ABSTRACT

Does Waiting Time Matter? Association Between Consultation Waiting Time - Patient Experience at Executive Polyclinic

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Background : Timely service is important to healthcare quality in executive outpatient care. The study examined the association between consultation waiting time and patient experience

Objective : To examine the association between consultation waiting time and patient experience

Research Methods/ Implementation Methods : A cross-sectional study analyzed survey data collected from January–August 2026. Among 176 responses, consultation waiting time was categorized as 0–15, 15–30, 30–60, and >60 minutes. Patient experience was assessed using 21 items covering registration, initial assessment, waiting environment, nursing, physician interactions, facilities, and amenities. Responses were transformed into a four-point ordinal score and aggregated into a patient experience index. Associations were examined using Spearman's rank correlation and Kruskal–Wallis test

Results : Among 176 patients with valid waiting-time data, 22.7% waited 0–15 minutes, 39.2% 15–30, 23.9% 30–60, and 14.2% >60 minutes; 38.1% waited >30 minutes. Mean patient experience score was 3.71±0.34. Scores declined across categories (3.85, 3.74, 3.68, 3.46). Waiting time was negatively associated with patient experience ($r=-0.374$; $p<0.001$), with significant differences across categories ($H=26.85$; $p<0.001$). Schedule conformity was 24%–38%, below the 90% standard, while delays >60 minutes without prior confirmation occurred in 18%–68%, exceeding the <5% standard

Conclusion/Lesson Learned : Longer consultation waiting time was significantly associated with poorer patient experience. Although experience remained favorable, delays >60 minutes were accompanied by a decline. Improving schedule adherence, delay communication, and patient flow may strengthen service responsiveness

Keyword : consultation waiting time; patient experience; outpatient care; service responsiveness; healthcare quality