

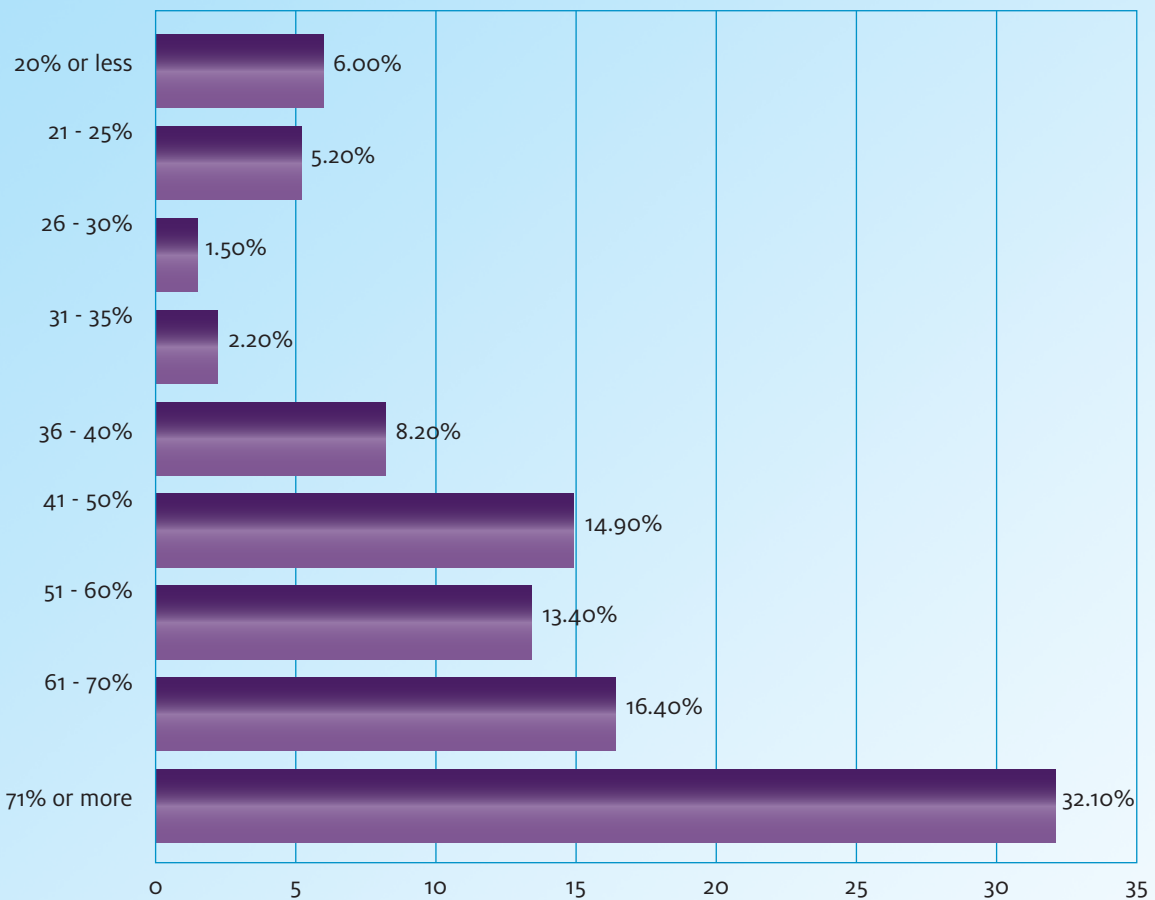


DEVELOPING DATA

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 Percentage of Patients Have a Regular Primary Care Physician Outside of the Urgent Care Center?

PERCENTAGE OF PATIENTS WITH A REGULAR PRIMARY CARE PHYSICIAN OUTSIDE OF CENTER



An average of 58.9% of urgent care patients already have a primary care physician (PCP) outside the urgent care center, leaving approximately 40% of patients who may be using an urgent care as their PCP. However, with 17.9% of urgent care centers also doing formal primary care, that number is likely closer to only 20% using an urgent care "in place of" having a regular PCP (n=134).

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