Long wait times don’t have to be an unavoidable part of the patient experience, and many healthcare organizations are working to address them.

Click to learn how Phreesia’s automated intake tools can help your organization improve patient wait times.

**The High Cost of Long Wait Times**

Long wait times are one of the key detriments of medical practices’ Net Promoter Score, the measure of whether their patients would recommend them to a family member or friend.

**Strategies to Reduce Wait Times**

- Give patients the option to self-schedule appointments online, reducing in-person calls for staff and streamlining patient flow in the waiting room.
- Automate intake forms and follow-up appointment reminders in electronic health records and on the phone.
- Prompt patients to arrive slightly early for their appointments to allow some slack time.
- Give patients the capability and tools to check-in online to avoid long registration times.
- Integrate electronic reminders for upcoming appointments and make it easy for patients to update their contact info.
- Provide patients with time-saving payment options, such as online card on file and automatic payment plans.
- Review appointment analytics, front-desk workflows and patient satisfaction surveys to understand common bottlenecks and areas for practice improvement.

Be transparent with patients about their expected wait times and keep them updated as to when they’ll be seen. This ease anxiety, promotes team tolerance for the wait and makes patients feel respected.

**The Good News**

The average healthcare organization has changed their processes to improve patient wait times by 49%.

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