

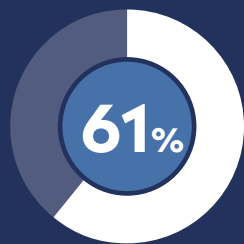
The 2023 Care Access Benchmark Report:

Save Staff Time and Meet Consumer Preferences with Self-Service Capabilities

Kyruus Health conducted a survey of 1,000 healthcare consumers to understand how they interact with healthcare organizations when searching for, selecting, and accessing care. The results highlighted a clear demand for continued access to self-service capabilities that can also help medical groups create operational efficiencies.



Consumer Preference for Online Scheduling Impacts Care Selection



61% of consumers say the availability of online appointment scheduling is extremely or very important when choosing a new provider, service, or location for care

Online scheduling is the preferred method of scheduling an appointment with a new provider for both Millennial and Gen X populations. In fact:

75%

of Millennials scheduled their last or most recent appointment online.



80%

of consumers would schedule care from a health plan website if the option was available



40% of those that did not schedule their last appointment online, noted it was because their provider did not offer the option

Online Scheduling is Just the Tip of the Iceberg for Self-Service Access

Consumers are extremely or very interested in:

77%

completing pre-visit questionnaires online



69%

making a payment online



78%

providing insurance information and confirming coverage online



69%

alerting the front desk they've arrived for their appointment and are waiting to be seen online

