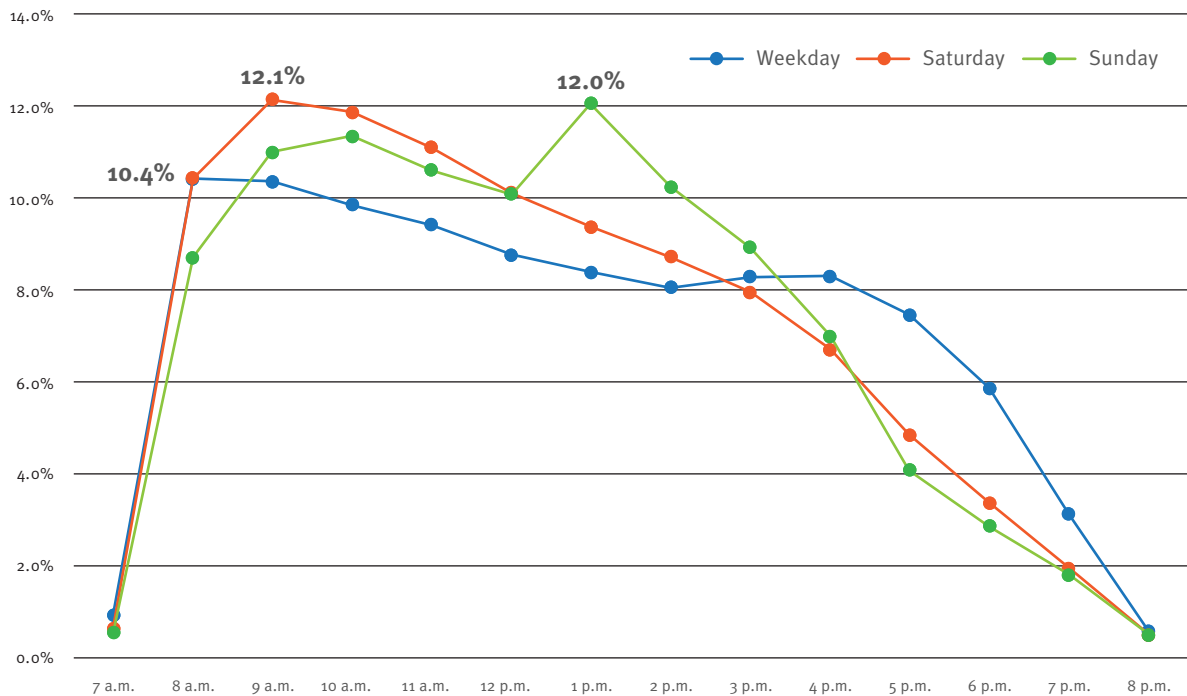




Patient Arrival Times In Urgent Care

■ Alan A. Ayers, MBA, MAcc

PERCENT OF PATIENT ARRIVALS BY HOUR OF DAY AND DAY OF WEEK



The table above shows the percentage of patients within an average day who arrived during each hour of operations, based on more than 13,000,000 patient encounters from January 1 to March 31, 2024, recorded in the Experity EMR. A patient arriving anywhere between 7:00AM and 7:59AM, for example, is categorized as arriving during the 7:00AM hour.

This data is useful in determining staffing levels and

opening hours. If the number of patient arrivals per hour exceeds the number of patients the clinical providers and staff can serve in an hour, longer patient wait times will result. Otherwise, if the number of patient arrivals falls short of provider and staff resources available, the result is costly unused capacity. Understanding patient arrival patterns can enable an urgent care operator to maximize productivity by expanding or shifting opening hours and/or adding to or reducing the number of staff at various times.

Less than 0.4% of urgent care visits arrived before 7:00AM or after 9:00PM. Thus, the distribution of arrivals reflects the fact that most urgent care centers are open from 8:00AM to 8:00PM daily. In the analysis, outliers do not materially change the visit distribution. ■



Alan A. Ayers, MBA, MAcc is President of Experity Consulting and Senior Editor of *The Journal of Urgent Care Medicine*.