

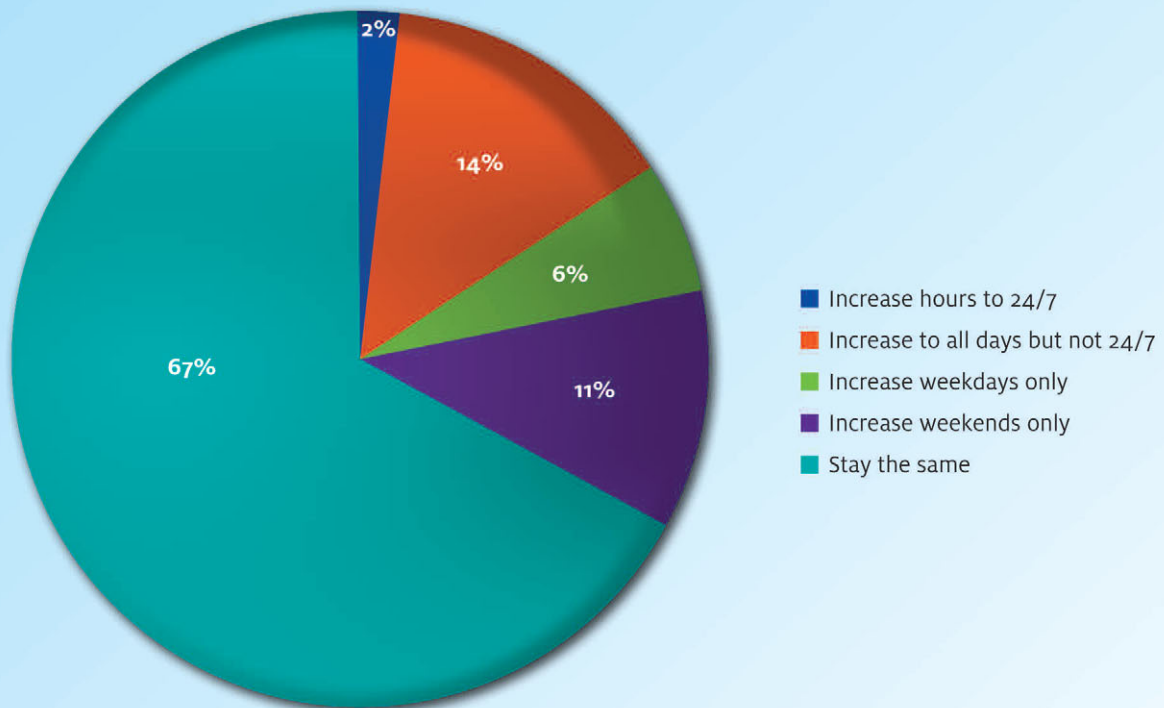


DEVELOPING DATA

These data from the 2010 Urgent Care Benchmarking Survey 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” accepting walk-ins during all hours of operation; having a licensed provider and x-ray and lab equipment onsite; the ability to administer IV fluids and perform minor procedures; and having minimal business hours of seven days per week, four hours per day.

In this issue: What changes do you anticipate in your hours of operation?

EXPECTED CHANGE IN HOURS OF OPERATION



Only one-third of urgent cares expect to increase their hours of operation in the foreseeable future. Of those, only 13% foresee increasing their hours of operation to times that would maximize the value proposition of urgent care access: 24/7 and weekends. However, as urgent cares see more competition not only from other urgent cares but also from hospitals, pharmacy chains like CVS/Caremark, and retailers like Walmart seeking urgent care business, it is likely that more centers will offer expanded hours of operation.

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