

# How much are long wait times costing employers?

Your employees often wait 26 days or more for a doctor's appointment.<sup>1</sup> That's nearly four weeks spent living and working through pain and anxiety. This delay, known as the Physician Gap, affects not only your employees, but also has a considerable impact on your organization.

## Shortening long waits can reduce high costs

Accolade physicians are available for same-day appointments, including urgent, preventive, and chronic care services.\* That means your employees can get the care they need when they need it.

1. <https://www.statnews.com/2023/05/02/doctor-appointment-wait-times-solutions/>  
2. <https://hbr.org/2004/10/presenteeism-at-work-but-out-of-it>  
3. <https://www.cdcfoundation.org/pr/2015/worker-illness-and-injury-costs-us-employers-225-billion-annually>  
4. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9254505/>



**\*80%**  
of the time, members get same-day appointments

Visit [Acclolade.com](https://www.accolade.com) to learn how you can offer employees connected, caring healthcare experiences that improve their well-being and fuel their productivity and success.

## The consequences of delayed healthcare

When employees can't access the care they need, it often leads to:



### Reduced productivity

When employees don't feel well, they not only work slower than usual, they're also more likely to make mistakes.



### Increased presenteeism

Workers who are on the job but not functioning fully because of illness may be one-third less productive.<sup>2</sup>



### Heightened stress

Chronic conditions can cause persistent pain, resulting in emotional strain, depression, and anxiety.



### Higher absenteeism

The CDC states that illness-related absenteeism costs U.S. employers about \$1,685 per employee per year (or about \$225.8 billion).<sup>3</sup>



### Lower engagement

Long wait times for appointments can lead to frustration, discouraging people from seeking care altogether.



### Inflated expenses

When people can't access their primary care provider, they tend to use high-cost urgent care or specialists.



### Negative outcomes

Medical care delays for people with underlying, preventable, and treatable conditions can escalate morbidity and mortality risks.<sup>4</sup>