**QUESTION:** How do convenient care clinics (CCCs) increase access to healthcare?

**ANSWER**

There are more than 2,300 CCCs in 43 states and Washington, D.C. located in high-traffic retail outlets with pharmacies. CCCs are generally open seven days a week, with extended weekday hours, no appointments are necessary, and visits generally take 15-20 minutes.

**THE FACTS**

- The number of CCCs has grown rapidly to meet high consumer demand for easy access to high-quality, affordable healthcare.
  - For consumers who have established physician relationships, clinics are a more convenient option than waiting for an appointment or spending hours in an emergency room for a minor complaint.\(^1\)
  - For consumers who do not have established physician relationships, including many of the 47 million uninsured and 30 million underinsured Americans, CCCs offer a critical access point for care.\(^2\)
    - Approximately 60 percent of clinic patients report not having a primary care provider.\(^3\)
- Nearly 30% of the U.S. population lives within a ten-minute drive of a clinic.\(^4\)

**CLINIC OPENING TRAJECTORY**

- The number of CCCs is increasing. It is projected that by 2020, the number of retail clinics will double to 3,000, which means patients will have additional access to care.
  - Consumers report a high rate of satisfaction with both the convenience (93 percent) and quality of care (90 percent) received in CCCs.\(^5\)
  - CCCs connect patients who have out-of-scope conditions and those who need ongoing care with local primary care physicians or other specialty providers as needed, making retail-based convenient care clinics an important portal for connecting patients into the healthcare delivery system.

---

\(^1\) American Academy of Physician Assistants. *The Role of In-Store or Retail Health Clinics* [adopted 2007].

\(^2\) Convenient Care Association


\(^5\) Wall Street Journal Online/Harris Interactive Health-Care Poll, July 2008