

Wait times should be measured based on the third next available appointment, as defined by the Institute for Healthcare Improvement (IHI). Hospitals that are unable to report using the IHI measure should explain why they are unable to use the measure and describe the alternative measure in detail and if possible, use the 'Alternative' tab in this workbook to provide that alternative measure. Please mark "NA" if the specialty is not offered by the hospital.

A link to the IHI Definition of Third Next Available Appointment can be found here: [Third Next Available Appointment | IHI - Institute for Healthcare Improvement](#)

This information was provided as of:		7/1/2021 for routine appointments, except where noted		Example: June 2021	
Service Type	Third Next Available Appointment (in Days)	Alternative Measure	Comment, if applicable	FY2020 Responses*	
Dermatology	N/A				
Digestive Services	N/A				
Ear, Nose, Throat	N/A				
Endocrinology	N/A				
General Surgery	2 days				5
Hematology and Oncology	N/A				
Infectious Disease	N/A				
Internal Medicine	39 days		The practice is coming off of an FMLA for an Internal Medicine Clinician, currently recruiting		12
Nephrology	N/A				12
Neurology	63 days		Increased schedule to aid with access. Ony one full-time Neurologist in community.		
Obstetrics/Gynecology	47 days		4th Physician joined in early July. Down one OB/GYN due to FMLA		42
Ophthalmology	N/A				
Orthopedics	14 days				16
Palliative Care	N/A				0
Pediatrics	N/A				1
Physiatry/Rehabilitation	21 days		New Patient		21
Podiatry	N/A		There were no options for operative Podiatry in community. Wound Center, Orthopedic, Internal Medicine and Family Medicine referrals did not have a local and available Podiatrist. As a result, BMH hired a Podiatrist who will start in September.		
Primary Care	20 days		Average of BMH's four Family Medicine Practices		33
Pulmonology	N/A				
Rheumatology	N/A				
Sleep Medicine	N/A				
Urology	2.5 days				19
Addiction Center	N/A				
Cardiology	26 days				
Psychiatry/Mental Health	30 days		Embedded Psychologist at Brattleboro Family Medicine; Brattleboro Retreat employee		
Plastic Surgery	N/A				
Other (please specify)					
Other (please specify)					
Other (please specify)					

\*FY20 Results are for office visits

Further Comments/Explanation:

**Please populate with your Alternative Access to Care/Wait Times measurement.**

Example:

<b>Clinic</b>	<b>% New patients seen within 10 days of scheduling an appointment (February 2019)</b>
Acute Care Surgery	100.00%
Adult & Child Psychiatry	20.45%
Adult Primary Care - Burlington	9.52%
Adult Primary Care - Essex	50.00%
Adult Primary Care - South Burlington	7.69%
Adult Primary Care - Williston	0.00%
Bariatric Surgery	28.40%
Berlin ENT	21.88%
Berlin Family Medicine	82.45%
Berlin General Surgery	69.49%
Berlin Ophthalmology	45.00%
Cardiology	28.52%
Cardiothoracic Surgery	46.15%