

Did you know?

- ▶ Waiting is a significant cause of patient dissatisfaction and an untapped opportunity to create a closer relationship with your patient.
- ▶ It's the perceived wait time, not the actual minutes spent waiting that causes frustration. People overestimate waiting time by 36%.

A conservative 5% dissatisfaction rate among patients can cost a physician \$150,000 in revenue.*

*Source: Drain, M. & Kaldenberg, D.O., "Building patient loyalty and trust. The role of patient satisfaction." Group Practice Journal, 1999,48 (9), 32-35.



This Changes Everything!

Waiting becomes an intentional part of your patient's treatment. A healing environment has a broad impact, benefiting the doctor, his/her staff, as well as the patient.

For more information please visit us at www.waitwell.com or call 313.405.3698

WaitingWoRx

The Waiting Worx process creates a reception and exam room environment where patients can flourish.

Triage

What is the health of the environment that you are asking your patients to sit in while they wait to see you? Is the wait time **enhancing healing** or **causing stress**?

Do you know what the ailments are? How do you **identify** and **prioritize** improvements?

VitalSigns

Do you know how long your patients wait or how they feel about it? Let *VitalSigns*, a prescription for an **Exceptional Waiting Experience**, help you find out.

VitalSigns is a solution-oriented proprietary report that provides evidence-based solutions, customized for your practice and focused on patient desires.

TeamWoRx

Who do angry patients complain to? What is the impact of patient complaints on your reception staff?

Happy Staff ↔ Happy Patients

PrehabWoRx

Inspired healing occurs at the intersection of a fully engaged mind, body and spirit.

Continue to build your relationship with your patients between appointments by providing tools for them to **use their anxiety** to drive healthy, healing behaviors.

waitwell  **it's about your time...**