

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:		Example: June 2021		
Service Type	Third Next Available Appointment (in Days)	Alternative Measure	Comment, if applicable	FY2020 Responses*
Dermatology				
Digestive Services				
Ear, Nose, Throat	Tuesday 8/25/21			10
Endocrinology				
General Surgery	Office - Thursday 9/2/21 - Endoscopy - 9/3/21			7
Hematology and Oncology				
Infectious Disease				
Internal Medicine				28
Nephrology				
Neurology				
Obstetrics/Gynecology	Wednesday 8/25/21			3
Ophthalmology				24
Orthopedics	Tuesday 8/24/21			1
Palliative Care				
Pediatrics				3
Physiatry/Rehabilitation	30-33 days		Outpatient Rehab, we have been significantly short staffed as well as experiencing significantly higher than normal patient volume and have had to spread out new incoming consultation appointments to enable follow up appointments to be seen.	7
Podiatry				
Primary Care				21
Pulmonology				
Rheumatology				
Sleep Medicine				
Urology	Wednesday 8/25/21			3
Addiction Center				
Cardiology				
Psychiatry/Mental Health				
Plastic Surgery				3
Other (please specify)				
Other (please specify)				
Other (please specify)				

Further Comments/Explanation:

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

Example:

Clinic	% New patients seen within 10 days of scheduling an appointment (February 2019)
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%