



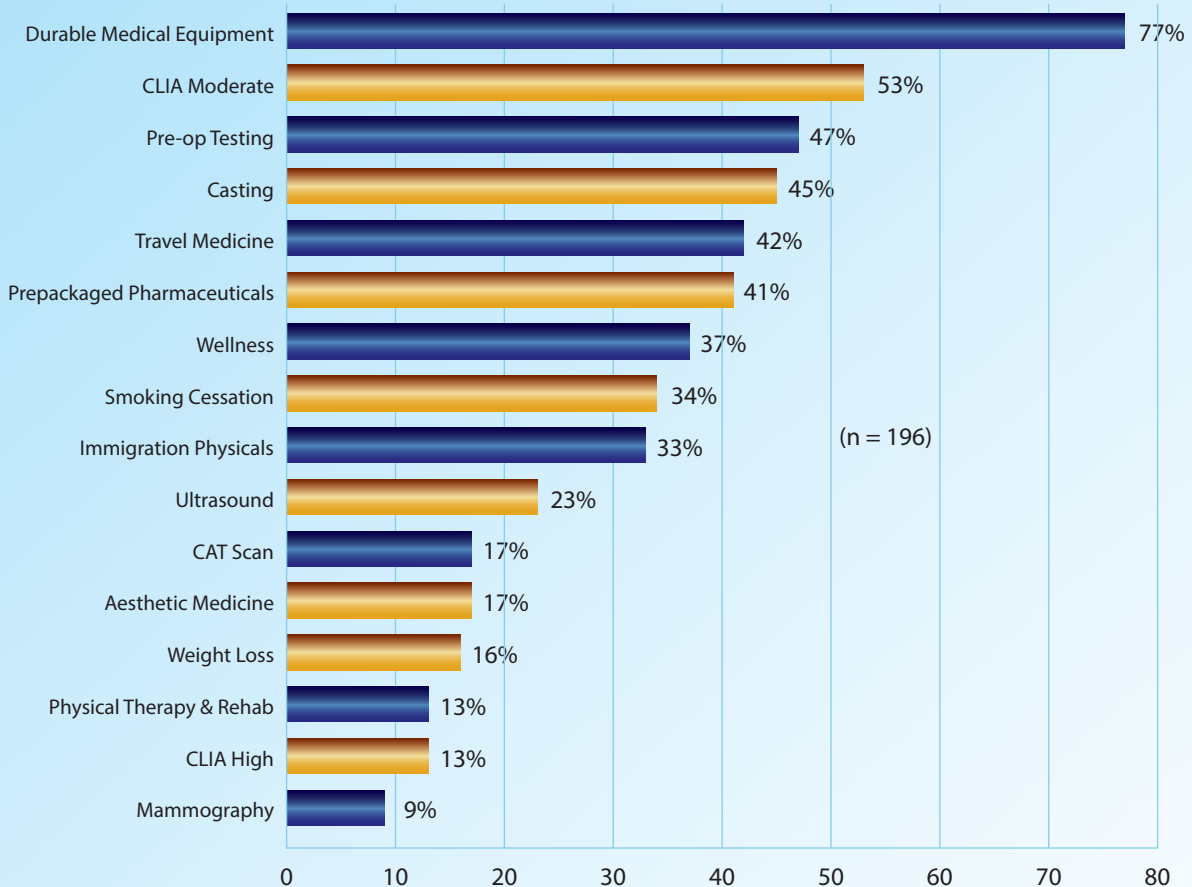
DEVELOPING DATA

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 General Clinical Services Are Urgent Care Centers Providing?

SERVICES PROVIDED

In addition to the usual services provided in an urgent care center, the 2012 survey examined more complex and “voluntary” services that centers could choose to provide, depending upon the needs of their communities, expertise of providers, and equipment available. While services such as high-end imaging and cosmetic medicine remain relatively rare, urgent care centers appear to be making efforts to further expand the “one stop shop” nature of their clinics.



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.