Patients Prefer Timely Labs

ABOUT  HIDA surveyed 1,000 patients to gauge what they want from healthcare providers. Patient Satisfaction: How Medical Products Improve Consumer Experience details the strong influence laboratory services and diagnostic imaging have on patient experience.

Patients Are Paying Attention

Many Patients Report Dissatisfaction with a Provider Experience

- 48% Failed to Meet Expectations, Any Area
- 52% Met Expectations

One-Quarter of Dissatisfied Patients Switch Providers Annually

- 25% Did Not Switch Providers
- 75% Switched Providers

“If you were able to have all the labs and other testing done while you are there, it would mean at least two fewer trips.”
— Female, Baby Boomer, Midwest

Delayed Diagnostics Cause Patient Dissatisfaction

Top Three Ways Providers Failed to Meet Patient Expectations

- 38% dissatisfied Wait Time to Receive Care
- 37% dissatisfied Not Able to Get Laboratory Results During Same Visit
- 30% dissatisfied Not Able to Get Diagnostic Imaging Results During Same Visit

Patients Prefer Providers Who Offer Same-Visit Labs

Percent of Providers Exceeding Expectations In the Past Year

- 35% Able to Get Laboratory Results During Same-Visit/Appointment
- 32% Able to Get Diagnostic Imaging Results During Same-Visit/Appointment

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Source: Patient Satisfaction: How Medical Products Improve Consumer Experience
Health Industry Distributors Association, 2016