Patient-centered practices seek to make patients feel better, both physically and emotionally. One important aspect of the patient encounter that tends to be overlooked is the time spent waiting before a patient sees a Provider. Often, practices are unsure of how to minimize wait times. Waiting to see a Provider increases patient anxiety and is frequently cited as a reason why patients leave a practice or score them unsatisfactorily low when surveyed. Improving actual wait times, as well as patients’ perceptions of their wait, can result in increased patient satisfaction and improved bottom lines.

Studies have shown that the average time patients spend waiting to see their Provider is approximately 24 minutes. At some practices, patients are made to wait significantly longer, in some cases hours. Patients kept waiting for more than 10 minutes in the waiting room report an 8.1 point drop in satisfaction (100-point scale) compared to those patients who waited 0-5 minutes.

Reducing wait times and changing how patients perceive the wait can make a tremendous difference in the patient experience. You can’t manage what you don’t measure, so let Expeditor show your practice how we capture the Patient Check-In to Patient Roomed times as well as the Check-In to Check-Out times. Coupled with your Expeditor light system data, Expeditor will deliver and consult on complete Door-to-Door Visit Times to help you manage overall patient flow efficiency.
Today, there’s increased demand for streamlining and optimizing patient flow to help reduce overcrowding, prevent poor handoffs, and avoid delays. All of these factors contribute to the overall patient experience, and ultimately, impact your bottom line.

The Expeditor Patient Flow System is a complete Door-to-Door Patient Flow solution. We’ll install our proven patient flow light signaling system that can immediately help your practice improve the patient experience by eliminating unnecessary wait times — while increasing staff productivity and achieving maximum levels of efficiency.

Expeditor’s Xtrac technology solution tracks the patient throughout their visit. From Check-In to Check-Out, Xtrac tracks how long the patient is waiting in the Waiting Room and Exam Room to how long they are spending with the Provider and ancillary staff.

By delivering easy-to-understand performance graphics through a client-centric metrics dashboard, Expeditor’s Xtrac aligns and empowers every level of your practice to achieve organizational goals. The mark of a high-performing practice is that everyone — from the boardroom to front-line understands your practice’s priorities and their role in reaching performance goals.

Our easy to navigate metrics dashboard will allow you to see complete Door-to-Door times for each facility. You’ll also have the ability to review the details of each Provider’s and ancillary staff member’s performance, as well as how your practice compares to similar facilities locally, regionally and nationally.

Once your system has been installed and we’ve obtained a few weeks of data, an Expeditor Strategic Advisor will explain how to read the data in your dashboard. Each quarter, we’ll identify the Patient Flow bottlenecks and explain how to use the data to improve Patient Flow.

Monitoring the detailed process of your targeted improvement programs is easy with Expeditor’s Xtrac — you can easily track Key Performance Indicators (KPIs) for key measures, as well as progress to your benchmark/baseline and other goals.