



**Urgent Care<sup>®</sup>**  
**Association**  
 of America

# WHICH CARE IS RIGHT?

## FIND YOUR MATCH FOR ON-DEMAND CARE



Emergency rooms are ideal for handling emergencies, but come with long wait times and expensive bills for less severe cases that could be handled elsewhere.

In response, there has been an explosion of convenient ER-alternative healthcare options - including urgent care, retail clinics, telemedicine and onsite clinics - offering on-demand care at a lower cost for less severe conditions.

### CONSIDER THE 3 C'S

When selecting an on-demand healthcare provider, consider the three C's: care, convenience and cost.

#### CARE

How severe are your symptoms?



#### CONVENIENCE

Where is the nearest on-demand healthcare option?  
 What are its hours?



#### COST

Is the on-demand provider covered by your insurance?



## ON-DEMAND HEALTHCARE OPTIONS: How to Decide

Emergency departments are designed to handle the most serious life-threatening, emergency situations that require immediate attention. For less severe conditions, consider one of these ER-alternatives:

Treats a wide variety of immediate but non-emergency or life-threatening illnesses and injuries.  
*Ex: The flu, broken bones*

**URGENT CARE**

**TELE-MEDICINE**

Connects patients with providers for virtual visits, regardless of distance, to reduce costs and increase access to care.  
*Ex: Rural patients, follow-up appointments*

Typically found in local supermarkets or pharmacies and offer wellness services for minor injuries or common illnesses.  
*Ex: Vaccinations, allergies*

**RETAIL CLINIC**

**ON-SITE CLINIC**

Offered by employers to their employees to increase access to specific wellness resources.  
*Ex: Wellness exams and physicals, nutritional information*



# TRUTH IN NUMBERS

92% OF URGENT CARE VISITS TAKE 30 MINUTES OR LESS TO SEE A PROVIDER

90% OF URGENT CARE VISITS TAKE 60 MINUTES OR LESS

4 HOURS AVERAGE WAIT FOR EMERGENCY ROOM VISITS

13-27% OF ALL EMERGENCY ROOM VISITS COULD TAKE PLACE AT AN URGENT CARE OR RETAIL CLINIC, WHICH COULD SAVE \$4.4 BILLION IN HEALTHCARE SPENDING ANNUALLY<sup>1</sup>

AN URGENT CARE VISIT IS ONE-TENTH THE AVERAGE COST OF A TRIP TO AN ER

PATIENTS PRESENTING AT URGENT CARE CENTERS WHO ARE IN THE APPROPRIATE CARE SETTING<sup>2</sup> 97% NEED ED DIVERSION 3%

## URGENCY OR EMERGENCY: How to Tell the Difference

Free-standing emergency rooms (FSED) not attached to hospitals may look similar to urgent care centers, but have the same high costs and long wait times as standard ERs, causing patient confusion and higher cost of care.

URGENT CARE **\$168**

FSED **\$2,199**

ER **\$2,259**

AVERAGE COST OF VISIT

### WARNING SIGNS OF FSED

- The word "emergency" is in the name or sign of the facility.
- When asked, the staff calls the facility an emergency room.
- The facility cannot be found on [whereisurgentcare.com](http://whereisurgentcare.com).

<sup>1</sup> Weinick RM, Burns RM, Mehrotra A, et al. "Many Emergency Department Visits Could Be Managed At Urgent Care Centers And Retail Clinics." Health Affairs. October, 19, 2010.  
<sup>2</sup>UCAOA 2016 Benchmarking Study