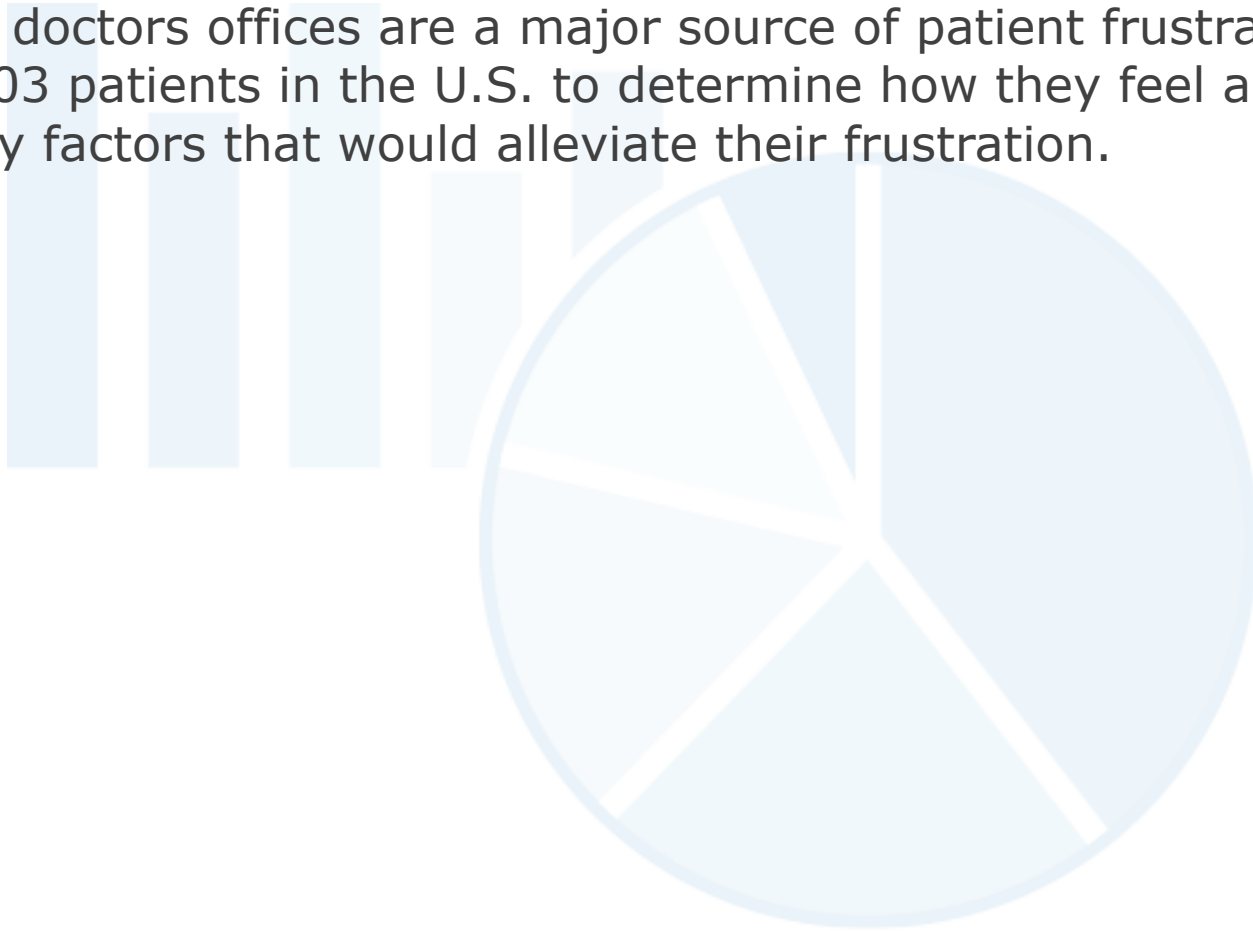


# The Cure for Wait-Time Woes IndustryView Report

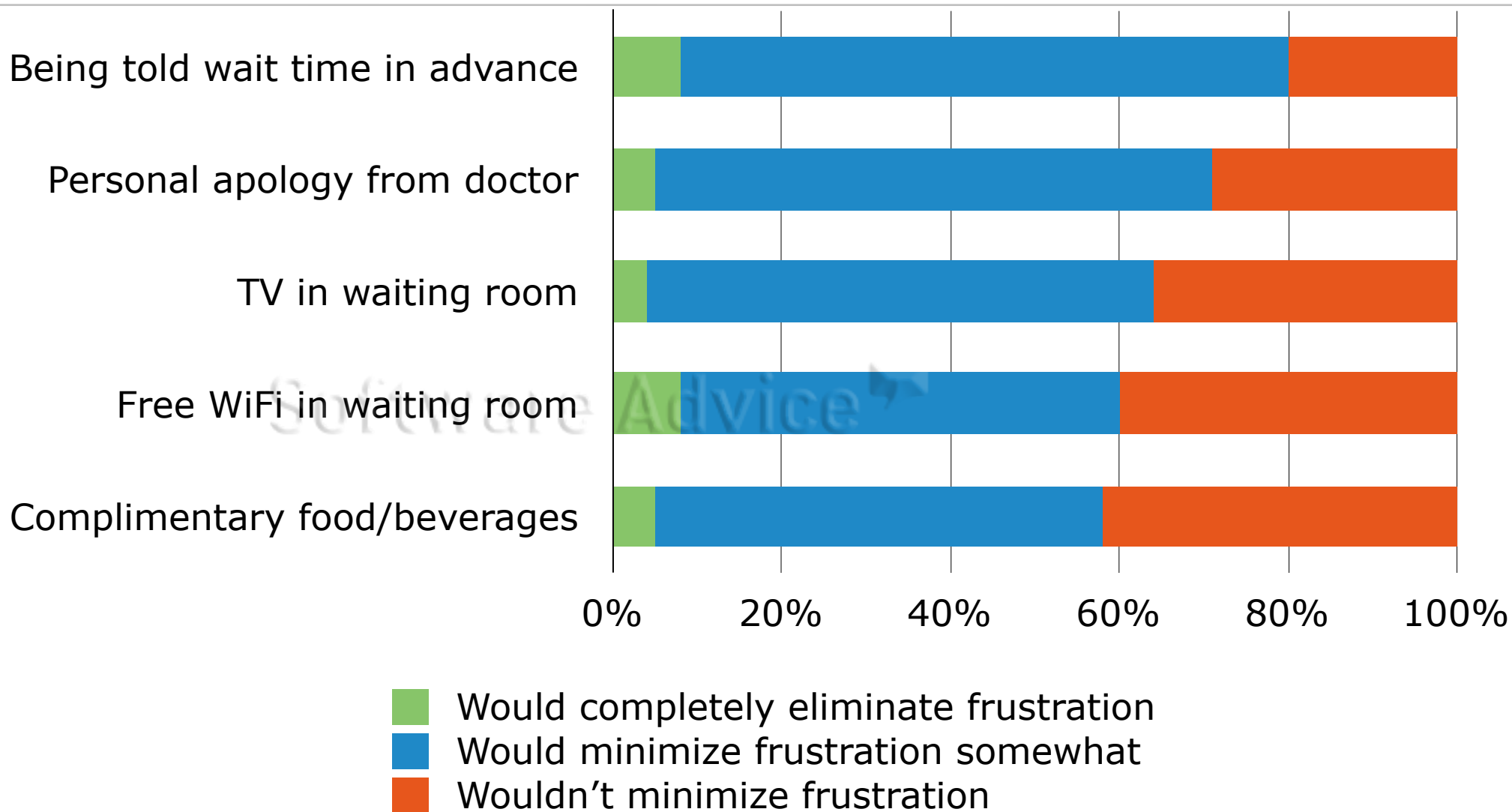
Trends from the healthcare industry

# Abstract

Wait times at doctors offices are a major source of patient frustration. We surveyed 5,003 patients in the U.S. to determine how they feel about waiting, and to identify factors that would alleviate their frustration.

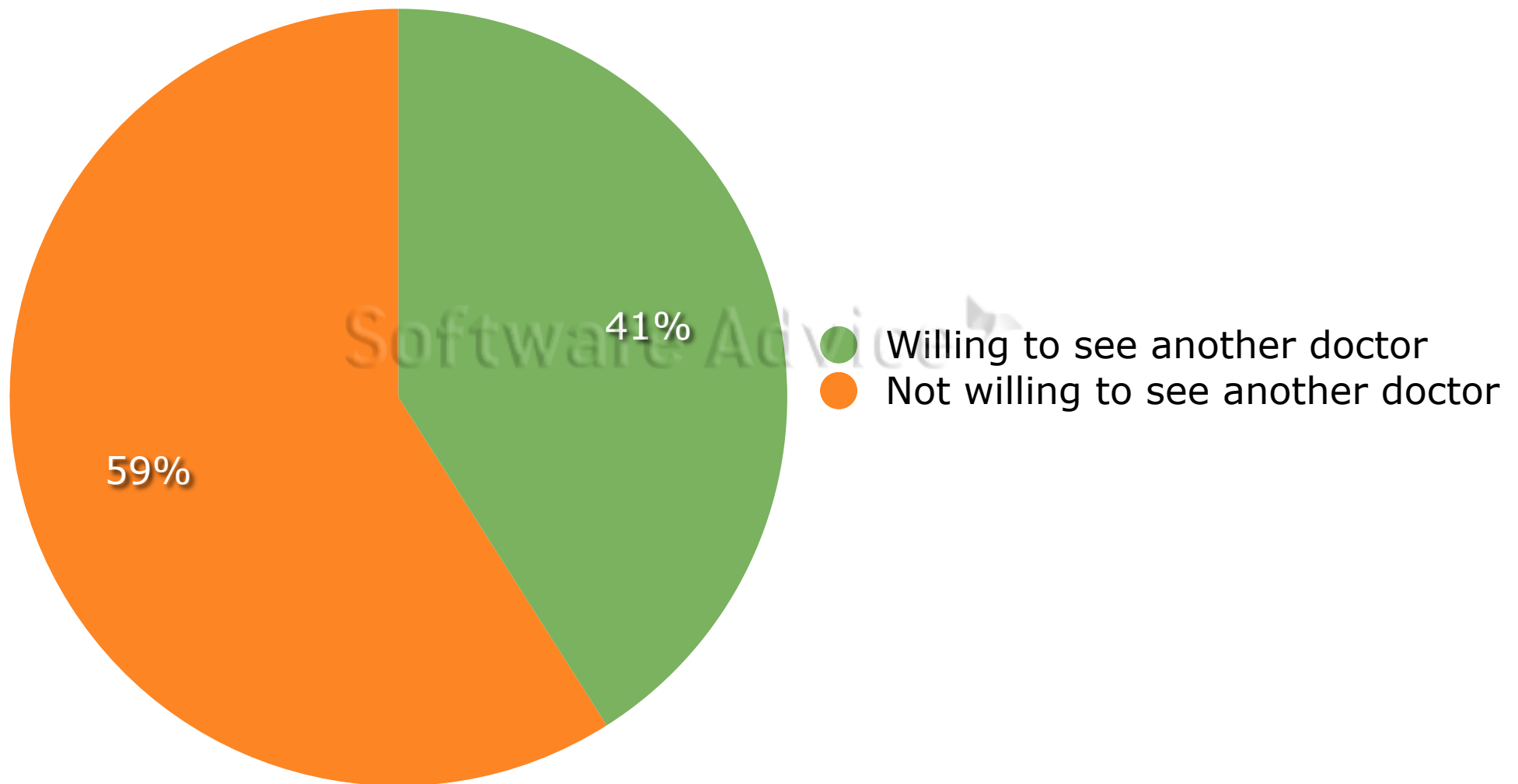


# Factors that Can Alleviate Frustration



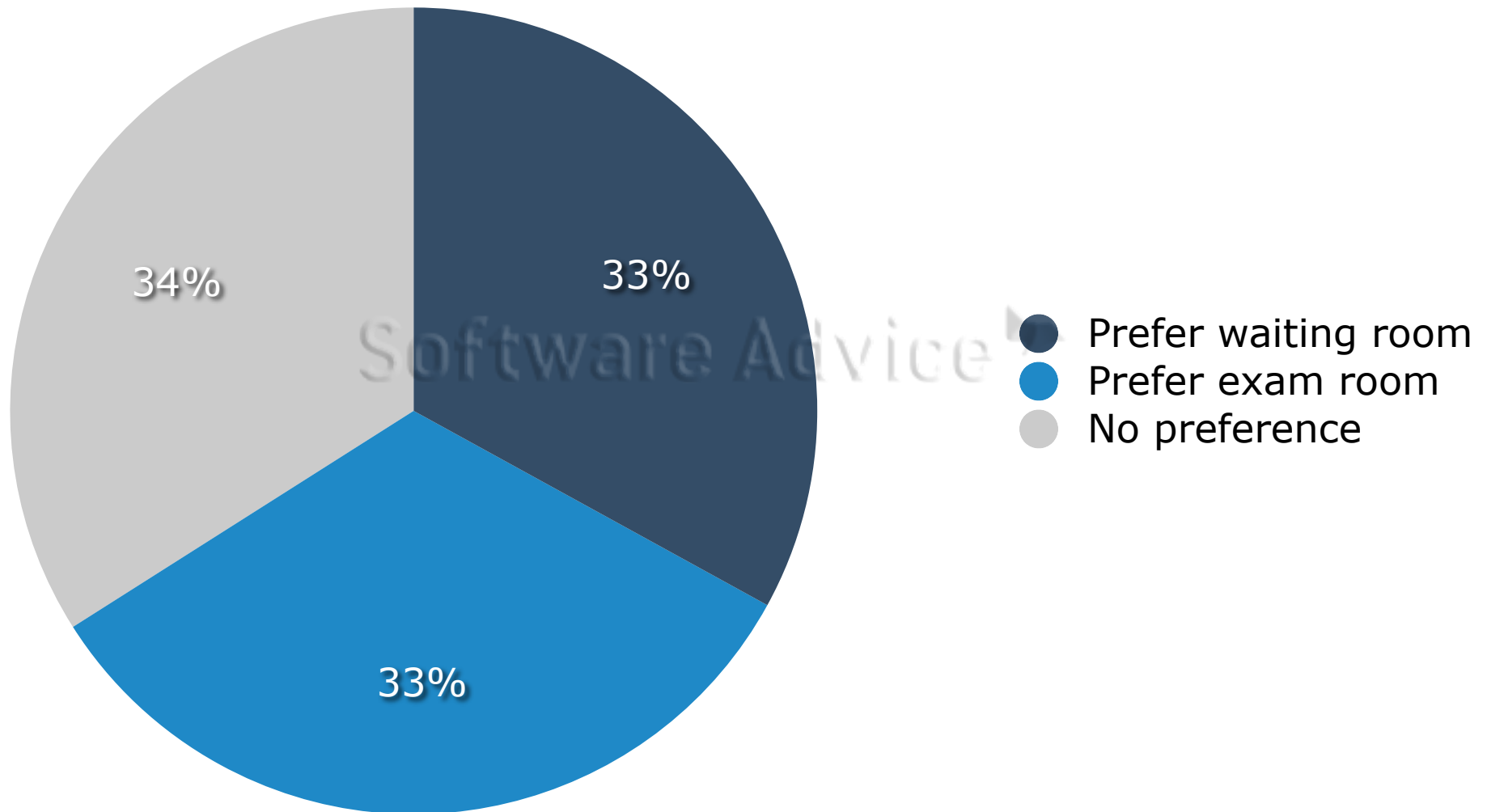
Being told the wait time in advance would minimize frustrations for 80 percent of patients; a personal apology from the doctor would help for 70 percent.

## Patient Willingness to See Another Doctor



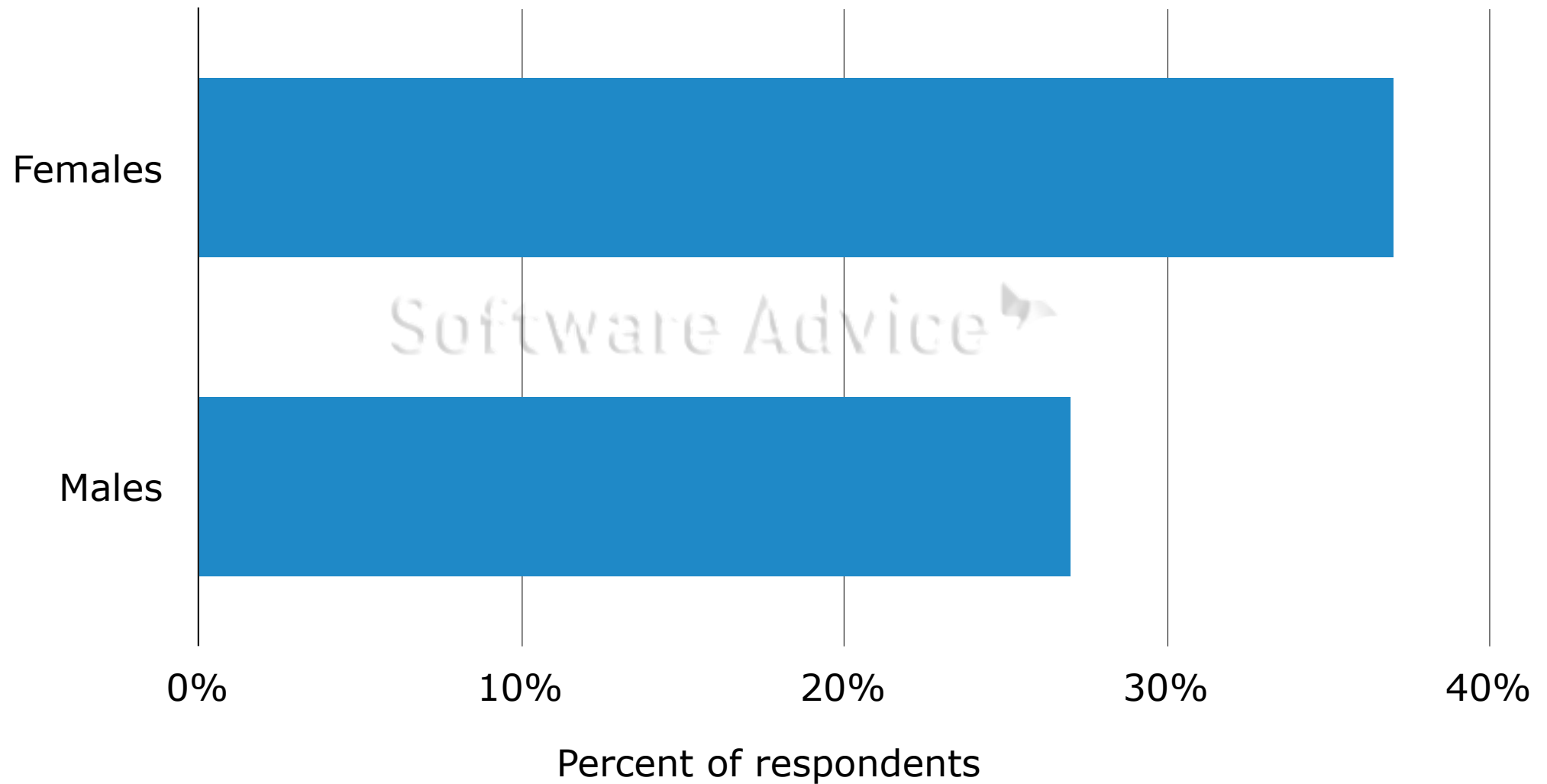
More than 40 percent of patients would be willing to see another doctor in the practice if it meant a shorter time spent in the waiting room.

## Where Patients Prefer to Wait



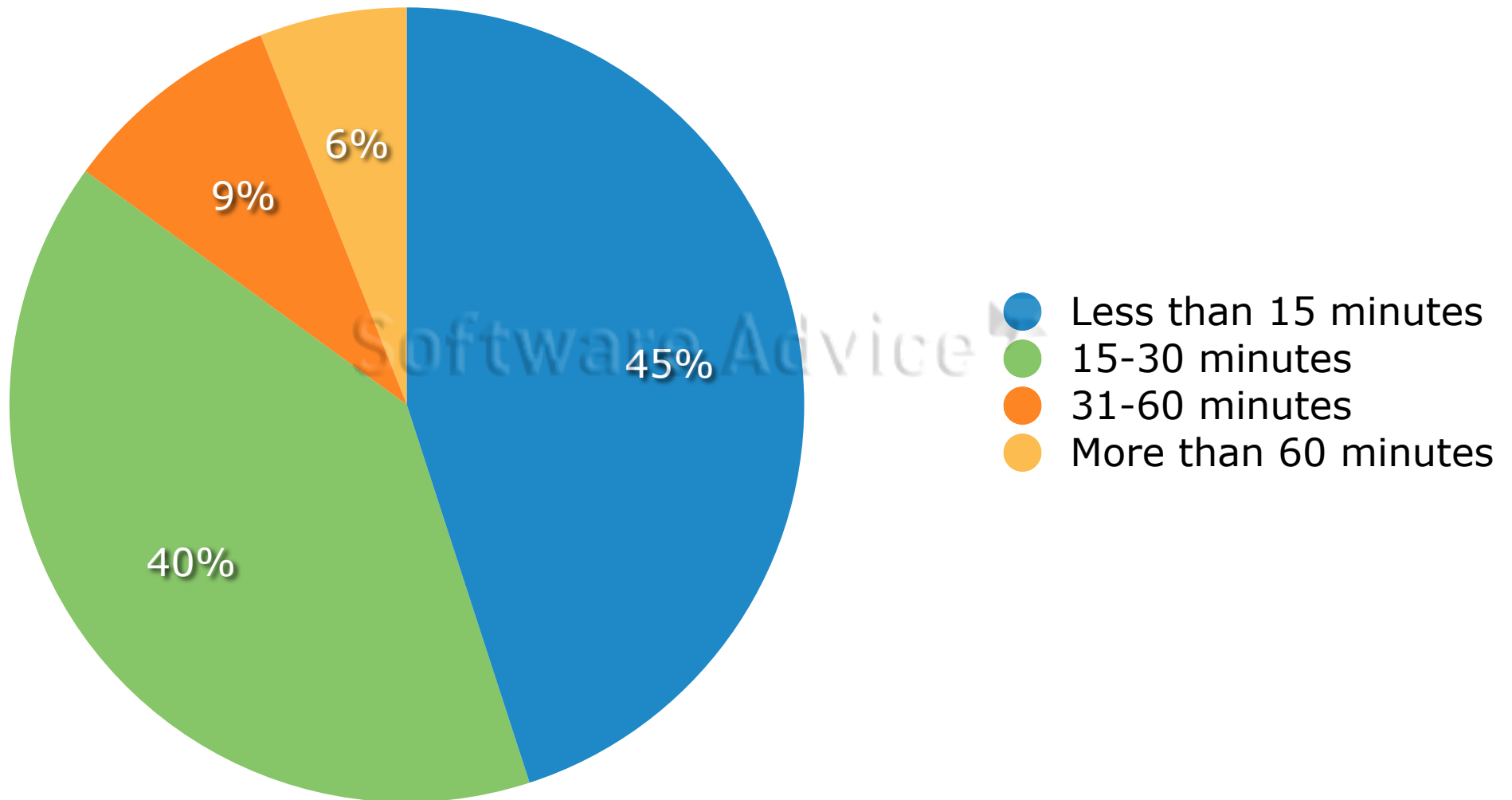
An equal percentage of patients prefer to wait in the general waiting room vs. a private exam room, and one third have no preference at all.

# Females Prefer to Wait in the Exam Room



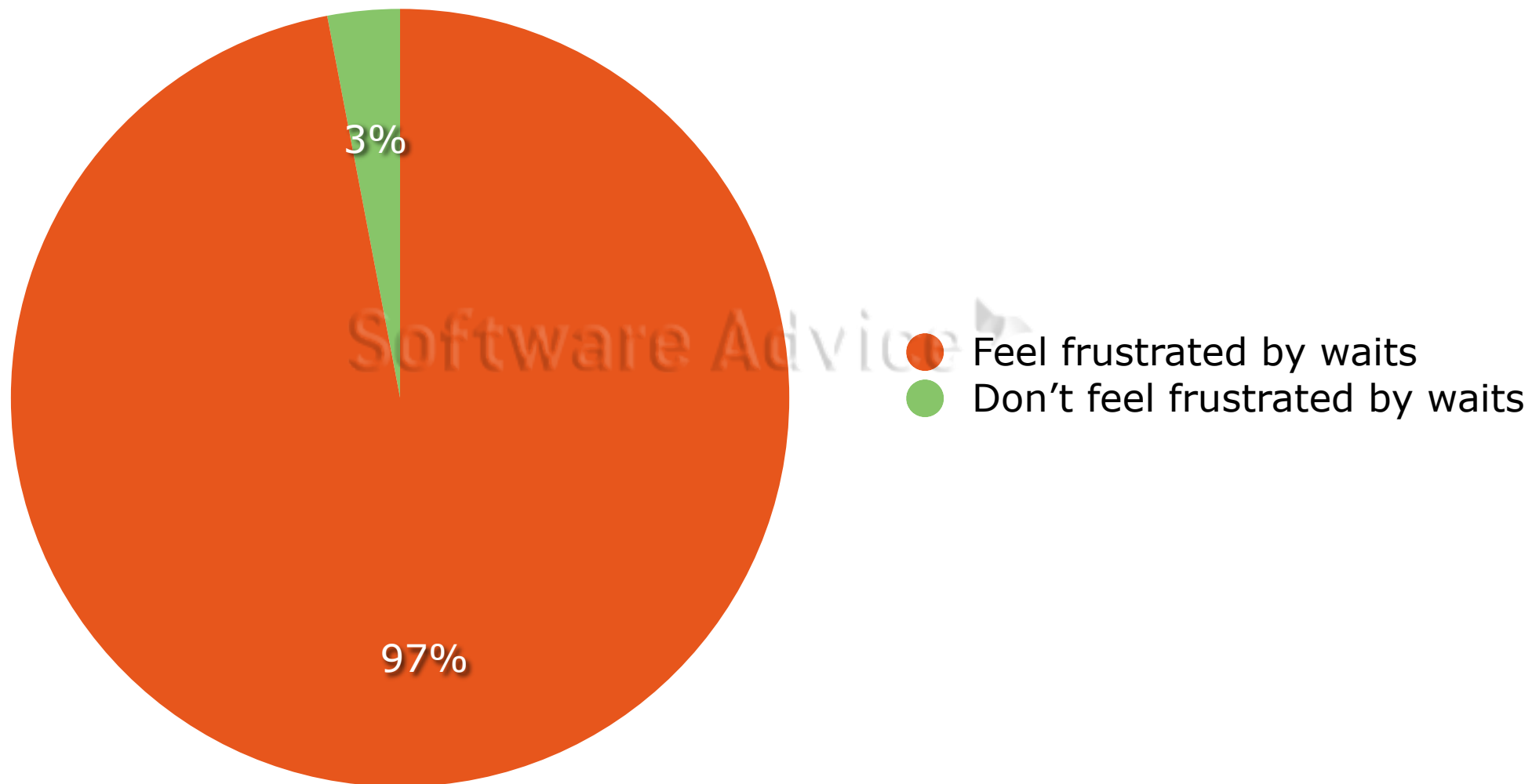
While males were more likely to have no preference or prefer the waiting room, females are more likely to prefer waiting in a private exam room.

# Typical Patient Wait Times



55% of patients wait more than 15 minutes at their average doctor appointment, but the majority of patients wait less than an hour.

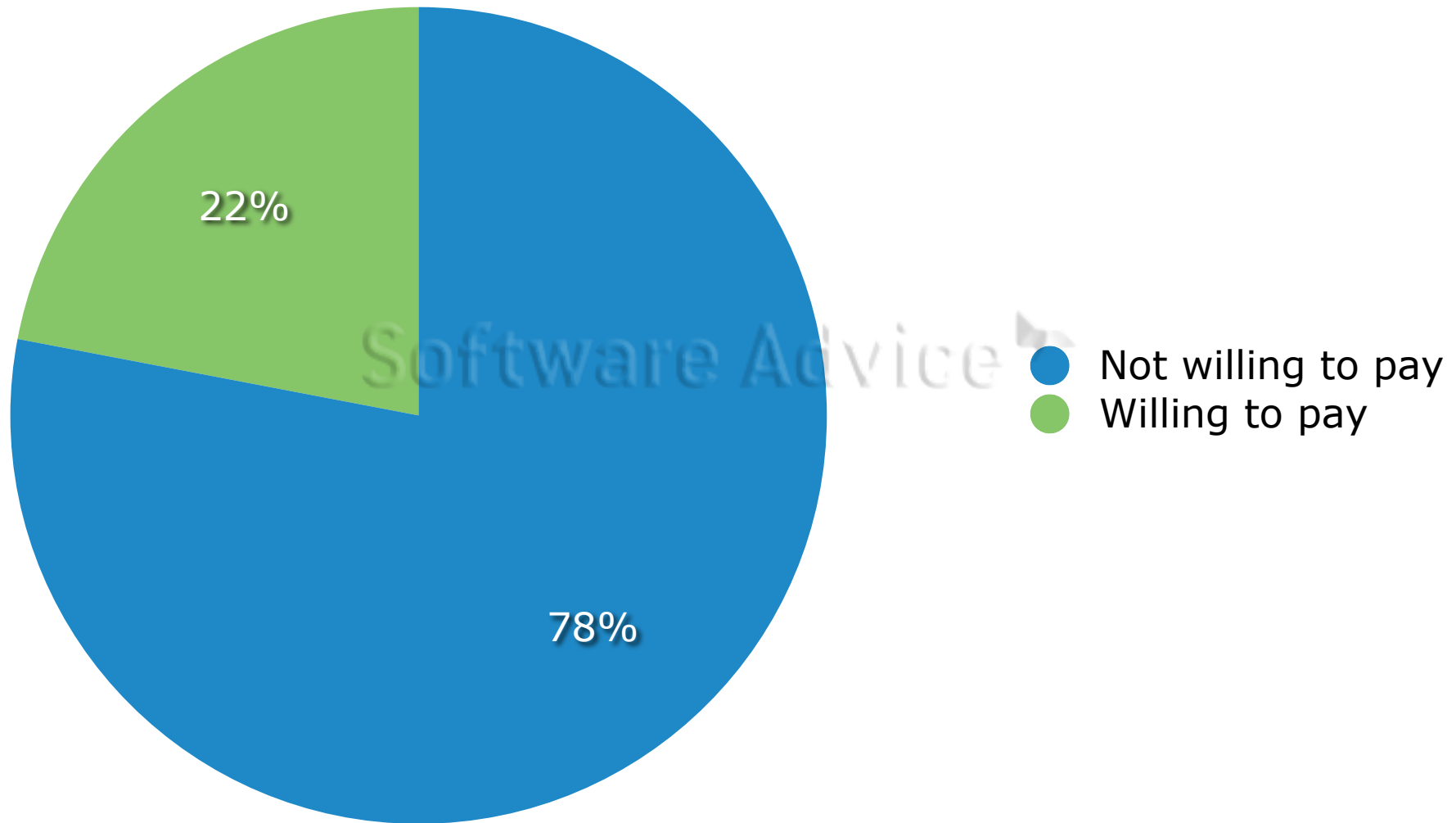
## Patient Frustration with Wait Times



Although almost half of patients say they wait less than 15 minutes to see the doctor, 97 percent are frustrated by their wait times.



## (Un)willingness to Pay Extra for Expedited Service



Despite 97 percent of patients being frustrated by long waits, 78 percent say they wouldn't be willing to pay a fee to be seen more quickly.

[Read Report](#)

Read about our findings in more detail.



@SoftwareAdvice



/company/software-advice



/SoftwareAdvice



@SoftwareAdvice

**Software Advice**<sup>TM</sup> 

Software Advice<sup>TM</sup> is a trusted resource for software buyers. The company's website, [www.softwareadvice.com](http://www.softwareadvice.com), provides detailed reviews, comparisons and research to help organizations choose the right software. Meanwhile, the company's team of software analysts provide free telephone consultations to help each software buyer identify systems that best fit their needs. In the process, Software Advice connects software buyers and sellers, generating high-quality opportunities for software vendors.