



DEVELOPING DATA

UCAOA'S Survey Committee drew two important conclusions from its first industry-wide survey: urgent care is a growing industry nationwide, and those within the industry are hungry for benchmarking data. In each issue of *JUCM*, **Developing Data** will seek to fulfill that need.

In this issue: Just what constitutes an “average” business day for an urgent care clinic?

CLINIC HOURS

	Open	Respondents	Close	Respondents
Monday - Friday	7 a.m.	(10 %)	7 p.m.	(10%)
	8 a.m.	(58%)	8 p.m.	(42%)
	9 a.m.	(20%)	9 p.m.	(13%)
			10 p.m.	(11%)
Saturday	8 a.m.	(34%)	5 p.m.	(18%)
	9 a.m.	(36%)	6 p.m.	(12%)
	10 a.m.	(13%)	8 p.m.	(22%)
			9 p.m.	(10%)
Sunday	8 a.m.	(24%)	4 p.m.	(12%)
	9 a.m.	(28%)	5 p.m.	(21%)
	10 a.m.	(18%)	6 p.m.	(17%)
	11 a.m.	(12%)	8 p.m.	(13%)
			9 p.m.	(11%)

Source: *Benchmarking Your Urgent Care*, © 2006, **Urgent Care Association of America**.

One of the perceived benefits of urgent care, from a patient's perspective, is convenience; clinics tend to be open when the primary care provider's doors are closed, and care more quickly available than in the ED of the local hospital. But what does that mean, in terms of hours of operation?

More than half of respondents report that their clinic is open from 8 a.m. or earlier to 8 p.m. or later on weekdays.

Typically, hours change slightly on weekends. Only 34% of respondents' clinics open at 8 a.m. on Saturday, while 36% open their doors at 9; 13% don't see their first patient until 10 a.m.

Business hours are most disparate on Sundays, when 12% of respondents open at 11 a.m. and closing times are staggered from 4 p.m. (for 12% of survey participants), to 9 p.m. (11%). Most close at 5 or 6 p.m. on Sundays, though.

Next month in Developing Data:

Urgent care providers are often distinguished from their counterparts who practice in other settings by virtue of the fact that they are entrepreneurs who started their own business. We'll look at the corporate structure/organization of urgent care as revealed by the UCAOA survey.