

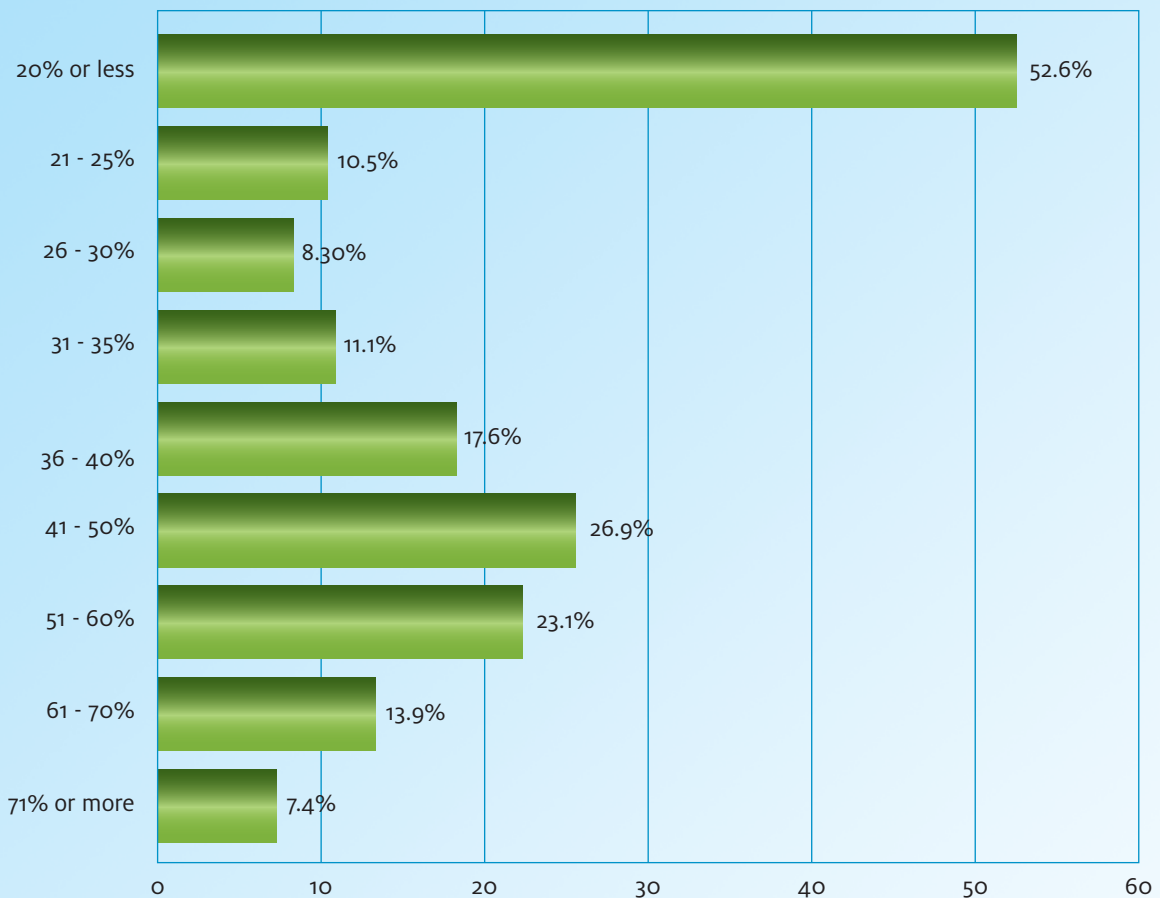


## DEVELOPING DATA

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 Consider an Urgent Care Center Their “Medical Home”?

### PERCENTAGE OF PATIENTS WHO CONSIDER CENTER THEIR “MEDICAL HOME”



On average, centers report that 25.1% of their patients consider that center their “medical home.” This correlates somewhat with the statistics published in the January issue, which indicate that a group of approximately 20% of urgent care patients use urgent care “in place of” having a primary care physician.

*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](http://www.ucaoa.org/benchmarking).*