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MinuteClinic Reaches 10 Millionth Patient Visit Milestone as Industry Celebrates National Convenient Care Clinic Week

--Innovation and high quality making basic medical services more convenient --MinuteClinic increasing collaborative role with national health systems



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WOONSOCKET, R.I., Aug. 1, 2011 /PRNewswire via COMTEX/ -- MinuteClinic, the retail health care division of CVS Caremark CVS -0.60% and largest provider of walk-in medical clinics in the United States, announced that it has surpassed 10 million patient visits. MinuteClinic opened the industry's first retail-based clinic in Minneapolis in 2000 and today has nearly 600 clinics in CVS/pharmacy stores located in 26 states and the District of Columbia. Nine million of the visits have occurred since the beginning of 2007. MinuteClinic has maintained a 95 percent patient satisfaction rate.

The 10 millionth patient was seen at a clinic in Quincy, Massachusetts, one of the many communities where MinuteClinic has opened new locations in the past 18 months.

"We have accelerated our patient visit growth by developing new services and expanding our clinic footprint," said Andrew Sussman, M.D., President, MinuteClinic and Senior Vice President/Associate Chief Medical Officer, CVS Caremark. "MinuteClinic was founded on the principle of providing convenient, high quality care and patient awareness is growing. This milestone demonstrates how innovation coupled with evidence-based treatment can make basic medical services more convenient and affordable for millions of Americans."

CVS Caremark has committed to adding 100 new MinuteClinic locations annually for the next five years, beginning with 2011, in anticipation of the nation's growing primary care shortage and the addition of more than 32 million newly insured patients as a result of health care reform. A total of 39 new clinics were opened in the first half of this year.

With its continued expansion, MinuteClinic will increase its role as a collaborator with major health systems and physician groups. MinuteClinic has established collaborative affiliations with integrated health systems.

systems with hospital systems in regional markets and often the hospitals' primary care physicians serve as MinuteClinic directors at a local level.

MinuteClinic is accredited by The Joint Commission, the national evaluation and certifying agency for nearly 15,000 health care organizations and programs in the United States.

MinuteClinic marks its achievement by joining other members of the Convenient Care Association (CCA) in celebrating the success of its industry during National Convenient Care Week, Aug. 1-7, and the Retail Clinician Education Congress in Orlando, Aug. 1-3.

"These events are opportunities for MinuteClinic and our fellow CCA members to recognize the importance of nurse practitioners and physician assistants who are responsible for delivering the outstanding care we provide in the retail setting," Dr. Sussman said. "They are the reason that MinuteClinic achieves such high patient satisfaction ratings, and we can look for retail clinicians to serve an even greater role in helping to close the gaps in our health care system."

At the Retail Clinician Congress, Cindy Gleeson, a MinuteClinic nurse practitioner in Charlotte, will receive the Retail Clinician/CCA Unsung Hero Award for clinical excellence. In addition, Dr. Sussman will receive the CARE Leadership Award for his contributions to the industry and his work to improve patient health care delivery as a member of the physician community.

About MinuteClinic

MinuteClinic is a division of CVS Caremark Corporation [CVS -0.60%](#), the largest pharmacy health care provider in the United States. MinuteClinic launched the first retail health care centers in the United States in 2000 and is the first provider to establish a national presence, with nearly 600 locations in 26 states and the District of Columbia. By creating a health care delivery model that responds to consumer demand, MinuteClinic makes access to high-quality medical treatment easier for more Americans. Nationally, the company has generated more than 10 million patient visits, with a 95% customer satisfaction rating. MinuteClinic consistently brings innovation to the marketplace and sets new standards for clinical quality that exceed national guidelines. MinuteClinic is the first retail health care provider to receive accreditation (2006) and reaccreditation (2009) from The Joint Commission, the national evaluation and certifying agency for nearly 15,000 health care organizations and programs in the United States. For more information, visit www.MinuteClinic.com.

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