



## DEVELOPING DATA

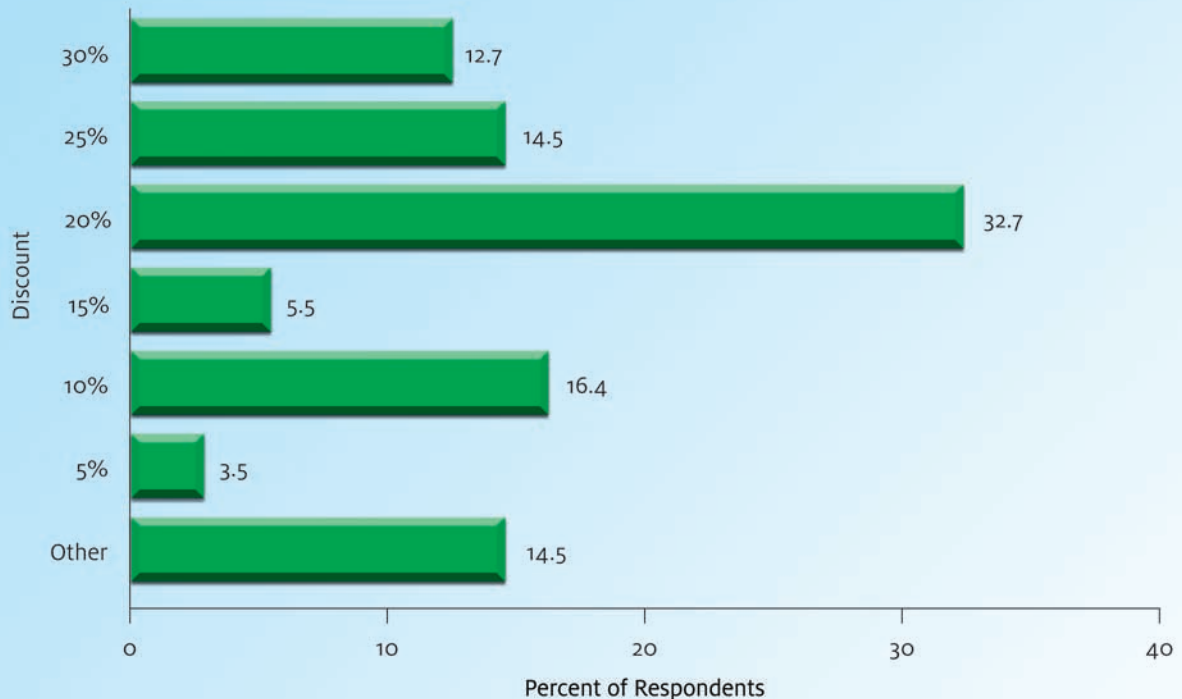
UCAOA's Survey Committee has conducted two annual member surveys, to date, designed to establish benchmarks in an industry for which data have been sorely lacking. Each month in **Developing Data**, we will share one or two tidbits from the second annual survey in an effort to help readers get a sense of what their peers are doing, and what kind of trends are developing as urgent care evolves.

In this issue: How are some clinics employing prompt-pay discounts?

Respondents were split evenly over the question of whether they offer some sort of prompt-pay discount (50.4% do; 49.6% do not). The amount discounted ranged from 5% to 30%, though 14.5% of respondents declined to quantify the percentage by answering "other."

The question of what "prompt pay" really means is open to some interpretation, however; for 83% of respondents, it means immediate payment at the time of service, while 12.9% take a broader view and offer a discount if payment is made within a specified period of time after the patient is billed. The survey did not ask what the range of "specified" time was, however.

### PROMPT-PAY DISCOUNTS



Areas covered in the UCAOA industry surveys included urgent care structures and organization, services offered, management of facilities and operations, patients and staffing, and financial data. UCAOA members who have ideas for future surveys should e-mail J. Dale Key, UCAOA Survey Committee chair.

*Next in  
Developing Data:*  
How much time do staff  
spend with patients?