Patient Switching is on the



The retail mindset among patients is growing in healthcare, and this new survey shows it.

The Patient-Provider Relationship Survey 2017

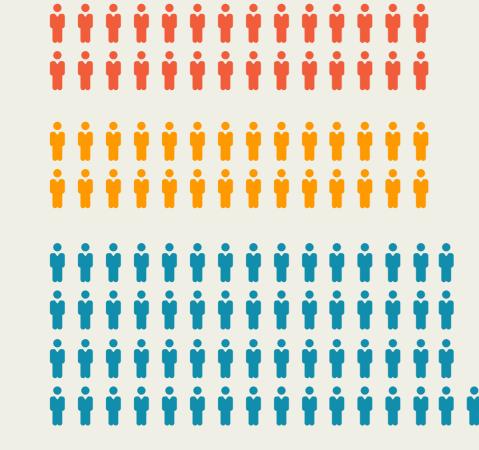
2073 Surveyed Patients Who

- Had health insurance
- Made healthcare decisions
- Visited one of the practice types in past year

Asked about 4 Practice Types

- Primary Care Provider
 - Eye Doctor
- Dermatology
 - Dentistry

Divided Across 3 Generations



28% Millennials (21-34 years old)

- 27% Generation-X (35-51 years old)
- 45% Baby Boomers (52-70 years old)

More Patients Are Leaving





31% planning to leave in next 2 years



12% of patients left last year



Patient Satisfaction Is Low



satisfied with practice

Only 35% of patients are completely



Ease of getting an appointment

Over 50% of patients dissatisfied with:

- Ease of making an appointmentAppointment reminders
- Appointment remindersWait times



The practice cares about them The practice does a good job of communicating

About 50% of patients don't feel:

- more to get

new patients

Keep Patients with More Access,

Convenience, Communication

Want it Have it Difference

There's a wide gap between what patients want from

their providers and what they have access to today.

66% Secure **online** patient portal 37% 29% 61% Online bill paying 33% 28% 60% Online/email appointment 38% reminders 22% 60% **Email** reminders for follow-up 37% appointments/treatments 23% 60% **Text** appointment reminders 31% 29% 60% Appointment alerts by **text** 27% 33% **58% Text** reminders for follow-up 29% appointments/treatments 29% **56%** Appointment alerts by email 29% 27% 47% Being able to **text** message back 15% and forth with the practice

15%

Allowing patients to initiate **text**

messages to the practice

32%

46%

31%