

In a 42 minute doctor's appointment, the patient spent **29 minutes waiting** idly. The patient spent 13 minutes engaged in the clinical encounter.

Patient Shadowing Setting:

- ECU Physicians Adult and Pediatric Health Care
- Patient: 6-month old infant
- Arrived with mother and brother
- Reason for visit: skin concern

Patient Shadowing Experience:

- Appointment time: 2:00 PM
- Patient arrival: 1:55 PM
- Called back: 2:03 PM
- Total time in clinic: 42 minutes
- During all wait times, family members occupied their times using their phone
- Follow up: patient drove to retail pharmacy

Social Determinants of Health Screen:

- Self-administered
- Optional
- Must be followed up by the physician or a trained provider
- Connect to community resources to address concerns
- Provided by Center for Medicare and Medicaid Innovation

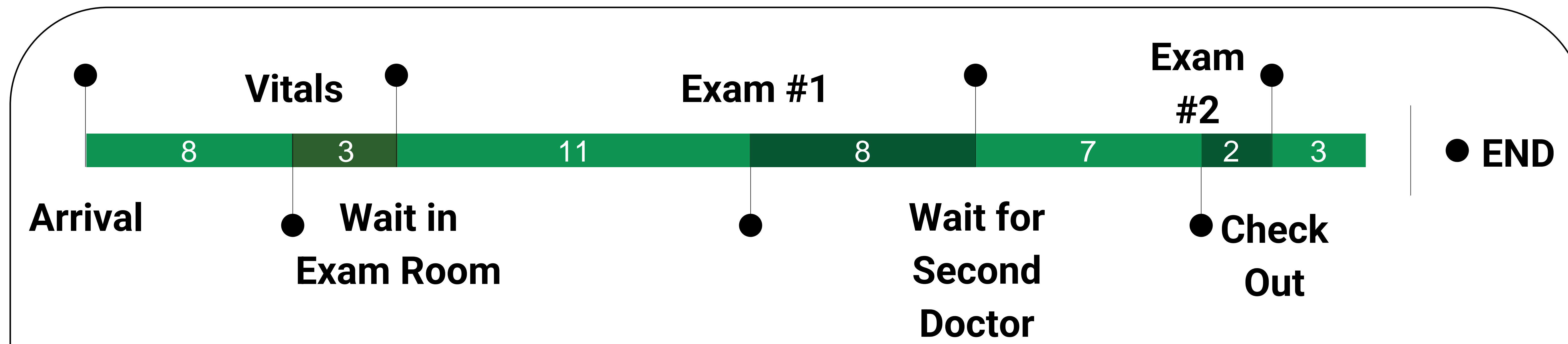
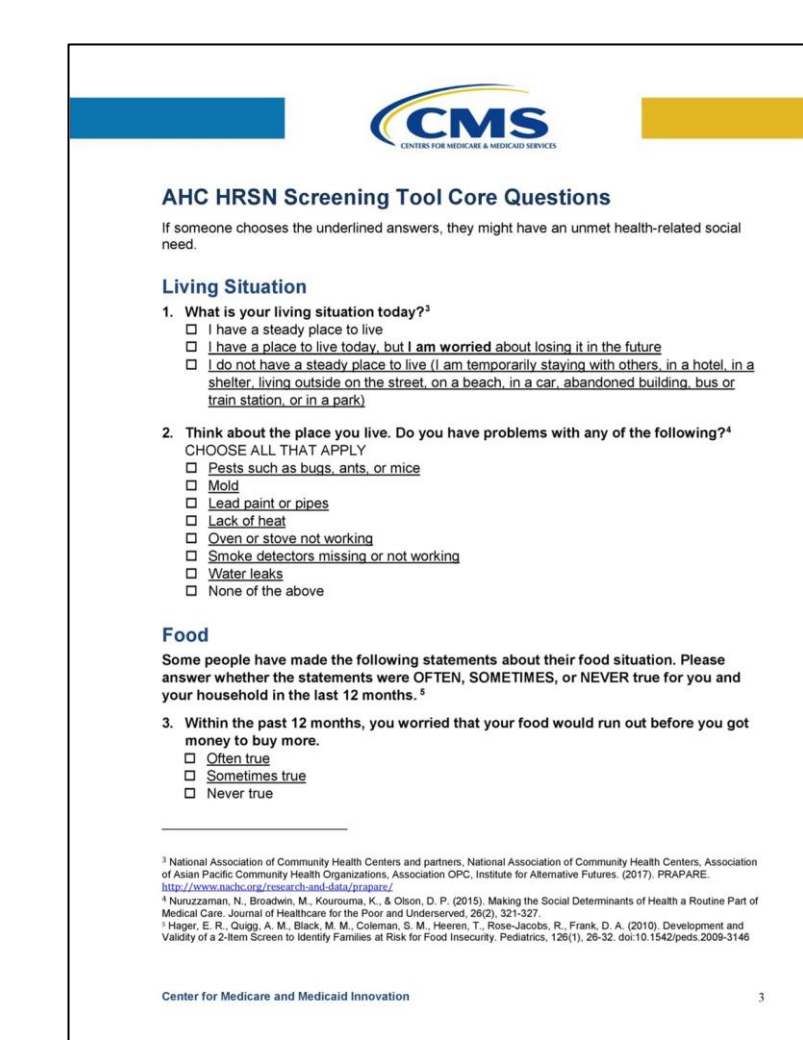
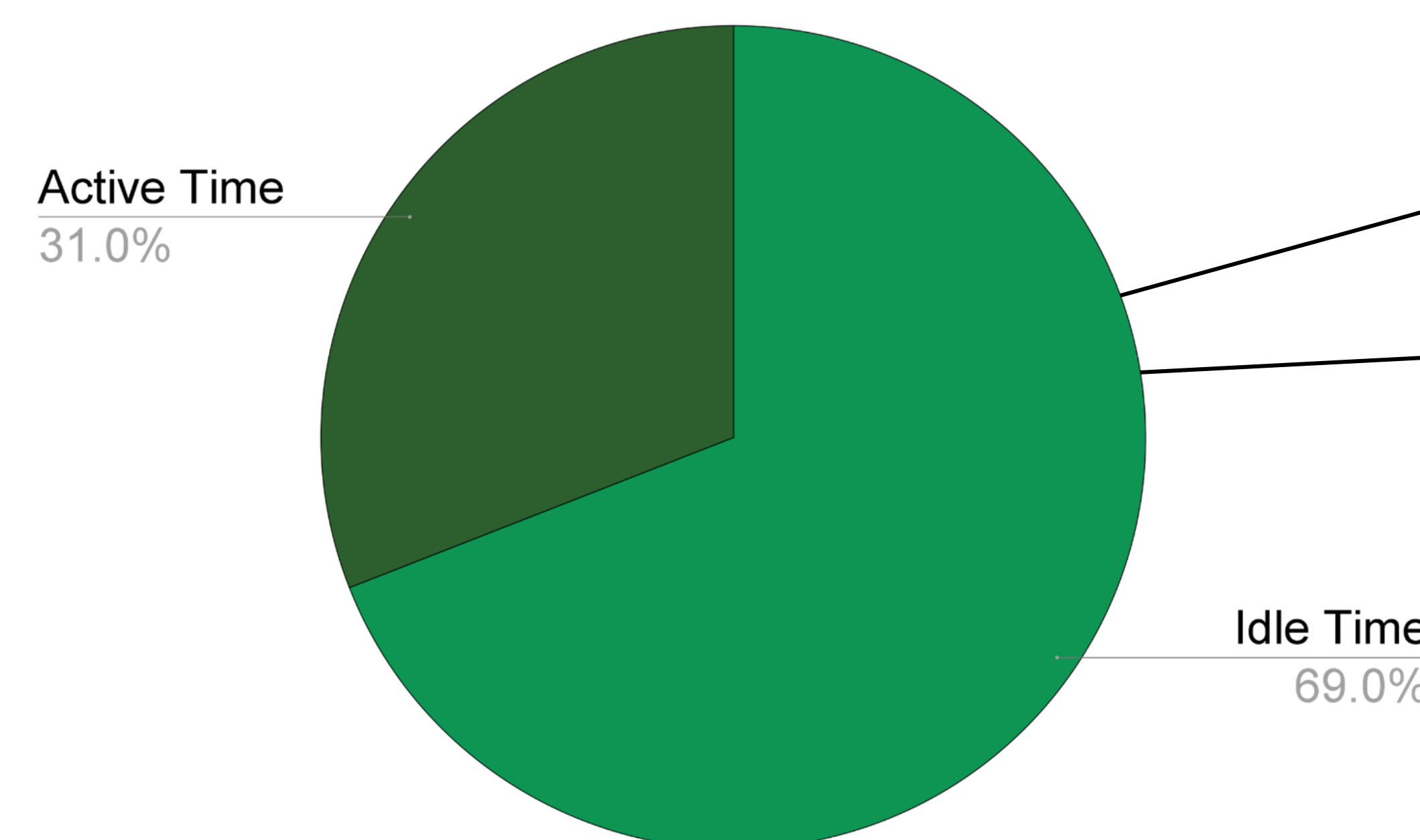


Figure 1 | The Majority of Post-Check-in Time was Spent Waiting The observed patient spent 29 minutes waiting (light green). The remaining 13 minutes (dark green) involved answering questions, physical examination, and family discussions about health. Numbers indicate time elapsed in minutes.



Self-administer **social determinants of health screening**, read **patient education** material, connect with **community resources**