

PS#72 – Experiences with Retail-Based Clinics and Office Hours

This report presents findings from Periodic Survey of Fellows #72 on pediatricians' experiences surrounding retail-based clinics (RBC) in the practice community and (2) pediatricians' reported practice hours and telephone access to pediatricians in the office setting.

PS#72 was an eight-page self-administered questionnaire sent to a random sample of 1,610 non-retired U.S. members of the AAP (including residents). The original mailing and five follow-up mailings to recontact nonrespondents were conducted from March to July 2008. A \$2-bill as a token of appreciation was included in the first round mailing only. After six mailings we received a total of 938 completed questionnaires for a response rate of 58%.

Analysis of data on retail based clinics is limited to 722 pediatricians (77% of all respondents) who provide direct patient care in office or clinic-based ambulatory care settings.

Retail-Based Clinics:

- Four out of 10 pediatricians who provide care in ambulatory settings report there is currently a retail-based clinic (RBC) in their practice area.
 - Few of these pediatricians report any changes in the number of preventive care or sick visits (7%, 19%, respectively) as a result of a RBC in their practice area.
 - Most of these pediatricians (>80%) have received no referrals from or have had no contact with the RBC regarding treatment of patients, although about one-half each say they have received visits from patients within 24 hours of their RBC visit (54%), and have disagreed with the RBC treatment protocol (54%).
 - Most of these pediatricians (85%) report no current or planned changes to their practice hours or staffing, or to pediatricians' availability to patients by telephone or email as a result of a RBC in their practice community.
- While about 28% of pediatricians say there will be a RBC opening in their practice community within the coming year, 60% say they do not know of any such plans.
- Overall, about 6 out of 10 pediatricians say they have not established and have no plans in the coming year to establish a formal arrangement with a RBC to receive patient referrals; another 34% are unaware of any such plans by their practice.
 - Similarly, among those pediatricians with a RBC in their area, 66% say their practice has no current or planned arrangement to receive patient referrals from a RBC and 31% don't know.

Executive Summary – PS#72

- Among the total sample, 22% are very or moderately concerned about competition from RBCs in their practice community; 44% are not at all concerned.
 - Among pediatricians who currently have a RBC in their practice community, 24% are very or moderately concerned about competition from RBCs in their practice community; 35% are not at all concerned.

Office Hours:

- Nearly all pediatricians who provide care in ambulatory settings (95%) offer 24-hour emergency phone service, More than half (58%) say they or their practice offers ½ day weekend hours (whereas only 23% offer full day or more hours); 44% offer evening hours more than one day/week and 39% offer one night/week. Fewer than half offer walk-in clinic hours (48%) and specific phone hours for nonurgent questions (46%). In addition, 74% offer a range of payment options for services.

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