



# Nueces County Hospital District

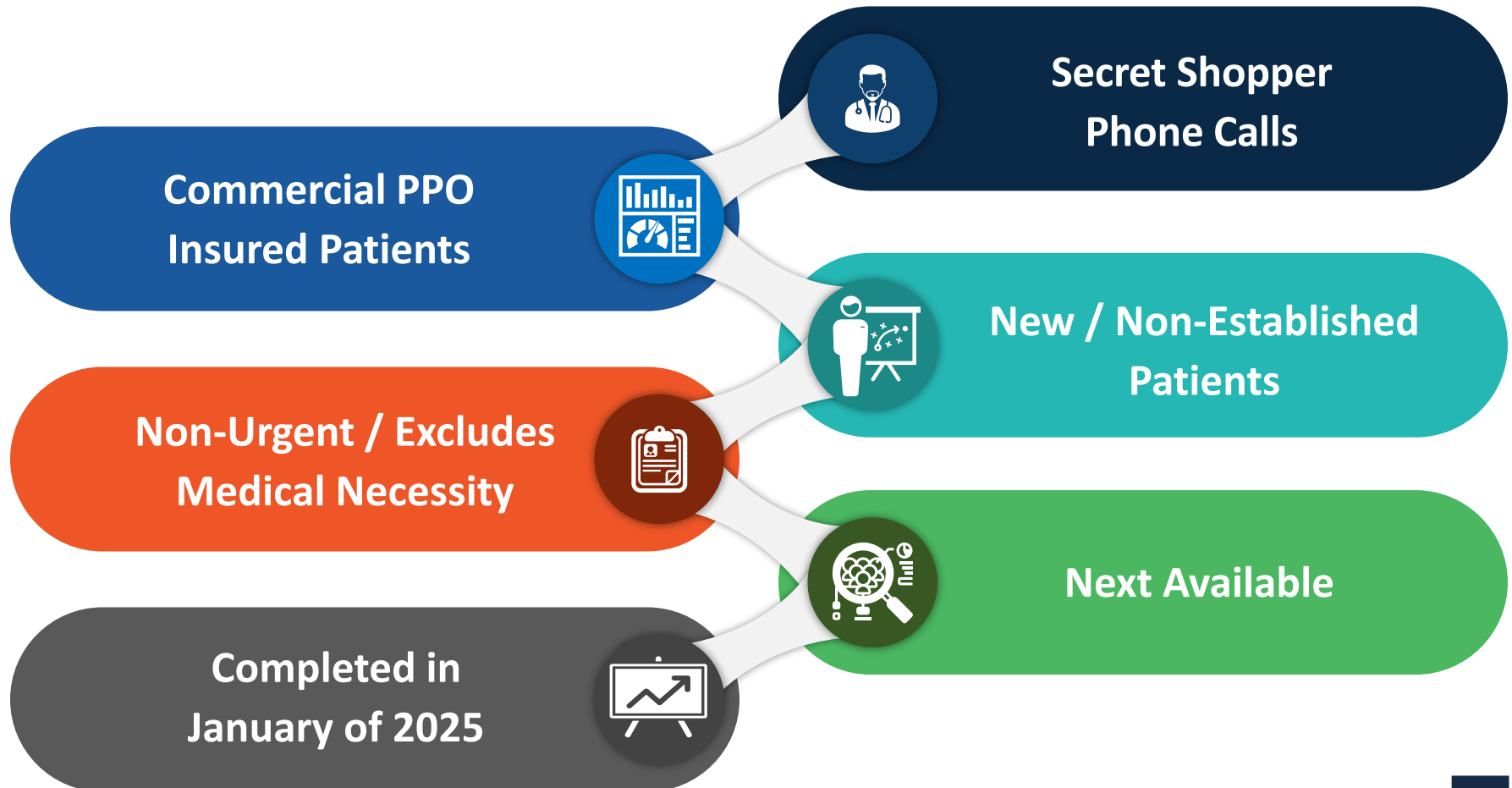
## Patient Access Study

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February 6, 2025

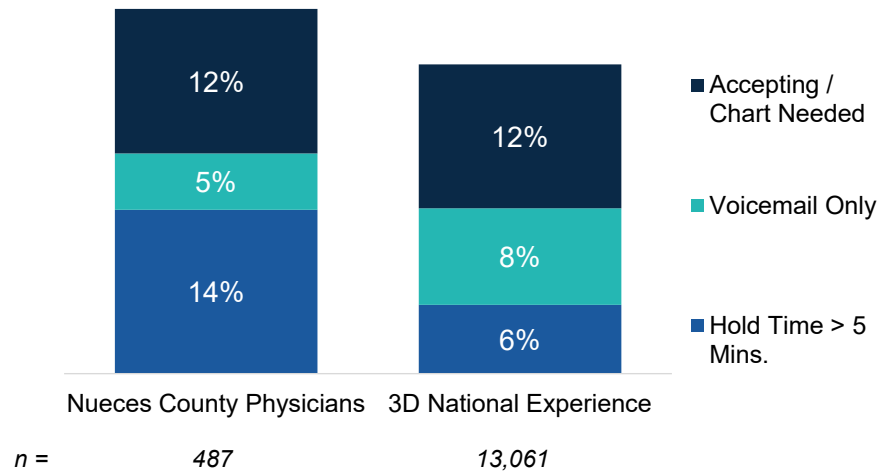


# Patient Access Study Methodology

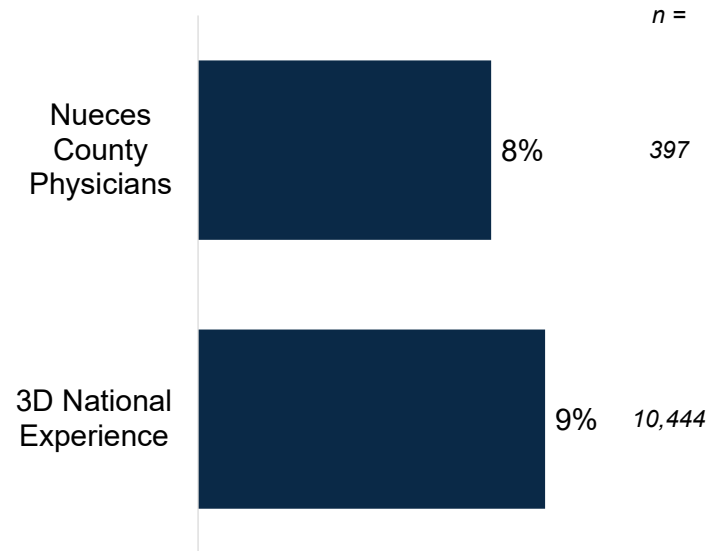


# Patient Access Study Initial Findings

## Percent of Calls with No Answer or Wait Time Provided



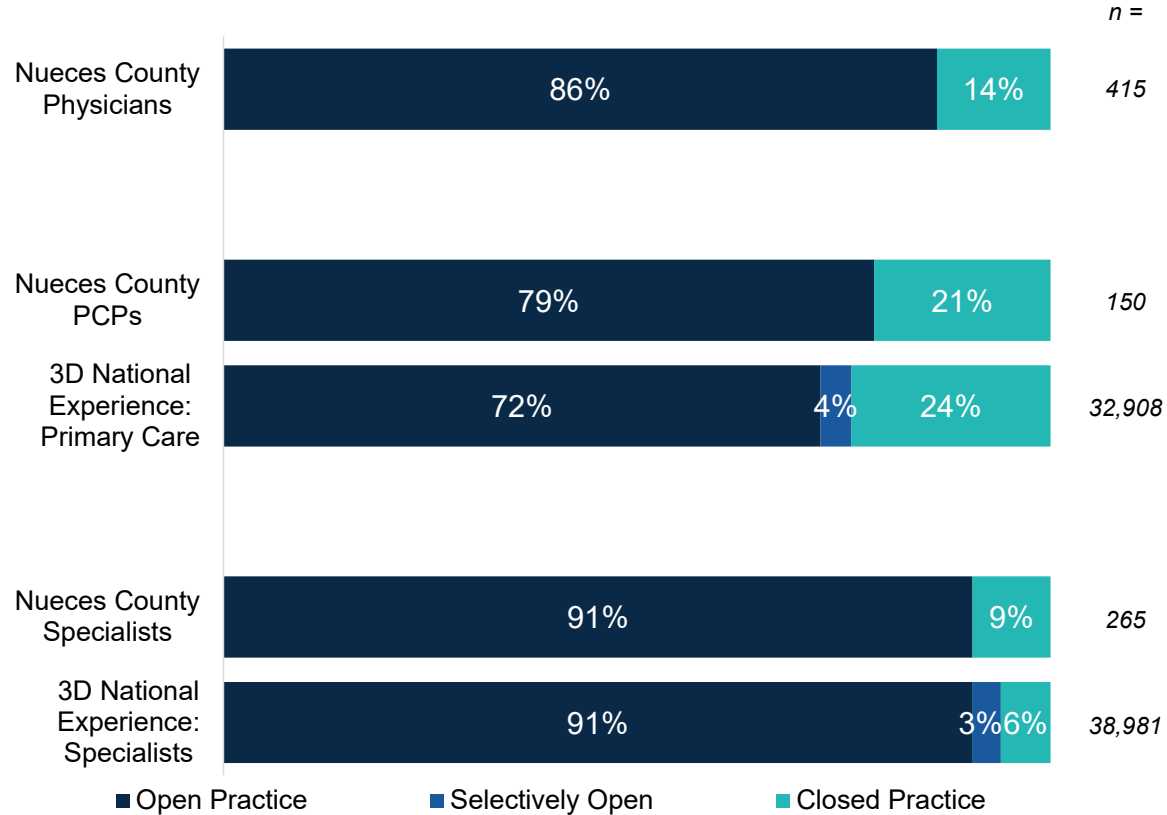
## Patients Referred for Better Access



- 3Dhealth had a greater percent of incomplete calls, due to long hold times or voicemail only options, among Nueces County physicians than the national experience.
- 3Dhealth's Research Associates were referred, unprompted, to an alternative physician, APP, phone number or other location during 8%, or 30 of the completed calls, which is similar to the 3D national experience.



# Open vs. Closed Physicians



- Access to primary care physicians in Nueces County is better than the 3D National Experience.
- No physicians in Nueces County were selectively open, such that they required patients' charts for review prior to determining acceptance of new patients.



# Appointment Access by Specialty

	Open Physicians		Wait Time (Days)			National Average	Patient Expectation	
Specialty	Number	Percent	Average	Max	Min		Same Day	5+ Days
Primary Care								
Family Medicine	41	71%	29	278	1	23	24%	33%
Geriatric Medicine	2	67%	42	42	42	24	26%	41%
Internal Medicine	14	78%	19	64	0	25	20%	37%
Obstetrics & Gynecology	21	81%	18	99	0	29	11%	64%
Pediatrics	40	89%	7	35	0	19	30%	30%
Medical Sub-Specialties								
Allergy & Immunology	2	100%	34	41	27	21	17%	51%
Cardiology - Interventional	8	100%	34	58	25	28	26%	37%
Cardiology - Medical	15	100%	45	121	8	26	23%	39%
Dermatology	3	100%	13	25	5	47	16%	58%
Endocrinology	4	100%	38	73	20	46	19%	51%
Gastroenterology	7	78%	39	94	5	31	18%	50%
Hematology/Oncology	9	100%	29	50	13	16	21%	39%
Infectious Disease	1	50%	Chart Needed	-	-	20	25%	33%
Nephrology	13	87%	37	84	6	33	23%	47%
Neurology	5	100%	23	40	14	44	22%	44%
Pain Management	7	100%	45	75	25	25	22%	39%
Physical Medicine & Rehab	2	67%	7	12	1	24	23%	38%
Psychiatry	2	67%	16	26	5	39	22%	48%
Pulmonary	5	83%	70	247	10	32	23%	40%
Rheumatology	-	-	Not Accepting	-	-	47	22%	51%
Sports Medicine	1	100%	11	11	11	14	22%	41%

> National Average



# Appointment Access by Specialty

Specialty	Open Physicians		Wait Time (Days)			National Average	Patient Expectation	
	Number	Percent	Average	Max	Min		Same Day	5+ Days
Surgical Sub-Specialties								
Bariatric Surgery	3	100%	41	55	19	23	26%	50%
Cardiac Surgery	5	100%	39	62	25	15	27%	34%
Colon & Rectal Surgery	4	100%	52	100	14	18	20%	49%
General Surgery	11	92%	16	34	3	15	17%	43%
Neurosurgery - Cranial	4	80%	17	25	7	26	23%	40%
Neurosurgery - Spine	4	100%	18	27	7	27	22%	43%
Oncology Surgery	1	100%	Chart Needed	-	-	18	21%	35%
Ophthalmology	18	86%	44	193	2	29	18%	53%
Orthopedic Surgery - General	20	91%	19	43	7	16	19%	44%
Orthopedic Surgery - Hand	1	100%	Chart Needed	-	-	18	21%	43%
Orthopedic Surgery - Spine	3	100%	12	19	5	20	22%	43%
Otolaryngology	8	80%	35	67	18	18	23%	46%
Plastic Surgery	3	100%	12	18	6	23	18%	67%
Podiatry	7	100%	25	46	7	13	16%	52%
Thoracic Surgery	6	100%	33	62	12	15	24%	43%
Urology	6	86%	29	56	6	24	20%	42%
Vascular Surgery	3	100%	24	50	3	19	21%	47%

> National Average



# Appointment Access by Specialty

	Open Physicians		Wait Time (Days)			National Average
Specialty	Number	Percent	Average	Max	Min	
Pediatric Sub-Specialties						
Pediatric Allergy & Immunology	2	100%	34	41	27	77
Pediatric Cardio/Thoracic Surgery	2	100%	Chart Needed	-	-	22
Pediatric Cardiology	8	80%	35	54	9	34
Pediatric Developmental-Behavioral	2	100%	30	59	0	92
Pediatric Endocrinology	4	80%	37	44	35	26
Pediatric Gastroenterology	3	100%	87	94	79	35
Pediatric Genetics	1	100%	214	214	214	131
Pediatric Hematology/Oncology	4	100%	20	31	14	16
Pediatric Infectious Disease	1	100%	Chart Needed	-	-	32
Pediatric Nephrology	2	100%	7	7	7	37
Pediatric Neurology	2	100%	94	94	94	75
Pediatric Neurosurgery	1	50%	Chart Needed	-	-	19
Pediatric Orthopedic Surgery	2	67%	Chart Needed	-	-	26
Pediatric Otolaryngology	3	75%	77	99	41	27
Pediatric Plastic Surgery	3	100%	11	11	11	37
Pediatric Psychiatry	2	100%	Chart Needed	-	-	48
Pediatric Pulmonary	1	100%	252	252	252	53
Pediatric Rheumatology	1	100%	40	40	40	48
Pediatric Surgery	3	100%	13	20	4	29
Pediatric Urology	2	100%	7	8	6	33

 > National Average



# 3Dhealth Team Contact Information

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