Reviewer's report

Title: Access and Care Issues in Urban Urgent Care Clinic Patients

Version: 1 Date: 8 June 2009

Reviewer: Leigh Kinsman

Reviewer's report:

This study aims to identify characteristics and motivations of people attending an Urgent Care Clinic (UCC) in Denver, USA. A comprehensive survey of 1,006 patients provided some important answers, including the convenience of the UCC as a key reason for attendance. Importantly, some of the results did not support previously unsubstantiated assumptions regarding financial reason for attendance. This study is a good example of the importance of rigorous research being applied to local health service planning.

Major compulsory revisions

1. Background
   This section lacks for a clear differentiation between primary, urgent and emergency services. This would be particularly useful for international readers who may not understand the US context.

Discretionary revisions

2. Abstract
   Whilst the purpose of the study is clearly provided in the main body of the article it is lacking in the abstract. A single sentence clearly stating the aim in the first paragraph of the abstract would assist in tightening up what is otherwise a very clear and concise abstract.

3. Discussion
   As a very good example of health services research that can have a direct contribution to health service planning this study is a stand-out. However, given the context of this study and the clearly stated limitation that the results are not generalisable, it would add to the contextualisation of the study to provide some brief detail regarding knowledge translation. For example, is the information being used in service planning and, if so, how is that occurring?

Level of interest: An article whose findings are important to those with closely related research interests

Quality of written English: Acceptable

Statistical review: No, the manuscript does not need to be seen by a statistician.
Declaration of competing interests:

I declare that I have no competing interests