

## DEVELOPING DATA

hese 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 Additional Clinical Services Are Urgent Care Centers Providing?

## SERVICES PROVIDED

Injectables for Gonorrhea	51%	31%	5%	14%
Injectables for Syphilis	43%	29%	7%	22%
Urine Microscopy	42%	49%		5% 4%
Respiratory Syncytial Virus Rapid Test	40%	38%	5%	17%
Basic Metabolic Panel	39%	55%		5% 2
KOH/Wet Prep	39%	41%	5%	15%
Complete Blood Count	34%	58%		6% 3
Electrolytes	34%	56%		6% <u>4</u> %
CBC with Differential	30%	63%		6% 2
Serum Beta HcG	26%	66%		5% 4%
Comprehensive Metabolic Panel	24%	68%		6% 2
Prothrombin Time	20%	65%		7% 8%
International Normalized Ratio (INR)	19%	64%	8	% 9%
Rapid STD Tests	18%	52%	7%	23%
Hemoglobin A1C	15%	71%		6% 7%
STD Testing	14%	79%		6% 2
Creatine Kinase - MB	12%	72%	6	% 10%
Erythrocyte Sedimentation Rate	11%	78%		7% 5%
Dimer - D	11%	68%	7%	15%
Troponin	11%	68%	6%	15%
B-Type Natriuretic Peptide	10%	69%	5%	15%
	4%	90%		5% 2
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📕 On-Site 📕 Draw & send to reference lab 📕 Send patient to outside lab 📕 Do not provide at all

Clinical services beyond those that are general often are made available to patients at the urgent care center, but the actual processing of the services is done elsewhere. The graph above covers a broad variety of clinical services and how/where they are typically provided.

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.