In 2016:

- Urgent care centers report an average of over 15,000 patient care visits for the 2016 Fiscal Year. They handle an average of THREE patient care visits per hour and 50 visits per day.

- URGENT CARE CENTERS PROVIDE:
  - Either urgent and ongoing primary care or specialty urgent care
  - 9% indicated they are offering telemedicine

- URGENT CARE CENTERS WAIT:
  - 90% 30 minutes or less to see a provider
  - 90% 60 minutes or less total patient visit

- 67% COMMERCIAL
- 17% MEDICARE OR MEDICAID
- 12% FULLY CASH PAY
- 4% OTHER (TRICARE, WORK COMP, DIRECT BILL EMPLOYER SERVICES)

- OWNERSHIP:
  - 15% Hospital-owned
  - 14% Two or more physicians
  - 39% Corporate entity
  - 10% Single physician
  - 16% Joint venture with a hospital
  - 3% Non-physician investors
  - 2% Physician investors
  - 1% Other

- PATIENT VISITS BY PAYER
  - 66% COMMERCIAL
  - 17% MEDICARE OR MEDICAID
  - 12% FULLY CASH PAY
  - 4% OTHER (TRICARE, WORK COMP, DIRECT BILL EMPLOYER SERVICES)

- TOP 5 STATES WITH URGENT CARE CENTERS

- TOP DIAGNOSIS CODES
  - Acute upper respiratory infection, unspecified
  - Acute sinusitis
  - Acute pharyngitis
  - Cough
  - Fever

- TOP PROCEDURE CODES
  - Injections/infusions
  - Strep Test
  - Flu Test
  - Urinalysis

- OTHER SERVICES OFFERED
  - Immigration
  - Physicals
  - Concussion Screening
  - Travel Medicine
  - Wellness
  - Physical Therapy
  - Telemedicine

- TOP REPORTED STAFFING MODELS
  - 1 Physician, 1 Physician Assistant (PA), 2 Medical Assistants (MA), 1 Radiologic Technician (RT), 1 Center Manager, 2 Receptionists
  - 1 Physician, 1 Nurse Practitioner, 1 MA, 1 Licensed Practical Nurse, 1 RT, 1 Center Manager, 1 Receptionist
  - 1 Physician, 1 MA, 1 RT, 1 Receptionist

- 94% Communicate a summary of treatment to external physicians
- 96% Say the number of patient visits increased

- TENDENCY OF UC CENTERS IN INDUSTRY
  - 6,003 in 2014
  - 6,707 in 2015
  - 7,357 in 2016
  - 8,154 in 2017

- 90% of urgent care centers anticipated growth in 2016
- 73% acquired or built a new location

- % of total patient visits by payer
- 64% indicated their target market area was within a 5 mile radius from the center.

- Patients presenting at urgent care centers are in the appropriate care setting
- 97%

- Were diverted to ED
- 3%