

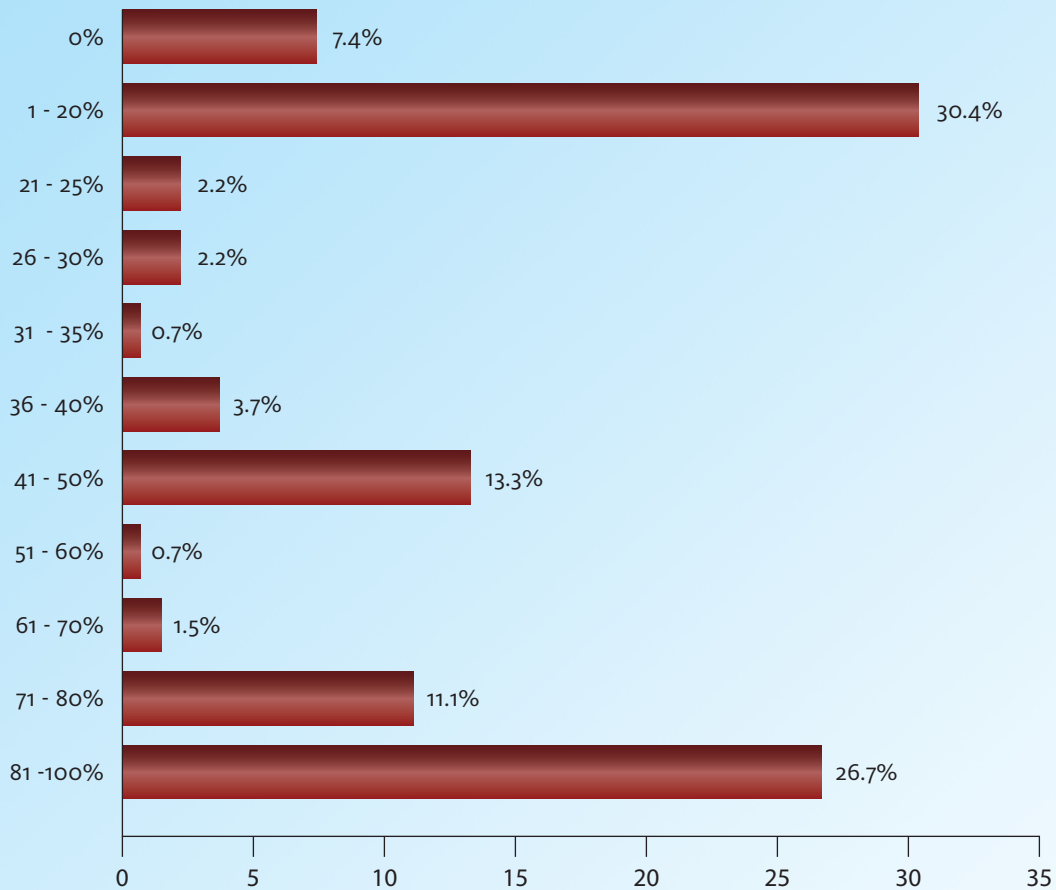


DEVELOPING DATA

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 Do Urgent Care Centers Assist in Finding a Primary Care Physician?

PERCENTAGE OF PATIENTS URGENT CARE CENTERS ASSIST IN FINDING A PRIMARY CARE PHYSICIAN



81% of urgent care centers have a “standard process” in place for helping patients without a regular physician to find one (n=137). In practice, about 48.4% of patients are actually assisted with a new regular physician (n=135); however, that average belies the phenomenon that is actually occurring, as shown in this chart. Assistance is provided either at very high or very low levels, likely tying into whether centers formally provide primary care internally.

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.