



fact sheet

Convenient Care Clinics: Increasing Access

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

ANSWER

There are more than 2,000 CCCs in 41 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
 - o 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 2016, 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.

—~12 to 14% of all ED visits can be seen at convenient care clinics.⁶

—The need and demand for CCCs is expected to grow dramatically in light of the increasing shortage of primary care physicians and the implementation of the Patient Protection and Affordable Care Act.



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

²Convenient Care Association

³Mehrotra, Ateev, and Judith R. Lave. "Visits to Retail Clinics Grew Four-fold From 2007 To 2009, Although Their Share of Overall Outpatient Visits Remain Low." *Health Affairs*, 31, No. 9, (2012).

⁴Rudavsky, R, Craig Evan Pollock, Ateev Mehrotra. "The Geographic Distribution, Ownership, Prices, and Scope of Practice at Retail Clinics." *Annals of Internal Medicine*, 151, No. 5 (2009):321-328.

⁵Wall Street Journal Online/Harris Interactive Health-Care Poll, July 2008

⁶Weinick, Robin M., Rachel M. Burns, Ateev Mehrotra. (2010) "Many Emergency Department Visits Could be Handled at Urgent Care Centers and Retail Clinics." *Health Affairs*, 29, No. 9 (2010): 1630-1636.