td>1,251,101</td>
</tr>
<tr>
<td>30</td>
<td>ALLEGRA</td>
<td>fexofenadine</td>
<td>0.9%</td>
<td>1,251,101</td>
</tr>
<tr>
<td>31</td>
<td>CORTISPORIN</td>
<td>neomycin polymyxin B hydrocortisone</td>
<td>0.8%</td>
<td>1,161,737</td>
</tr>
<tr>
<td>32</td>
<td>ERYTHROMYCIN</td>
<td>erythromycin</td>
<td>0.8%</td>
<td>1,072,373</td>
</tr>
<tr>
<td>33</td>
<td>PERCOCET</td>
<td>oxycodone and acetaminophen</td>
<td>0.8%</td>
<td>1,072,373</td>
</tr>
<tr>
<td>34</td>
<td>HYDROCHLOROTHIAZIDE</td>
<td>hydrochlorothiazide</td>
<td>0.7%</td>
<td>983,008</td>
</tr>
<tr>
<td>35</td>
<td>CEFTIN</td>
<td>cefuroxime</td>
<td>0.6%</td>
<td>893,644</td>
</tr>
<tr>
<td>36</td>
<td>CLEOCIN</td>
<td>clindamycin</td>
<td>0.6%</td>
<td>893,644</td>
</tr>
<tr>
<td>37</td>
<td>ATARAX</td>
<td>hydroxyzine hydrochloride</td>
<td>0.6%</td>
<td>893,644</td>
</tr>
<tr>
<td>38</td>
<td>FLAGYL</td>
<td>metronidazole</td>
<td>0.6%</td>
<td>893,644</td>
</tr>
<tr>
<td>39</td>
<td>SINGULAIR</td>
<td>montelukast</td>
<td>0.6%</td>
<td>893,644</td>
</tr>
<tr>
<td>40</td>
<td>ZOFRAN</td>
<td>odansetron</td>
<td>0.6%</td>
<td>893,644</td>
</tr>
</tbody>
</table>

Projections based on 142 Million patient visits to ~9,100 urgent care clinics annually
Top Categories of OTC Recommendations
(% of Visits)

Based upon OTC recommendations noted in the chart
Top Categories of OTC Recommendations
(Projected Total Volume, 2009)

- Fluids: 20.9
- Tylenol: 15.4
- Motrin: 9.6
- Heat/Ice Packs: 7.8
- Mucinex All Forms: 6.4
- Ibuprofen: 5.2
- Robitussin All Forms: 3.2
- Advil: 2.9
- Claritin All Forms: 2.1
- Gargle: 2.1
- Zyrtec: 1.9
- Rondec DM: 1.3
- Sudefed: 1.3
- Pyridium: 1.2
- Bacitracin: 0.8

Average 0.69 OTC Recommendations per Visit

Millions of Recommendations

Projections based on 142 Million patient visits to ~9,100 urgent care clinics annually
### Top OTC Brand Recommendations Detail

(Projected Total Volume, 2009)

<table>
<thead>
<tr>
<th>OTC Name</th>
<th>Projected Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Fluids</td>
<td>20,911,265</td>
</tr>
<tr>
<td>2 Tylenol</td>
<td>15,370,673</td>
</tr>
<tr>
<td>3 Motrin</td>
<td>9,561,989</td>
</tr>
<tr>
<td>4 Heat/ice packs</td>
<td>7,774,701</td>
</tr>
<tr>
<td>5 Mucinex All Forms</td>
<td>6,434,235</td>
</tr>
<tr>
<td>6 Ibuprofen</td>
<td>5,183,134</td>
</tr>
<tr>
<td>7 Robitussin All Forms</td>
<td>3,217,118</td>
</tr>
<tr>
<td>8 Advil</td>
<td>2,859,660</td>
</tr>
<tr>
<td>9 Claritin All Forms</td>
<td>2,055,381</td>
</tr>
<tr>
<td>10 Zyrtec</td>
<td>1,876,652</td>
</tr>
<tr>
<td>11 Rondec DM</td>
<td>1,340,466</td>
</tr>
<tr>
<td>12 Sudafed</td>
<td>1,340,466</td>
</tr>
<tr>
<td>13 pyridium</td>
<td>1,161,737</td>
</tr>
<tr>
<td>14 Bacitracin</td>
<td>804,279</td>
</tr>
<tr>
<td>15 Afrin</td>
<td>536,186</td>
</tr>
<tr>
<td>16 Aleve</td>
<td>536,186</td>
</tr>
<tr>
<td>17 Chloraseptic</td>
<td>446,822</td>
</tr>
<tr>
<td>18 Auralgan</td>
<td>268,093</td>
</tr>
<tr>
<td>19 Neosporin</td>
<td>268,093</td>
</tr>
<tr>
<td>20 Cortizone 10</td>
<td>178,729</td>
</tr>
<tr>
<td>21 Debrox</td>
<td>178,729</td>
</tr>
</tbody>
</table>

Projections based on 142 Million patient visits to ~9,100 urgent care clinics annually
Top Procedures
(% of Visits)

- Injection: 32.3%
- Rapid Test: 23.2%
- Oximetry: 18.8%
- X-Ray: 14.5%
- Blood Test: 11.2%
- Urinalysis: 10.5%
- Splints/Bandages/Casts: 7.6%
- Vaccine: 3.9%
- Inhalation Tx: 3.5%
- Wound Repair: 3.0%
- Foreign Body Removal: 1.2%
- Other: 2.2%

Based upon procedure codes which were written in the chart.
Top Procedures
(Projected Total Volume, 2009)

Projections based on 142 Million patient visits to 9,100 urgent care clinics annually
Top Blood Tests
(Projected Total Volume, 2009)

- CBC
- Venipuncture (unspecified test)
- CMP
- Heterophile Antibodies
- Lipid Panel
- Basic Metabolic Panel
- Hemoglobin (A1C)
- Reagent Strip/Blood Glucose

Projections based on 142 Million patient visits to 9,100 urgent care clinics annually.
Top Lab Tests
(Projected Total Volume, 2009)

Projections based on 142 Million patient visits to 9,100 urgent care clinics annually
Top Vaccinations
(Projected Total Volume, 2009)

- Vaccine, Unspecified: 2.7 millions
- Tdap Vaccine: 1.4 millions
- Td Vaccine: 0.9 millions
- Tetanus: 0.4 millions
- Flu Vaccine: 0.2 millions

Projections based on 142 Million patient visits to 9,100 urgent care clinics annually.
Disposition of Visits

- Follow up Visit PRN: 69%
- Follow up Visit Scheduled: 12%
- Refer to Primary Care Physician: 7%
- Refer to Specialist: 6%
- Refer to the ER: 2%
- Telephone Follow up: 1%
The Braveheart Group - Bio

- **Peter Murphy**
  - Former Publisher of JAMA and American Medical News – 12 years
  - Former VP/GM of Advanstar Medical Economics’ Primary Care Group – 2 years

- **Stuart Williams**
  - Former Director of Sales at American Medical Association – 10 years
  - Former Publisher of Medical Economics Magazine and Patient Care Magazine – 2 years

41 Years of Combined Medical Publishing Experience

Contact Peter Murphy or Stuart Williams:
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Stuart: 201-529-4004 or swilliams@jucm.com