

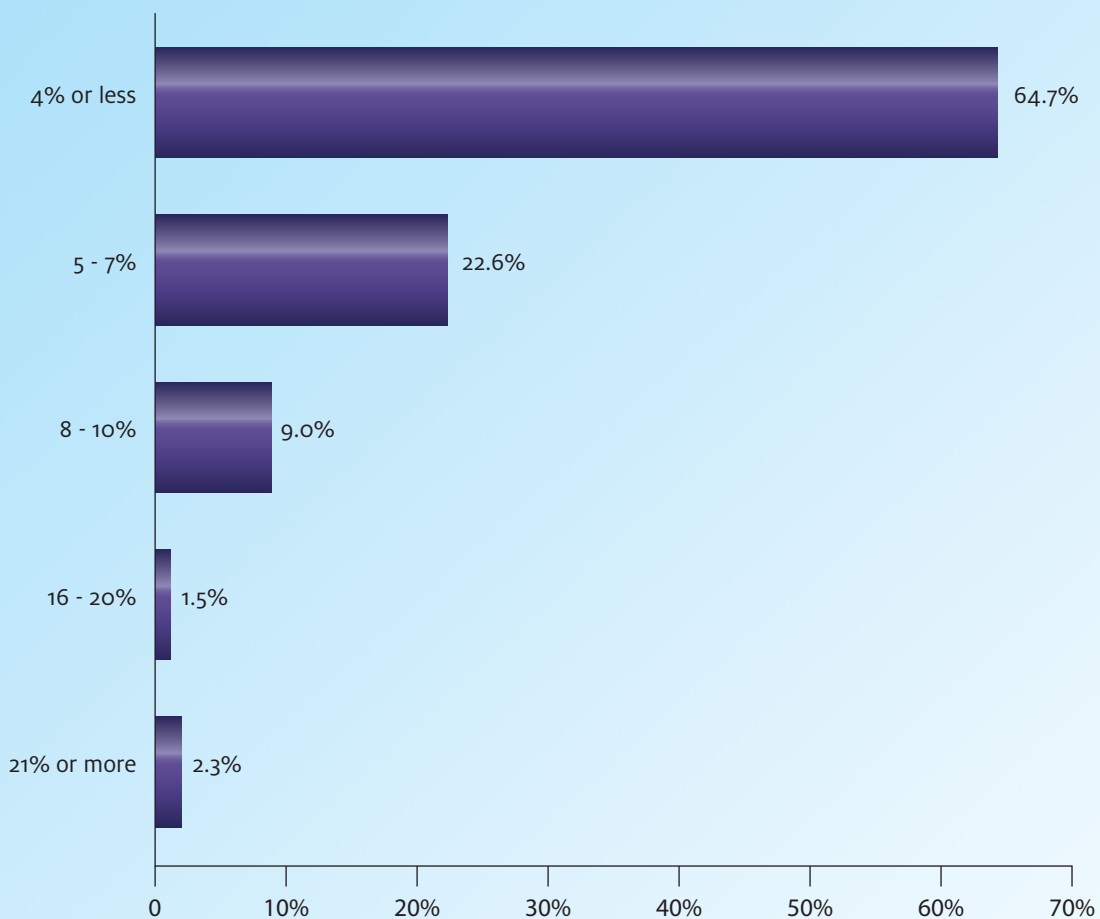


DEVELOPING DATA

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 Transfer or Direct to an Emergency Room?

PERCENTAGE OF PATIENTS TRANSFERRED OR DIRECTED TO ER



An average of 3.98% of patients are either directed or transferred from an urgent care center to an emergency room, indicating that the vast majority of patients are making the appropriate choice for site of care when they visit an urgent care (n=133). Notes: Respondents include hospital-owned urgent care centers that may be near or on the same campus as the emergency room, possibly increasing the number of transfers. There were no respondents in the 11-15% range.

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.