**BENCHMARKING REPORT SUMMARY**

**2016**

**Headlines on Growth**

**IN 2015:**

**96%**

Say the number of patient visits INCREASED

**90%**

of urgent care centers anticipated growth in 2016

**73%**

acquired or built a new location

**URGENT CARE CENTERS PROVIDE:**

Either urgent and ongoing primary care or specialty urgent care

**13%**

URGENT OR EPISODIC CARE EXCLUSIVELY

**87%**

**TREND OF UC CENTERS IN INDUSTRY**

2014 2015 2016

6,003 6,707 7,357

**% OF TOTAL PATIENT VISITS BY PAYER**

60% Commercial and/or Private
22% Medicare or Medicaid
5% pay cash
13% Other (including work comp, TriCare)

Urgent care centers report an average of nearly 12,000 patient care visits for the 2015 Fiscal Year. They handle an average of THREE patient care visits per hour and 32 visits per day.

**Supporting Stats**

**7**

Average number of exam/treatment ROOMS

**TOP 5 STATES WITH URGENT CARE CENTERS**

**Common Services Offered**

- Immigration
- Physicals
- Concussion Screening
- Travel Medicine
- Telemedicine
- Physical Therapy
- Wellness

**TOP DIAGNOSIS CODES**

- Acute upper respiratory infection
- Acute sinusitis
- Acute pharyngitis
- Cough
- Acute bronchitis

**TOP PROCEDURE CODES**

- Injection code
- Rapid Strep Test
- Flu Test
- Urinalysis
- Diagnostic Radiology

**TOP REPORTED STAFFING MODELS**

1. 1 Physician, 1 Physician Assistant (PA), 2 Medical Assistants (MA), 1 Radiologic Technician (RT), 1 Center Manager, 2 Receptionists
2. 1 Physician, 1 Nurse Practitioner, 1 MA, 1 Licensed Practical Nurse, 1 RT, 1 Center Manager, 1 Receptionist
3. 1 PA, 1 MA, 1 RT, 1 Receptionist

Patients presenting at urgent care centers are in the appropriate care setting

97%

Were diverted to ED 3%