

# Market Insights

## Outpatient Module

This document outlines the Outpatient questions that ran on the Market Insights syndicated survey between January 2022 & February 2022.

### Outpatient Module

#### HEALTH SYSTEM AFFILIATION

Thinking of your preferred outpatient facility in your area, to the best of your knowledge, what health system is it affiliated with?

#### PREFERRED SERVICES

What services would you like to see offered at your preferred outpatient facility?

- OB (obstetrics - care throughout pregnancy and childbirth)
- Women's health
- Physical Therapy
- Integrative/functional medicine specialists/options
- Bariatrics/weight loss procedures and surgery
- Breast health
- Cosmetic procedures/surgery
- Dermatology (skin care)
- Ear, nose, and throat specialists (ENT)
- Gene testing and counseling
- Geriatric medicine/senior care
- Ophthalmology (eye care)
- Pediatrics (care for children)
- Sleep medicine
- Other (please specify):

**WAIT TIME FOR SERVICES**

Imagine you, or someone you provide care for, needed to schedule a specialty care appointment for the following types of healthcare.

How long would you be willing to wait for each type of appointment before reaching out to other healthcare providers for a quicker appointment?

	3 days or less	4 - 6 days	Less than 2 weeks	2 weeks - up to 4 weeks later	4 weeks - up to 6 weeks later	6 weeks - up to 8 weeks later	8 weeks later or more
Orthopedic care/sports medicine							
Gastroenterology (digestive system care)							
Rheumatology (care for arthritis, joint disorders, etc.)							
Obstetrics/Gynecology (OBGYN, care for the female reproductive system)							
Physical therapy							
Imaging (x-rays, MRIs, etc.)							

**TRAVEL TIME FOR SERVICES**

If you were in need of outpatient services how long would you be willing travel for a provider?

- 15 minutes or less
- 16-30 minutes
- 31-45 minutes
- 46-60 minutes
- More than 60 minutes

**PREFERRED ATTRIBUTES**

If you or a loved one were in need of outpatient services, how important would the following attributes be in determining where to go for care?

	Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
Reputation of facility/health system					
Personalized care					
Advanced technology					
Minimally invasive surgery options					
Timeliness for getting an appointment/availability					
Best amenities/accommodations					
Awards/recognitions received					
Offers virtual care options					
Proximity of the facility to me					
Low out-of-pocket cost					
Insurance acceptance					
Comprehensive care (all needed services offered at a single location)					
Affiliation with a health care system I am familiar with					
Access to expert clinicians and specialists					
Recommendation from my physician					
Affiliation with an academic medical center					

**FOLLOW-UP WAIT TIME**

At an outpatient clinic, how long is an acceptable wait time between your scheduled appointment time and when you are called back to see your healthcare professional?

- 0-5 minutes
- 6-10 minutes
- 11-15 minutes
- 16-20 minutes
- 21-25 minutes
- More than 25 minutes

**APPOINTMENT TIME PREFERENCE**

Imagine you need to schedule an appointment at an outpatient clinic or a routine check-up/physical. What time of day would you most prefer for this type of appointment? (Select up to 3 responses)

- 7:00am-9:00am
- 9:01am-11:00am
- 11:01am-1:00pm
- 1:01pm-3:00pm
- 3:01pm-5:00pm
- 5:01pm-8:00pm
- After 8:00pm

**COMMUNICATION OF INFORMATION**

In order to make a healthcare experience excellent, how important is it that you leave an outpatient clinic visit (i.e., a visit with a doctor, nurse practitioner, chiropractor, etc.) with the following things?

	Extremely Important – this must be communicated or provided to me	Not Important At All – knowing or having this would not improve my experience	Moderately Important – nice to know or have, but not essential
Phone numbers to use if I need help/advice			
Printed educational information about my medical condition			
Access to online information about my medical condition			
Information about how to access my online patient portal (e.g., MyChart)			
My next appointment is already scheduled, if needed			
Information about how to maintain or improve my current health status			
Printed after visit summary that details my visit, follow-up, medications, etc.			

**FOLLOW-UP EXPECTATIONS**

Which of the following items do you expect to happen after a visit to an outpatient clinic?

- I receive a follow up phone call from my healthcare provider
- I review my visit notes and/or test results through an online patient portal (e.g., MyChart)
- I receive a follow up email from my healthcare provider
- I return to the office as an unscheduled visit if I have any questions
- I receive a follow up letter from my healthcare provider
- Other (please specify):
- None of the above