Patients presenting at UCCs are in the appropriate care setting.

98% of patients seeking care in a UCC are unaffiliated with a PCP/medical home.

2% were diverted to ED.

99% have measures in place to monitor appropriate opioid prescribing.

98% have measures in place to monitor appropriate antibiotic prescribing.

GROWTH IN NUMBER OF UCCs:

- 2019: 9,616
- 2018: 8,774
- 2017: 8,125
- 2016: 7,271
- 2015: 6,946
- 2014: 6,400
- 2013: 6,100

URGENT CARE CENTER WAIT:

- 30 minutes or less to see a provider: 92%
- 60 minutes or less total patient visit: 97%

OTHER IN-HOUSE SERVICES OFFERED:

- Casting
- Pre-op screening
- Occupational medicine
- Smoking cessation
- Travel medicine
- Concussion screening
- Joint injections
- Concussion screening

30% of total patient visits by payer:

- Commercial: 55%
- Medicare or Medicaid: 22%
- Fully cash pay: 10%
- Other: 6%
- OCC Health or Workers' Comp: 7%
- Fully cash pay:

PLAN TO IMPLEMENT TELEMEDICINE WITHIN 6 TO 12 MONTHS:

- 91%

ANTEBILIC STEWARDSHIP MEASURES:

- Diagnosis code analysis: 82%
- In-office signage: 81%
- Materials provided to patients with upper respiratory infections: 45%
- Materials provided to all patients: 38%