

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:		Aug-21	Example: June 2021		
Service Type	Third Next Available Appointment (in Days)	Alternative Measure	Comment, if applicable	FY2020 Responses*	
Dermatology					
Digestive Services					
Ear, Nose, Throat					
Endocrinology					
General Surgery					
Hematology and Oncology					
Infectious Disease					
Internal Medicine					
Nephrology					
Neurology					
Obstetrics/Gynecology					
Ophthalmology					
Orthopedics					
Palliative Care					
Pediatrics	24				
Physiatry/Rehabilitation					
Podiatry					
Primary Care	12				10.6
Pulmonology					
Rheumatology					
Sleep Medicine					
Urology					
Addiction Center					
Cardiology					
Psychiatry/Mental Health	2.5				
Plastic Surgery					
Other (please specify)					
Other (please specify)					
Other (please specify)					

**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%