



DEVELOPING DATA

In each issue on this page, we report on research from or relevant to the emerging urgent care marketplace. This month, we offer a look at data from the 2010 Urgent Care Benchmarking Survey Results. These data are based on responses of 1,691 US urgent care centers; 32% were UCAOA members. The survey was limited to "full-fledged urgent care centers," the qualifications for which included accepting walk-ins during all hours of operation, as well as having a licensed provider on site, x-ray and labs on-site, the ability to administer IV fluids and perform minor procedures, and being open seven days a week, at least four hours per day.

In this issue: What percentage of patients who visit an urgent care center have a primary care physician, and if they don't, what percentage of urgent care centers help them find one?

HOW MANY URGENT CARE PATIENTS HAVE PCPs AND HOW MANY RECEIVE REFERRALS?

In more than half of urgent cares, the majority of patients have a primary doctor. In 38% of urgent cares, however, over half of patients don't (**Figure 1**). Are they referred? Often the answer is No (**Figure 2**). For example, in urgent cares where one-third to one-half of patients lack a regular primary doctor, only 16% receive referrals. This may due to lack of patient desire or an ineffective referral process.

Figure 1. Urgent care patients who do not need a primary doctor referral.

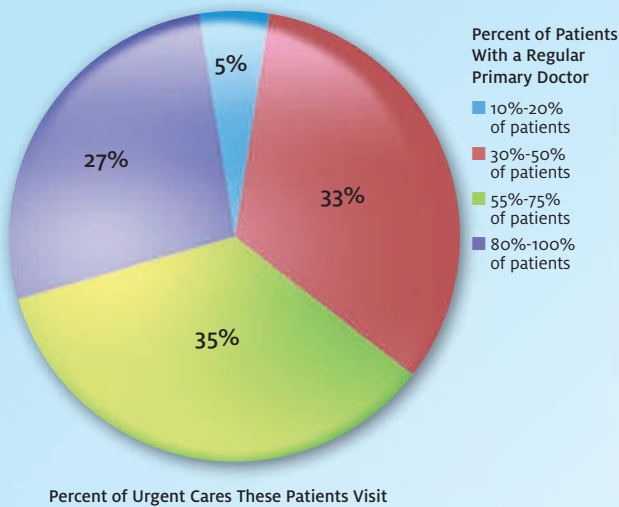
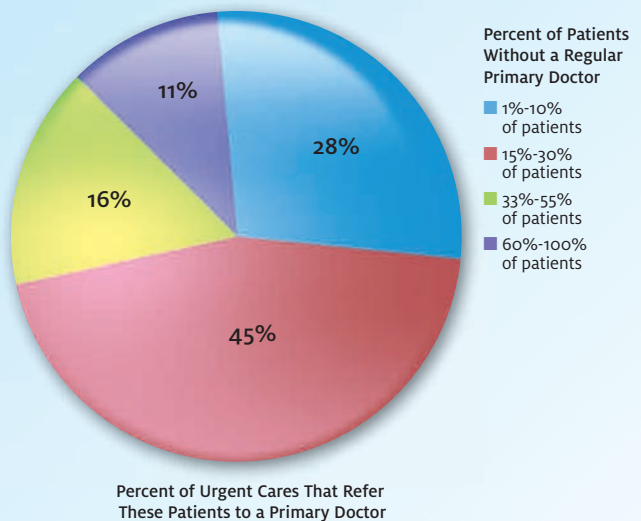


Figure 2. Urgent care patients who do need a primary doctor referral.



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If you are aware of new data that you've found useful in your practice, let us know via an e-mail to editor@jucom.com. We will share your discovery with your colleagues in an upcoming issue of *JUCM*.