



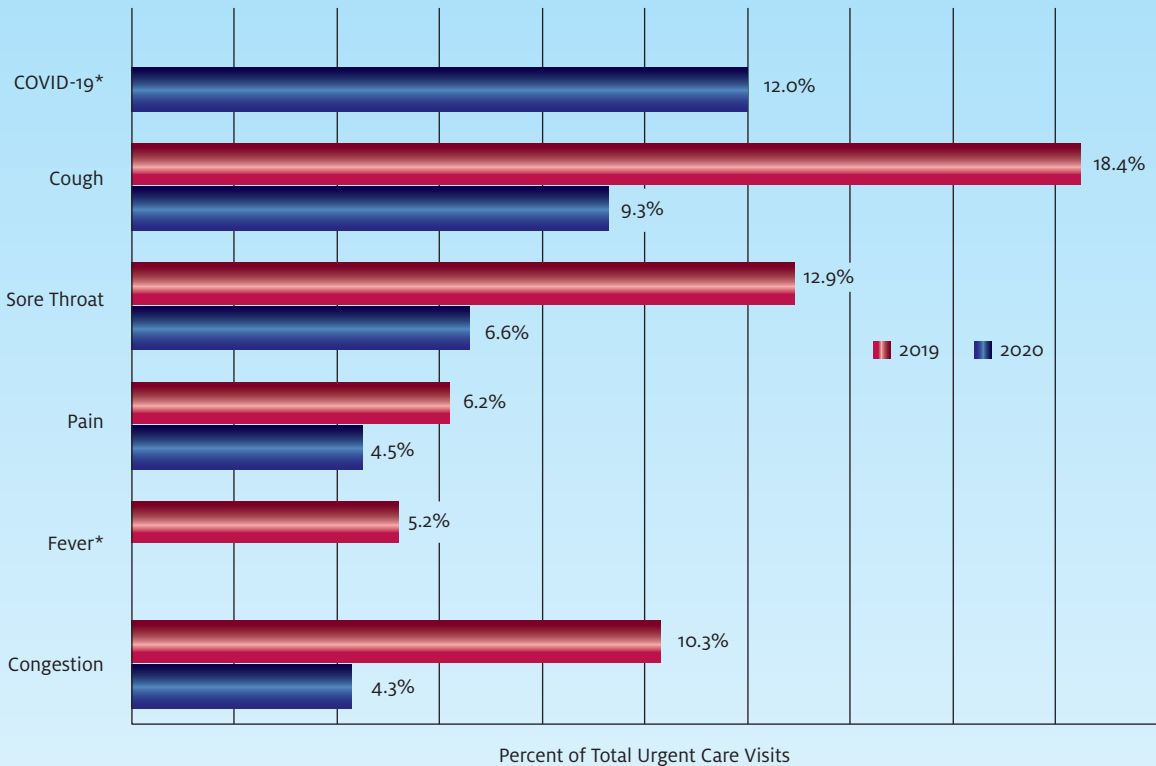
Will Urgent Care Visits Return to ‘Normal’ as the Pandemic Turns Endemic?

In spite of the fact that urgent care was overlooked as an essential partner in the fight against COVID-19 in the early days of the pandemic, the virus had a major impact on the complaints that drove patients to visit an urgent care center. In fact, according to JUCM research, most of 2019’s top 5 chief complaints fell by at least half as a proportion of all urgent care visits. COVID-19, which was essentially a nonentity in 2019 in

the U.S. urgent care marketplace, became the most-cited chief complaint in 2020.

This begs the question: What will happen if COVID-19 transitions from a pandemic to an endemic disease, as expected? The comparison between 2019 and 2020, below, might offer some helpful historical context. ■

PATIENTS' CHIEF COMPLAINTS WHEN PRESENTING TO URGENT CARE 2019 VS 2020



*COVID-19 was not mentioned as a chief complaint in 2019

**Fever dropped to the sixth most-cited chief complaint (3.1% of visits) in 2020

Data source: JUCM 2019 Urgent Care Chart Survey (reflecting 8.7 million blinded patient visits to 1,000 urgent care centers) and JUCM 2020 Urgent Care Chart Survey (reflecting 10.6 million blinded patient visits to 1,000 urgent care centers).