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| **TITLE:** Primary Care Clinic and Walk-in Clinics: Understanding the Difference in Visit Characteristics |
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**Background:** Urgent care/walk in clinics offer patients convenience and may decrease ED visits, at a lower cost than primary care offices. Many primary care offices also offer same day/walk-in appointments. Previous comparisons of these settings have focused on treatment of specific acute problems, but have not assessed the visit as a whole. Our objective was to compare the patient and visit characteristics of urgent visits in both settings.  
 **Methods:** We performed a retrospective analysis of adult patients with same day office visits to either a primary care center or an urgent/walk in clinic. Of the 19,864 patients screened, we randomly chose 600 primary care visits and 600 urgent care visits for manual chart review. Two team members extracted the following visit-related variables addressing complexity: visit complexity, duration of complaint, number of additional problems addressed, number of prescription and non-prescription medications prior to the visit and groups requiring extra attention.   
 **Results:** After excluding 9 repeat visits within the study period, our sample contained 1191 unique visits. Compared to urgent care, primary care visits were less likely to be classified as simple (53.7% vs, 73.3%, p<0.001) to be focused on an acute problem (74.2% vs. 98.0%, p<0.001) and have a medication prescribed (Median of 1, IQR 0-1 vs 1, IQR 0-2 p <0.001), but addressed more problems (Median 0 additional problems, IQR 0-1 vs 0, IQR 0-0 p<0.001). Compared to patients seeking urgent care, those coming to primary care took more medications (Median of 6, IQR 3-9 vs 4, IQR 1-7 p value <0.001) and were more likely to be on opiate medications (14.3% vs 10.3% p=0.035).  
 **Conclusions:** The patients seen for urgent appointments at primary care centers appear to be more complex and to have more complex problems addressed, suggesting the need for a higher level of skill.