

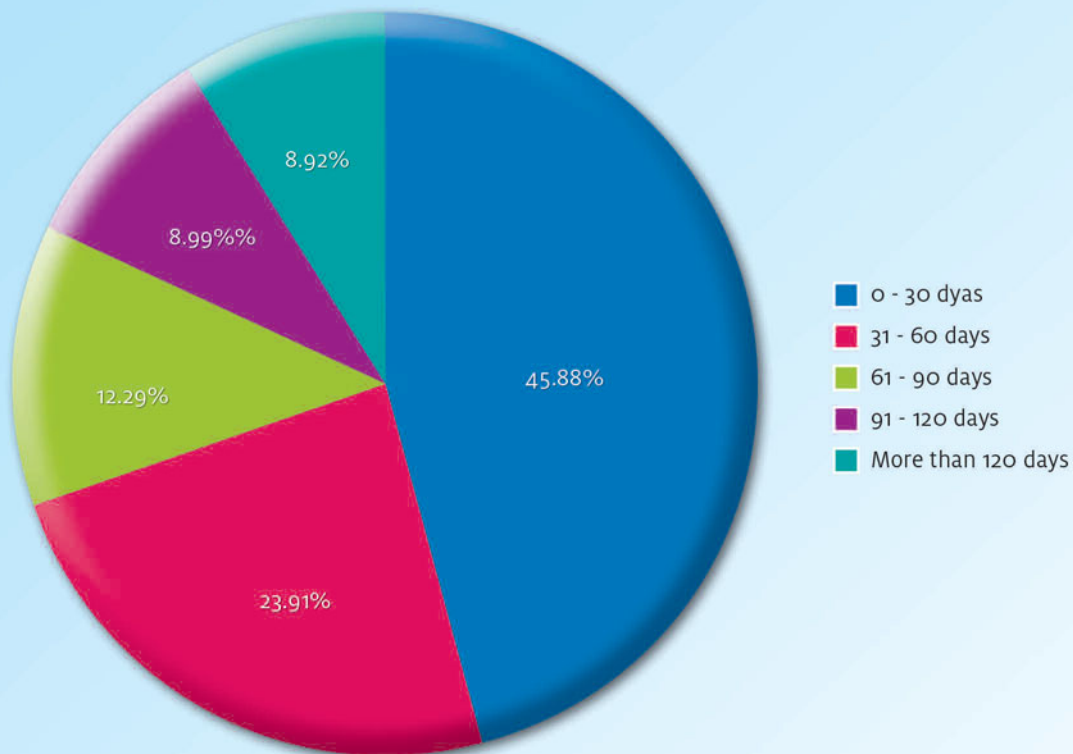


# DEVELOPING DATA

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 is the Average Time to Payment Receipt?

## PERCENT OF DAYS IN A/R (INCLUDING WRITE-OFFS)



Delays in payments significantly influence an urgent care center's ability to manage its organizational resources successfully. With 30% of receivables outstanding for more than 2 months, centers must manage their cash flow and expenses carefully. Improvement in this area is a focus for many centers (n=105).

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