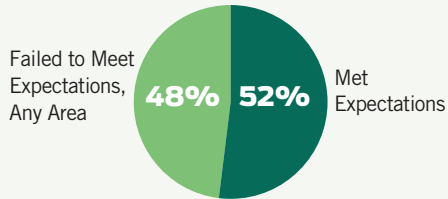


Patients Prefer Timely Labs

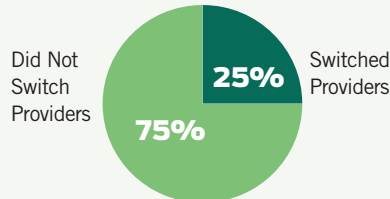
ABOUT HIDA surveyed 1,000 patients to gauge what they want from healthcare providers. **Patient Satisfaction: How Medical Products Improve Consumer Experience** details the strong influence laboratory services and diagnostic imaging have on patient experience.

Patients Are Paying Attention

Many Patients Report Dissatisfaction with a Provider Experience



One-Quarter of Dissatisfied Patients Switch Providers Annually



“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

Patients like same-visit testing with results because they:



Prefer **immediate treatment**

Avoid travel to more than **one location**



Eliminate follow-up appointment to **discuss results**

Reduce out-of-pocket expenses



“I was just shocked that I was able to do testing and get the results right then and there instead of having to waste my time and money with another appointment.”

— Male, Generation X, Northeast

Delayed Diagnostics Cause Patient Dissatisfaction

Top Three Ways Providers Failed to Meet Patient Expectations

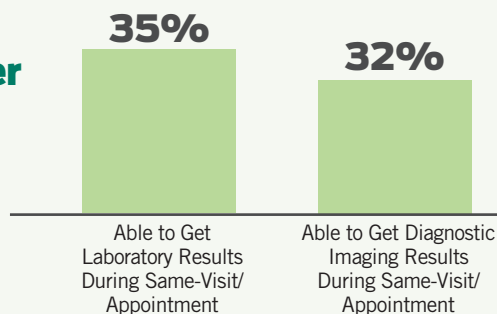
38% dissatisfied Wait Time to Receive Care

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



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