

Patient Access Study



Our Patient Access study tests access to physicians and APPs, from the patient or consumer perspective. Our Research Associates are able to determine whether or not a particular physician is open to new patients, wait times for a new patient appointment and whether the front desk offers an alternative to a closed practice or long wait time.

What We Do

- Place outbound secret shopper telephone calls to test for patient access, service offering and pricing
- Test access for both physician and outpatient services, as needed
- Determine whether physicians are opened or closed to new patients
- Document appointment wait time
- Catalog whether the physician practice offered a more-timely alternative
- Provide physician-level detail around access
- Compare patient access to both national averages as well as patient expectations

What You Can Expect

- Real-world patient access data
- An alternative to measuring access on a theoretical scheduling basis
- Actionable data on a per physician basis
- The ability to compare physician access to both national averages as well as patient expectations
- The option of gathering local market intelligence on your competitors' access
- Our 365-support

