CASE STUDY: **The future generation of retail health care in the USA**

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Walmart Care Clinics are full-service clinics, providing full, accessible and affordable primary care right where people need it–in retail centres. The clinics have multiple examination rooms and provide full service labs by point of care testing or send out testing.

Located in rural Health Professional Shortage (HPSA) areas, Walmart Care Clinics provide primary care to the communities they serve. Sixty-three percent of the clinics are located in the Appalachian area or other HPSA.[35] Many of the patients are uninsured or underinsured and the cost of care in the clinics is affordable to most. These Nurse Practitioner (NP) led clinics also provide high quality primary care to those marginalized by society.

It is important that increased access to primary care be accompanied by improved efficacy and high-quality care. Walmart Care Clinics NPs practice evidence-based care in collaboration with physicians, pharmacists and other health care providers. A systematic review of NP outcomes shows similar outcomes to physician-only provided care. Care provided with collaboration between NPs and physicians reflects even better outcomes.[36] NP clinics are crucial in providing care to those who otherwise may not have care.

Retail clinics and urgent care centres can be cost-effective and time-saving alternatives to hospital emergency departments (EDs) for nonemergency care. It is estimated that 13.7%–27.1% percent of all ED visits could take place at a retail clinic or urgent care centre, with potential cost savings to the health care system of approximately US$4.4 billion annually.[37]

With retail clinics' low per-visit cost (US$79) compared to the cost of a physician office visit (US$160-US$230), the total savings across all diabetes patients covered by commercial, Medicare, or Medicaid insurance could total over US$100 million (US$7 per person per year) under conservative assumptions and as high as US$2.7 billion (US$164 per person per year) if half of diabetes-related office visits migrated to retail clinics.[38]