

Urgent Care Module

QUESTIONS

1. How familiar are you with urgent care?
 - Very familiar
 - Somewhat familiar
 - Not at all familiar
 - I've never heard of urgent care before today
2. How would you say urgent care differs from an emergency room? (Select all that apply)
 - It is closer
 - It is faster
 - It is cheaper
 - It is not affiliated with a hospital or system
 - It has shorter wait times
 - The doctors are not as experienced
 - It is not as equipped to handle serious injuries
 - The environment is more like a doctor's office
 - I don't know
 - It isn't any different
3. Have you visited an urgent care center/facility in the past three years?
 - Yes
 - No
4. To your knowledge, which of the following services does an urgent care center/facility provide? (Select all that apply)
 - Treatment of minor illness or injury
 - Prescription drugs/medications
 - X-rays and laboratory testing
 - Pediatric care
 - Routine care (physicals, health screenings, etc.)
 - Occupational medicine
 - Diagnostic services
 - Immunizations and vaccinations

- Other, please specify
 - I don't know/Not sure
5. When thinking of urgent care centers/facilities in your area, which one comes to mind first? [Open-End]
6. Would you prefer to use an urgent care center/facility that is independent, or to use one that is affiliated with your local hospital/healthcare system or network?
- I prefer urgent care providers that are affiliated
 - I prefer urgent care providers that are independent
 - No opinion/It makes no difference
7. If you had a non-life-threatening illness or injury, what is the longest amount of time you would be willing to travel to seek treatment from an urgent care provider? [Minutes]
8. If needed, would you be willing to travel further for urgent care than you would be to receive care from your local hospital?
- Yes - I would travel further for an urgent care provider
 - No - I would travel to a local hospital that is closer
 - N/A - I would travel about the same distance for both
9. If you were seeking treatment for a non-life-threatening illness or injury, how would you prefer to receive your care?
- From a hospital emergency room
 - From my primary care doctor's office
 - From an urgent care center/facility
 - Through Telemedicine or an eVisit
 - From a retail clinic
 - Other, please specify
 - N/A - I would not seek treatment