



3011 N Michigan • P.O. Box 1832 • Pittsburg, KS 66762 • (620)240-5600 • Fax: (620)231-5062

Top Reasons Patients Utilize Walk-In Care (WIC):

[BIGGEST SELLER: BACK TO SCHOOL / WORK NOTES!]

1. In-house lab for testing for strep-throat.
2. Giving in-house injections such as steroids and antibiotics.
3. Urinalysis and urine culture due to painful urination and UTI symptoms.
4. Measuring blood oxygen levels due to congestion and respiratory distress.
5. STD / Pregnancy tests.
6. Influenza lab for flu-like symptoms.
7. Immunization administration.

- CHC/SEK started Walk-in Care in November of 2015 with 537 patient visits that month.
- The below table is an average of the 12 month period from July 2017 – June 2018.

<i>Jul 17- Jun18</i>	Visits	Charges	Payer mix	Est Recov %	Est Coll	Est Coll/Visit
Commercial	4,238	\$707K	29%	45.2%	\$320K	\$76
Medicaid	7,844	\$957K	39%	80.7%	\$773K	\$99
Medicare	1,473	\$328K	13%	37.2%	\$122K	\$83
Uninsured	2,809	\$474K	19%	14.2%	\$67K	\$24
<i>7,933 patients</i>	16,364*	\$2,467K	100%	53.2%**	\$1,313K	\$80

*Top payers: uninsured had 2,804 visits; UHC MCD19 had 2,081 visits; BCBS had 2,078 visits; 145 payers in total.

*Top utilizer had 21 visits/yr; 30 had 12+ visits/yr; average 2.06 visits/yr; 4,200 had one visit.

**CHCSEK's overall recovery rate is 39.2% of charges

- Dedicated space: front desk, four exam rooms, toilet for urine samples, provider office.
- Approximately 36% of all walk-in patients were new to CHC/SEK.
- Walk-in Care accounted for about 6% of all visits in August (larger than some of our satellite clinics).
- Staffing is typically one mid-level (2.0 FTE), RN (2.0 FTE), registration (2.0 FTE), MA (1 FTE) and manager (1.0 FTE). Some providers who deal with a lot of chronic care like the break of seeing "easy" (acute) cases.
- Heavier traffic patterns: at opening, the hour before and after noon, and around 4:00pm.
- Average age 26, 18% < age 6, 44% < age 19. Patient counts currently on Sundays are approximately 14 and typically range from 30 to 55 per day (12 hours day) the rest of the week.
- Priced as a premium service by using an "enhanced" sliding scale: CHC adds an additional \$10 to their discounted fee and payment is required at time of service (unless you are in pain).
- Pittsburg's 20,000 (+3,000 on campus) with two other full-time Urgent Care Centers in town.
- Could "mess" with your UDS stats as you are not practicing preventative, population-based healthcare. Some patients imply they "don't really desire a medical home," but prefer to simply address the medical complaint of the moment.

Staff (week/ weekend)	Hourly rate	Annual (74 hrs/wk)
Mid-level (2/1)	\$63.10	\$308,400
RN (2/1)	\$22.60	\$110,500
MA (1/0)	\$13.46	\$42,000
Registration (2/1)	\$11.54	\$80,400
Estimated salary costs		\$541,300
Benefits @ 21.3%		\$115,300
Medical/Office supplies \$3.00 for 16,364 visits		\$49,100
Immunizations (\$4.47 * 16,364)		\$73,100
Lab tests (\$4.47 * 16,364)		\$73,300
Occupancy: 1,500 sqf @ \$18/sqft/yr		\$27,000
Estimated Costs		(\$879,100)
Estimated collections		\$1,313,000
Estimated profit (18% of billings)		\$433,900

Hours of operation (74 hours/week):

Monday through Friday 8am – 8pm
 Saturday 8am – 5pm
 Sunday 12pm – 5pm
 Closed on the six major holidays.