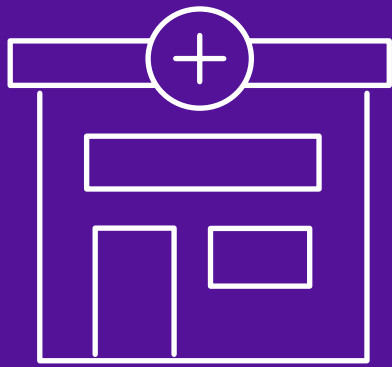


Top trends in retail healthcare



From drugstore chains like CVS to big box stores like Walmart, retailers are using retail health clinics to tap into a growing demand for convenient, affordable healthcare. As retailers double down on a more consumer-centric care delivery model, traditional healthcare providers will need to adapt to thrive in this new landscape.

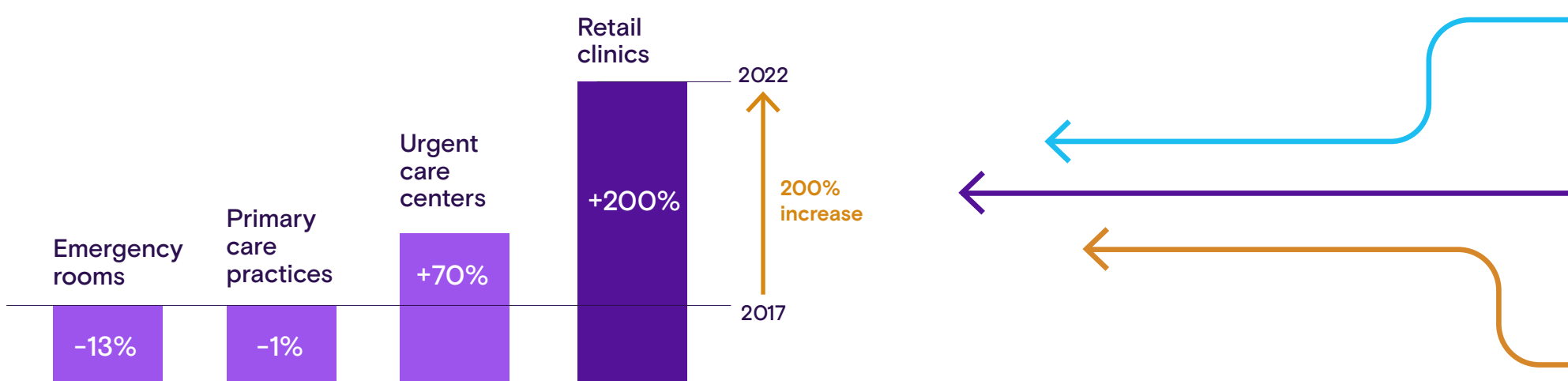
Using our healthcare commercial intelligence, we highlight some of the latest trends and developments in retail clinics.

TREND 1

Retail clinic claims are on the rise

Retail clinics saw a 200% increase in claims volumes over the past five years – higher than urgent care centers, primary care practices, and hospital emergency rooms.

Changes in claims volumes from 2017 – 2022.



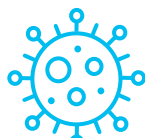
TREND 2

Retail clinics are taking on more complex conditions

Retail clinics have evolved from offering limited, nonemergency care for minor illnesses to more advanced primary care, chronic disease management, and even behavioral health. In 2022, about 1 in 10 visits were related to chronic conditions. Here are the top diagnoses reported by retail clinics.



38.8%
Immunization



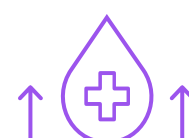
32.2%
COVID-19 exposure



4.1%
Type 2 diabetes



3.7%
COVID-19 suspected exposure



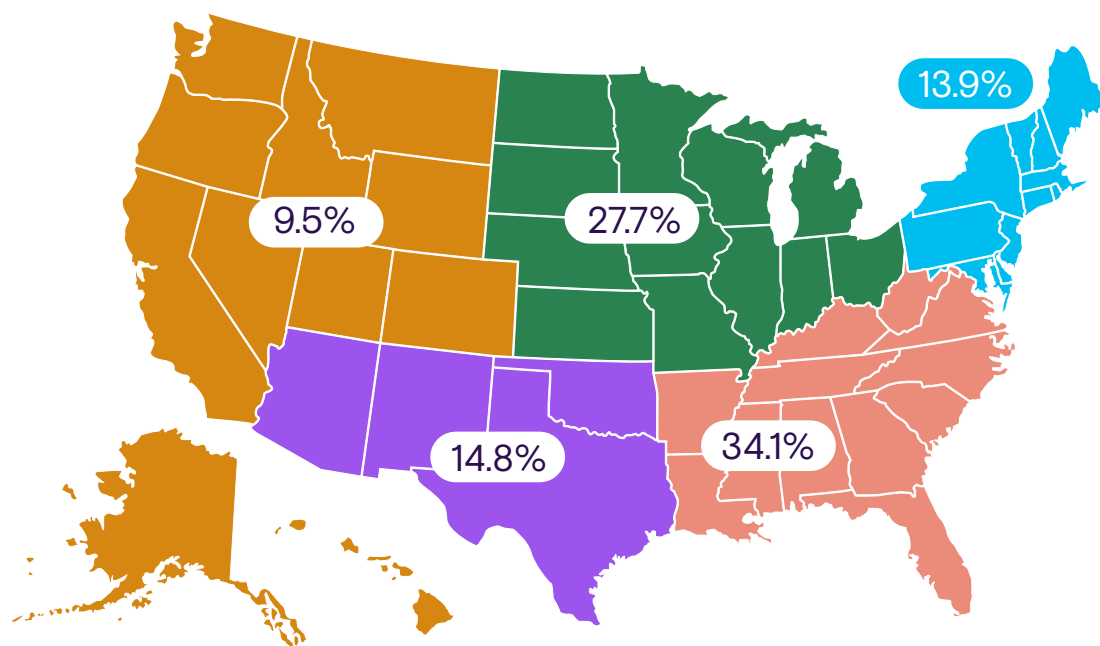
1.8%
Type 2 diabetes with hyperglycemia

TREND 3

Retail clinic access varies nationwide

In 2023, there were more than 1,800 active retail clinics in 44 states. Most are in the Southeast and the Midwest. Texas, Florida, and Ohio have the highest number of retail clinics.

- Southeast 34.1%
- Midwest 27.7%
- Southwest 14.8%
- Northeast 13.9%
- West 9.5%



TREND 4

Large retailers lead the change

Most retail clinics are owned by large retail chains. CVS has the lion's share of the market, with 63% of locations. There is also a trend of health systems entering the space by partnering with chains to support the demand for consumer-centric healthcare.



1129 locations



222 locations



139 locations



Advocate Health Care

47 locations



39 locations

What it all means

While retail clinics have been around since the early 2000s, they're becoming a more prominent player in the U.S. healthcare system. Understanding these market shifts is crucial for anyone competing with retailers, selling into the retail clinic space, or looking to identify their next growth opportunity.

For more information about the retail clinic landscape, read the [full report](#) or start a [free trial](#) today.

