

URGENT CARE PERFORMANCE SCORECARD

How Is Your Urgent Care Performing?

Running a busy urgent care can make it difficult to see where capacity is being lost. A delay at check-in, a documentation backlog, repeated staff work, or a billing issue may seem isolated until the same friction starts affecting patient flow, staff time, revenue, or growth.

Answer 12 quick questions about your operation to see where you're performing well, where friction may be getting in the way, and where to focus your attention next.

12 QUESTIONS • ABOUT 3 MINUTES



THE SEVEN AREAS THIS SCORECARD LOOKS AT



From Arrival To Provider Capacity

Look at the earliest stages of the visit and what happens when demand increases.

01 ACCESS & INTAKE

How much of registration can patients typically complete before they arrive?

- ☐ Nearly all of it
- ☐ Most of it
- ☐ Some of it
- ☐ Very little or none
- ☐ Unsure

02 ACCESS & INTAKE

How often does check-in require staff to re-enter information, resolve insurance issues, or correct information already provided?

- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Nearly every visit
- ☐ Unsure

03 PATIENT FLOW & CAPACITY

Do you know your clinic's average door-to-door time?

- ☐ Yes, and we monitor it regularly
- ☐ Yes, but we do not monitor it consistently
- ☐ We can find it when needed
- ☐ We do not currently track it
- ☐ Unsure

04 PATIENT FLOW & CAPACITY

What typically happens when patient volume increases?

- ☐ We absorb the increase without significantly affecting visit times
- ☐ Visit times increase somewhat but recover quickly
- ☐ Backups usually persist for part of the shift
- ☐ Staff become overwhelmed and delays persist
- ☐ It varies too much to say

05 PROVIDER CAPACITY & DOCUMENTATION

When do providers typically finish their documentation?

- ☐ During or immediately after each visit
- ☐ By the end of the shift
- ☐ Often after the shift
- ☐ Chart backlog regularly carries into another day
- ☐ Unsure

From Clinical Decisions To Financial Performance

Follow the work that happens during and after the clinical encounter.

06 PROVIDER CAPACITY & DOCUMENTATION

How much provider time is spent searching for information, switching screens, or completing repetitive administrative work?

- ☐ Very little
- ☐ Some, but it rarely affects patient care
- ☐ Enough to regularly interrupt the visit
- ☐ A significant amount of the provider's day
- ☐ Unsure

07 DIAGNOSTICS & DISCHARGE

After the provider has made a clinical decision, how often do diagnostics, discharge, or follow-up tasks keep the visit from moving forward?

- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Unsure

08 REVENUE CYCLE & FINANCIAL PERFORMANCE

How much preventable rework does your billing team handle because of eligibility, documentation, coding, or charge-capture issues?

- ☐ Very little
- ☐ Some
- ☐ A significant amount
- ☐ It is a major source of workload
- ☐ Unsure

09 REVENUE CYCLE & FINANCIAL PERFORMANCE

How easily can you identify what's driving increases in A/R or denials?

- ☐ We can identify the cause quickly
- ☐ We can usually identify it with some investigation
- ☐ It requires significant manual analysis
- ☐ We have limited visibility into the cause
- ☐ Unsure

10 PATIENT EXPERIENCE & COMMUNICATION

How much staff time goes toward routine patient communication such as answering common questions, providing updates, or completing follow-up?

- ☐ Very little because most routine communication is automated
- ☐ A manageable amount
- ☐ A significant amount
- ☐ It regularly interrupts other work
- ☐ Unsure

Can You See And Support Growth?

Finish with visibility, scalability, and a quick read of your overall profile.

11 VISIBILITY & SCALABILITY

When an operational problem develops, how quickly can leaders identify where it started?

- ☐ Usually in real time
- ☐ Within the same day
- ☐ After manually reviewing information
- ☐ Often only after the problem has affected performance
- ☐ Unsure

12 VISIBILITY & SCALABILITY

If patient volume increased significantly tomorrow, what would happen to your administrative workload?

- ☐ We could handle the increase with our current processes and staffing
- ☐ Workload would increase somewhat
- ☐ We would need additional administrative support
- ☐ Our current processes would struggle to support the volume
- ☐ Unsure

Your Performance Profile

Review your responses by category. Mark the status that best reflects the pattern you see, then choose the two or three areas that deserve the most attention.

WORKING WELL

Mostly first or second responses

CLOSER LOOK

Several third responses

PRIORITY AREA

One or more fourth responses

VISIBILITY GAP

Several Unsure responses

Access & Intake

☐ Working Well ☐ Closer Look ☐ Priority ☐ Visibility Gap

Patient Flow & Capacity

☐ Working Well ☐ Closer Look ☐ Priority ☐ Visibility Gap

Provider Capacity & Documentation

☐ Working Well ☐ Closer Look ☐ Priority ☐ Visibility Gap

Diagnostics & Discharge

☐ Working Well ☐ Closer Look ☐ Priority ☐ Visibility Gap

Revenue Cycle & Financial Performance

☐ Working Well ☐ Closer Look ☐ Priority ☐ Visibility Gap

Patient Experience & Communication

☐ Working Well ☐ Closer Look ☐ Priority ☐ Visibility Gap

Visibility & Scalability

☐ Working Well ☐ Closer Look ☐ Priority ☐ Visibility Gap



Turn What You Found Into Action

Choose the two or three areas with the most friction. Start there instead of trying to change everything at once.

Find Your Area. Follow the Recommended Path.

Start with the areas you marked for attention on page 4. Find each area below, then use the recommended Performance Center path to investigate the problem, check your performance, and decide where to focus.

ACCESS & INTAKE

Help More Patients Find and Choose Your Clinic

Use this path to examine patient access, self-service, registration, and check-in friction.

[Work on Patient Access >](#)

PATH 1

PATIENT FLOW & CAPACITY

Move More Patients Through the Clinic

Use this path to find where waits, bottlenecks, and constrained resources are slowing the visit.

[Work on Patient Throughput >](#)

PATH 2

PROVIDER CAPACITY & DOCUMENTATION

Give Staff and Providers More Time

Use this path to uncover documentation burden, repetitive work, rework, and manual handoffs.

[Work on Team Capacity >](#)

PATH 3

DIAGNOSTICS & DISCHARGE

Move More Patients Through the Clinic

Use this path to investigate diagnostic delays, discharge friction, and work that extends the visit.

[Work on Patient Throughput >](#)

PATH 2

REVENUE CYCLE & FINANCIAL PERFORMANCE

Protect More of the Revenue You've Earned

Use this path to trace delays, denials, underpayments, aging A/R, and preventable rework.

[Work on Revenue Performance >](#)

PATH 4

PATIENT EXPERIENCE & COMMUNICATION

Help More Patients Find and Choose Your Clinic

Use this path to examine communication, access friction, feedback, and the experience around the visit.

[Work on Patient Access >](#)

PATH 1

VISIBILITY & SCALABILITY

Build an Operation That Can Grow

Use this path to compare locations, pressure-test growth, and identify variation or manual work that becomes harder to manage at scale.

[Work on Scalability >](#)

PATH 5

Want to see all five challenges together?
[Go to the Urgent Care Operational Performance Center >](#)