



DEVELOPING DATA

These data from the 2012 Urgent Care Industry Benchmarking Study are based on a sample of 1,732 urgent care centers; 95.2% of the respondents were UCAOA members. Among other criteria, the study was limited to centers that have a licensed provider onsite at all times; have two or more exam rooms; typically are open 7 days/week, 4 hours/day, at least 3,000 hours/year; and treat patients of all ages (unless specifically a pediatric urgent care).

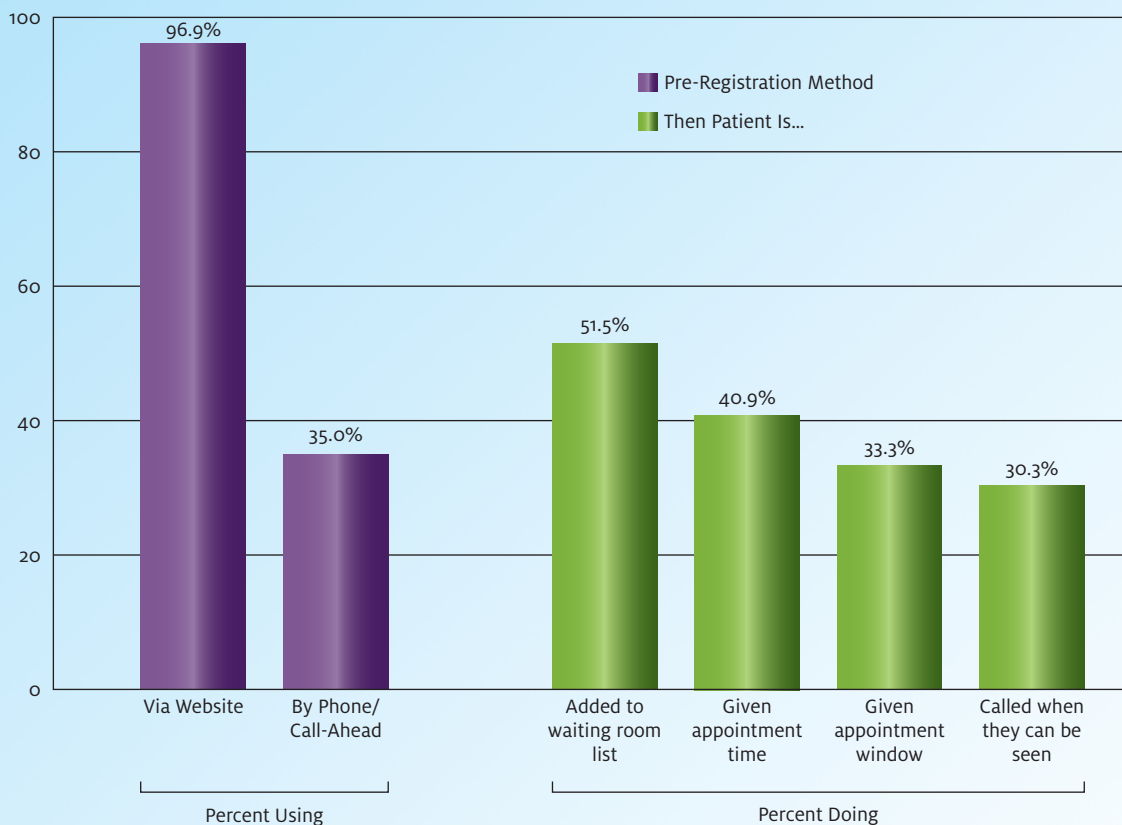
In this issue: What Methods Are Urgent Care Centers Using for Patient Registration?

USE OF PATIENT REGISTRATION SYSTEMS

The 2010 survey showed that the vast majority (92.9%) of urgent care centers were using computerized systems for practice management, though fewer (66.7%) were using them for clinical processes. The 2012 survey examined more specifically how centers were using the technology they have.

Patient Registration

47.9% of centers allow patients to complete paperwork prior to their visit, though they execute this in different ways—online being the most prevalent (n=140).



Acknowledgement: The 2012 Urgent Care Industry Benchmarking Study was funded by the Urgent Care Association of America and administered by Anderson, Niebuhr and Associates, Inc. The full report can be purchased at www.ucaoa.org/benchmarking.