

Overview

What does patient wait times involve?

Patient wait times at the practice for scheduled appointments are measured and managed in a culturally appropriate manner, that allows for high quality outcomes using telehealth and in person assessment, prework and active management of workloads

There are few things that frustrate patients more than waiting for a long time to see their general practice team. In fact, long wait times are one of the key issues that negatively impact patient satisfaction. This should actually be good news as it can also be one area to improve the patient experience is to reduce patient wait times.

Why?

