

# Urgent Care Module

## QUESTIONS

1. If you were seeking immediate treatment for a non-life-threatening illness or injury, how would you prefer to receive care for the following types of people?
  - Rows
    - i. Yourself
    - ii. A child you provide care for
  - Columns
    - i. From an emergency room connected to a hospital
    - ii. From a freestanding emergency room (not connected to a hospital)
    - iii. From my primary care doctor's office
    - iv. From an urgent care center/facility
    - v. Through telemedicine or an eVisit (online visit)
    - vi. Clinic inside a retail store (local grocery stores, Walgreens, CVS, Walmart, etc.)
    - vii. Other, please specify:
    - viii. N/A - would not seek treatment
2. How familiar are you with urgent care centers/facilities?
  - Very familiar
  - Somewhat familiar
  - Not familiar
  - I've never heard of urgent care centers/facilities before today
3. In your opinion, how does an urgent care differ 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 or health conditions (heart attack, severe bleeding, etc.)
  - The environment is more like a doctor's office
  - I don't know
  - It isn't any different
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
- Diagnostic services (X-rays and laboratory testing)
- Pediatric care
- Routine care (physicals, sports physicals, health screenings, etc.)
- Occupational medicine (work-related injury or illness)
- Immunizations and vaccinations
- Treatment of serious injuries or health conditions (chest pain, severe bleeding, etc.)
- Other, please specify
- I don't know/Not sure

5. Urgent care centers/facilities are a type of walk-in clinic, often considered an alternative to an emergency room, where patients can receive medical care. Urgent care centers/facilities primarily treat injuries and illnesses that require immediate care, but are not serious enough to require an emergency room visit.

Based on this description, have you visited an urgent care center/facility in the last three years?

- Yes
- No

6. When it comes to selecting an urgent care center/facility, which of the following influence your decision of where to go? (Select all that apply)

- Ability to check-in online prior to visiting the facility
- Affiliated with my preferred doctor
- Affiliated with my preferred hospital or health system
- Bedside manner of the provider and staff
- Offers pediatric-specific health care providers
- Brand I know
- Clean facility
- Estimated cost of care
- Location/time it takes to get there
- Night and weekend hours
- Previous experience using the provider
- Quality of care
- Recommended by friend/family member
- Reputation/reviews
- Time I will spend waiting
- Other, please specify:

7. For which of the following medical conditions would you seek treatment at an urgent care center/facility (as opposed to an emergency room or making an appointment with your primary care doctor), if any? (Select all that apply)

- Allergic reactions to food, animal or bug bites
- Allergy symptom (itchy, water eyes, runny nose, etc.)
- Broken bones
- Chest pain

- Constant vomiting
  - Continuous bleeding
  - Coughs and sore throat
  - Cuts and severe scrapes
  - Deep wounds
  - Flu and cold
  - Head injuries
  - High fevers
  - Minor injuries and burns
  - Rash
  - Severe shortness of breath
  - Sports injuries
  - Unconsciousness
  - Urinary tract infection
  - Vomiting, diarrhea, stomach pain
  - Weakness or pain in a leg or arm
  - Other, please specify:
  - None of the above
8. When thinking of urgent care centers/facilities in your area, which one comes to mind first? [Open-End] QP0003724
9. Besides the one you previously mentioned, when you think of additional urgent care centers/facilities in your area, which one comes to mind next? [Open-End]
10. 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? QP0003725
- I prefer urgent care providers that are affiliated
  - I prefer urgent care providers that are independent
  - No opinion / It makes no difference
11. Imagine you were seeking urgent care and were informed of the wait time at the urgent care center/facility. How long would you be willing to wait before looking for different options for care?
- Less than 10 minutes
  - 11-20 minutes
  - 21-30 minutes
  - 31-40 minutes
  - 41-50 minutes
  - 51-60 minutes
  - More than 60 minutes
12. If you had a non-life-threatening illness or injury, what is the longest amount of time you would be willing to drive to seek treatment from an urgent care center/facility?
- Less than 5 minutes
  - 5-9 minutes

