

# URGENCY OR EMERGENCY?

AN URGENT NEED FOR HEALTHCARE DOESN'T ALWAYS CALL FOR A VISIT TO THE EMERGENCY ROOM. SO HOW CAN PATIENTS KNOW WHEN TO HEAD FOR AN URGENT CARE CENTER — AND WHEN IT'S SOMETHING MORE SERIOUS?

UCA URGENT CARE ASSOCIATION

Your gateway to better™

## WHAT ARE PATIENTS' HEALTHCARE OPTIONS?

### URGENT CARE

**URGENT CARE CENTERS** offer high-quality care for common illnesses and non-life threatening injuries, with walk-in, after-hours and weekend availability. Many also offer X-rays and conduct lab tests. Due to shorter wait times and lower prices, urgent care centers often are a more convenient and affordable option for a variety of situations.



- Strains and Sprains
- Animal Bites
- Mild Asthma
- Rashes and Minor Burns
- Ear or Sinus Pain
- Cold or Flu Systems
- Cough or Sore Throat
- Foreign Object in Eye/Nose
- X-rays
- Nausea/Vomiting/Diarrhea
- Minor Allergic Reactions
- Minor Fractures

### EMERGENCY ROOM

**EMERGENCY ROOMS** are equipped to handle life- and limb-threatening situations like heart attacks, strokes, major bleeding and severe burns, and are open 24 hours a day.

**FREE-STANDING EMERGENCY ROOMS** offer emergency care - and charge emergency room prices. They are not connected to a hospital, so it can be easy to confuse them with urgent care centers.

### FREE-STANDING EMERGENCY ROOM

BEFORE RECEIVING CARE, BE SURE TO CONFIRM THE TYPE OF FACILITY YOU'RE VISITING - THERE COULD BE A SIGNIFICANT DIFFERENCE IN BILLING IF YOU'RE IN A FREE-STANDING EMERGENCY ROOM VERSUS AN URGENT CARE CENTER.

### DOLLARS AND SENSE<sup>1</sup>



The **AVERAGE COST OF AN URGENT CARE CENTER VISIT IS \$150** - compared to the average cost of an ER visit at \$1,354

### WHY WAIT?

90%

of urgent care centers offer a wait time of **30 MINUTES** or less to see a provider<sup>3</sup>

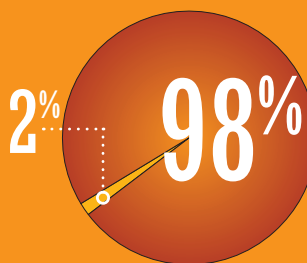


The average wait time for an emergency room visit is **FOUR HOURS<sup>2</sup>**

In 84% of urgent care center visits, the total time for an entire visit is **60 MINUTES OR LESS<sup>3</sup>**



### PATIENTS AT AN URGENT CARE<sup>3</sup>



**98% OF PATIENTS** who visit an urgent care are in the appropriate care setting

**2%** need to be transferred to an emergency room

### URGENT NEED FOR URGENT CARE<sup>3</sup>



89% of urgent care providers say the **NUMBER OF PATIENT VISITS INCREASED** in 2014

91% of urgent care centers **ANTICIPATED GROWTH** in 2015

<sup>1</sup> Medical Expenditure Panel Survey, 2011  
<sup>2</sup> Pulse Report, 2011  
<sup>3</sup> UCAOA 2015 Benchmarking Survey

More information about the Urgent Care Association of America and the urgent care industry can be found at [ucaoa.org/?IndustryNews](http://ucaoa.org/?IndustryNews). Patients can visit [whereisurgentcare.com](http://whereisurgentcare.com) to find an urgent care center near them.