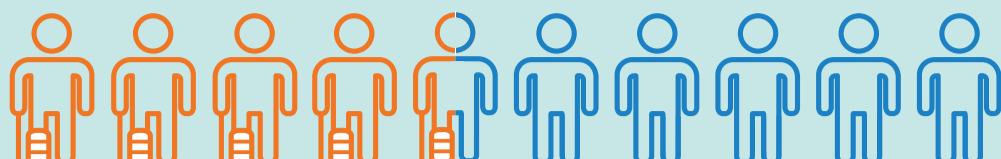# ARE ER WAIT TIMES MAKING A BAD FIRST IMPRESSION?

136.3 MM
ER visits annually[1]

Or 4.5 visits per 10 people – that's a lot!

Avg. time patients spend in ER:

60 minutes + **60** minutes + **15** minutes = **135 minutes**

Time spent in ER waiting rooms can negatively impact patient satisfaction

But patients that wait at home can save up to **54 minutes**[2]

New patients may shy away from the ER for fear of a long wait time

Online scheduling can positively affect the patient experience.

77%
of patients think the ability to book, change, or cancel appts. online is important[3]

44%
of patients will choose a doctor that allows online appt. self-scheduling[4]

When able to digitally perform tasks like appt. scheduling:

68% say they feel relief

65% feel sense of confidence

55% feel comfort[5]

Self-scheduling benefits both the practice and the patient.

Sick or hurt patients are more comfortable at home than in an ER waiting room.

Only **17%** of doctors offer online appointment scheduling[6]

Digital appointment bookings take **under one minute** to schedule[7]

Your patient waits in the comfort of their **own home** until chosen time

Patients are seen **quickly** on arrival

Online self-scheduling tools can enhance patient satisfaction and:

Online search rankings

Operational efficiencies

New patient acquisition

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[1] CDC | [2] https://projects.propublica.org/emergency/ | [3] Accenture, 2014 | [4] Surescripts, 2015 | [5] Surescripts, 2015 | [6] Harris Poll, 2016 | [7] Nuance Communications, 2015