

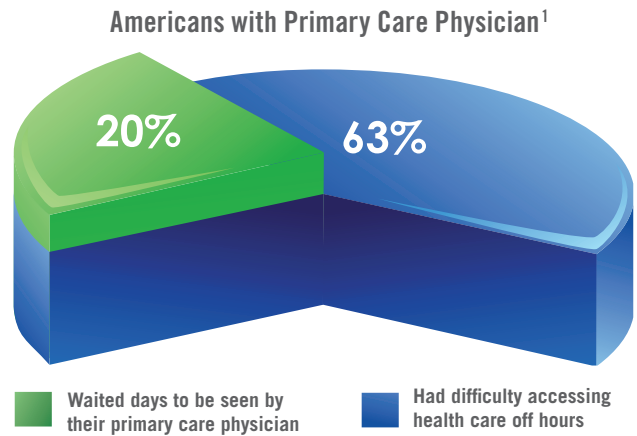
# HOW URGENT CARE CENTERS BENEFIT EMPLOYERS

More and more employers are finding that urgent care centers fill a critical role in keeping their employees healthy, happy and working. Without urgent care centers, many American workers either do not get necessary health care when they need it or they overspend by using hospital emergency departments.

## The Need for Urgent Care

Recent studies have found that nearly two-thirds (63%) of Americans with a primary care physician report difficulty getting access to health care on nights, weekends and holidays. Twenty percent (20%) of adults waited six (6) or more days to see a doctor when sick.<sup>1</sup>

Unfortunately, reduced access to primary care physicians is projected to increase. By 2020, there will be 45,000 too few of them.<sup>2</sup> Without timely medical care, employees are more likely to remain away from work, impacting employers with lost productivity, increased insurance premiums and other avoidable costs.<sup>3</sup>



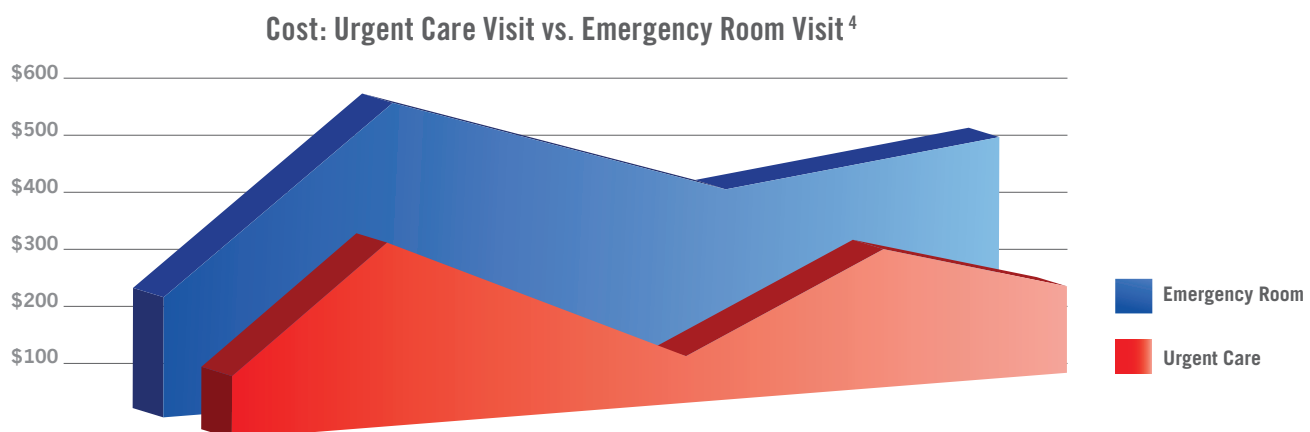
## The Low Cost of Urgent Care

When sick employees can't access their primary care physicians, too many turn to hospital emergency departments. In such cases, patient, insurance and employer costs skyrocket. The difference in cost between an urgent care visit and an emergency department visit for the same diagnosis ranges from \$228-\$583 – three to five times (3-5x) higher.<sup>4</sup>

Filling the growing need for accessible and affordable care, most urgent care centers, including all American Family Care centers, provide episodic primary care, acute illness treatment, occupational medicine, fracture & laceration care, lab tests, x-rays and other non-life-threatening medical care during extended hours.<sup>5</sup>

Urgent care centers offer greater breadth of services and accessibility, yet the average cost of an urgent care visit is slightly below that of a primary care visit - \$155 compared to \$165.<sup>4,6</sup>

*continued on back*



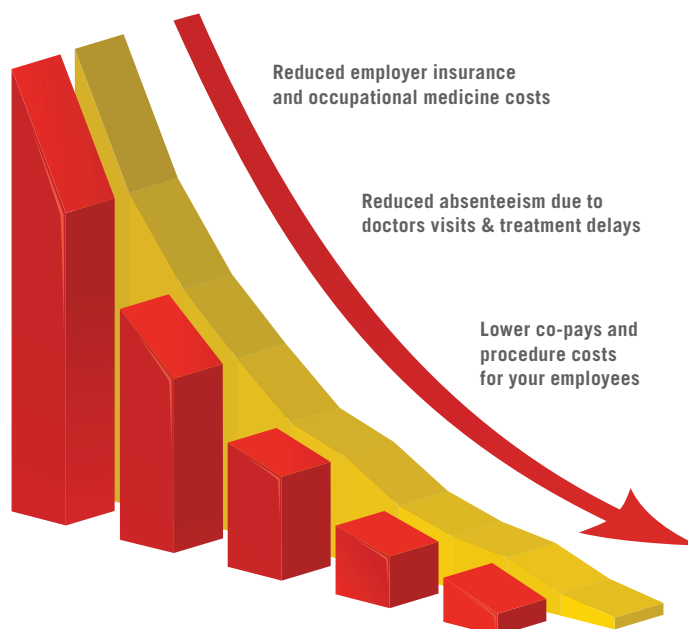
## Results of Using Urgent Care for Your Employees

### Summary of Urgent Care Benefits for Employers

- Reduced employer insurance and occupational medicine costs
- Reduced absenteeism due to doctors visits & treatment delays
- Coordination of occupational medicine and workers compensation treatments

### Summary of Urgent Care Benefits for Employees

- Convenient hours during evenings and weekends for immediate care
- Acceptance of most insurance plans
- Low co-pays and procedure costs (15-25% of ER costs per procedure)



### Conclusion

Employers that encourage employees to use urgent care centers see significant healthcare costs savings and productivity benefits. Employees that use urgent care centers get healthier quicker while spending less on medical care.

Your local American Family Care team can help you raise awareness of these benefits through informative on-site presentations, emails, posters, fliers, brochures and more.



**Beaverton Clinic**  
14278 SW Allen Blvd.  
Beaverton, OR 97005



**Camas Clinic**  
180 NE 192nd Ave.  
Camas, WA 98684



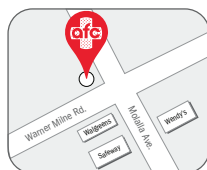
**Cedar Hills Clinic**  
11786 NW Cedar Falls Dr.  
Suite 120  
Portland, OR 97229



**Hillsboro Clinic**  
1071 SE Tualatin Valley Hwy.  
Hillsboro, OR 97123



**NE Portland Clinic**  
6633 NE Sandy Blvd.  
Portland, OR 97213



**Oregon City Clinic**  
397 Warner Milne Rd.  
Oregon City, OR 97045



**Orchards Clinic**  
7500 NE 117th Ave.  
Vancouver, WA 98662



**Tigard Clinic**  
11675 SW Pacific Hwy.  
Tigard, OR 97223



503-305-6262  
Monday-Friday: 8am-7pm  
Saturday-Sunday: 9am-6pm

### References

- 1 2010 Health Policy Survey in Eleven Countries. Schoen, C. and Osborn, R. The Commonwealth Fund. Accessed July 5, 2011. (<http://www.commonwealthfund.org/Content/Surveys/2010/Nov/2010-International-Survey.aspx>)
- 2 Center for Workforce Studies, Physician Shortages to Worsen without Increases in Residency Training. Association of American Medical Colleges. Accessed July 5, 2011. ([https://www.aamc.org/download/150584/data/physician\\_shortages\\_factsheet.pdf](https://www.aamc.org/download/150584/data/physician_shortages_factsheet.pdf))
- 3 "Costs of Occupational Injuries and Illnesses." Leigh, J. Markowitz, S. Fahs, M and Landrigan, P. University of Michigan Press, (2000). P
- 4 Many Emergency Department Visits Could be Managed at Urgent Care Centers and Retail Clinics. Weinick, R., Burns, R. and Mehrotra, A. Health Affairs, 29, no.9, (2010) 1630-1636. Accessed June 22, 2011.
- 5 Urgent Care Association of America. Accessed July 19, 2011. ([http://www.ucaoa.org/home\\_abouturgentcare.php](http://www.ucaoa.org/home_abouturgentcare.php))
- 6 Comparing costs and quality of care at retail clinics with that of other medical settings for 3 common illnesses. Mehrotra A, Liu H, Adams JL, Wang MC, Lave JR, Thygeson NM, Solberg LI, McGlynn EA. September 1, 2009. Annals of Internal Medicine. 151(5):321-8.