



2022

Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates

A survey examining the time needed to schedule a new patient physician appointment in 15 major metropolitan areas, as well as the rates of physician Medicare and Medicaid acceptance in these areas.



Overview

AMN Healthcare is the leader and innovator in total talent solutions for healthcare organizations across the nation. AMN Healthcare's physician recruiting division, Merritt Hawkins, is a national healthcare search and consulting firm specializing in the recruitment of physicians in all medical specialties, physician executives, nurse practitioners (NPs), physician assistants (PAs) and other advanced practice professionals.

AMN/Merritt Hawkins conducts an ongoing series of surveys on a wide range of physician workforce topics, including physician recruiting incentives, physician practice patterns, physician revenue generation and related subjects. AMN/Merritt Hawkins' surveys are conducted on both a proprietary basis through AMN Healthcare's Research Institute and on behalf of third parties that partner with AMN/Merritt Hawkins on various survey or analysis projects.

Organizations that AMN/Merritt Hawkins has completed surveys or other research initiatives for include the Indian Health Service, The Physicians Foundation, the American Academy of Physician Assistants, MedChi: The Maryland State Medical Society, Trinity University, the Texas Hospital Trustees, the North Texas Regional Extension Center/Office of the National Coordinator of Health Information Technology, the American Academy of Surgical Administrators, and the Associations of Managers of Gynecology and Obstetrics. Merritt Hawkins also has submitted oral and written testimony before Subcommittees of the Congress of the United States.

This report summarizes the results of AMN/Merritt Hawkins' *2022 Survey of Physician Appointment Wait Times* and includes results of similar surveys Merritt Hawkins has conducted in prior years.

The *2022 Survey of Physician Appointment Wait Times* was conducted to determine the average time new patients must wait before they can see a physician in 15 large metropolitan markets.

The survey also indicates the percentage of physicians willing or able to schedule Medicaid and Medicare patients in these markets.

The survey is intended to gauge patient access to medical services and may be taken by healthcare professionals, policy makers, journalists, academics and the public as one indicator of the current state of physician supply and demand in select markets and in select medical specialties. This is fifth time AMN/Merritt Hawkins has conducted this survey. The first *Survey of Physician Appointment Wait Times* was released in 2004, the second in 2009, the third in 2014 and the fourth in 2017.



Methodology

From March, 2022 through mid-May, 2022 research specialists working for AMN/Merritt Hawkins called physician offices in 15 major metropolitan areas with the purpose of scheduling a new patient appointment. In some cases, researchers accessed the practices' online scheduling calendar to determine the first available appointment. The survey focused on five medical specialties: cardiology, dermatology, obstetrics-gynecology, orthopedic surgery and family medicine. Names of physicians were selected at random from internet-based physician office listings such as the online Yellow Pages or Healthgrades, or through search engines such as Google.

AMN/Merritt Hawkins research associates were tasked with contacting a minimum of 10 separate physician offices per specialty per large metropolitan area, if possible, and a maximum of 20 offices, with 20 being the preferred goal. First appointment times were obtained from a total of 1,034 distinct physician offices.

In each call, research associates asked to be told the first available time for a new patient appointment. If asked, and depending on the specialty at issue, they indicated a hypothetical reason for the appointment, as follows:

Cardiology: A heart check-up

Dermatology: A skin exam to detect possible carcinomas/ melanomas

Orthopedic Surgery: Injury or pain in the knee

Obstetrics/Gynecology: A "well-woman" gynecological exam

Family Practice: A physical

It should be noted that researchers called seeking appointments for non-emergent medical conditions such as exams (though in the case of orthopedic surgery, researchers called seeking appointments for injury or pain to the knee). The survey therefore does not measure physician availability in cases of urgent care or medical emergency.

Research associates also asked if the physician accepts Medicare or Medicaid as a form of payment.

AMN/Merritt Hawkins' goal was to replicate the experience of someone new to a community seeking to schedule a non-emergent physician appointment through a generally accessible source, such as the internet. Research was conducted during a roughly 10-week period in the Spring of 2022. Therefore, results are a snapshot of physician accessibility at a particular time and in particular places. A change in timing, location or approach could yield different results.

AMN/Merritt Hawkins completed similar surveys in 2004, 2009, 2014, and 2017, and comparisons are made in this survey to results of prior surveys. It should be noted, however, that no attempt was made in 2022 to contact the same practices that were contacted in previous years. In addition, in 2009, family medicine was added to the variety of specialties included in the survey, and therefore no comparisons are made in this specialty to survey results completed in 2004.

Rates of physician Medicaid acceptance were included in the survey in 2004, 2009, 2014 and 2017, while 2014 marked the first year physician Medicare acceptance rates were included in the survey. It should be further noted that in cases where research associates found that a particular physician was "booked out" and no longer taking new patients, the average appointment wait time was designated as 365 days.

Major metropolitan service areas in which surveys were conducted: Atlanta, Boston, Dallas, Denver, Detroit, Houston, Los Angeles, Miami, Minneapolis, New York, Philadelphia, Portland, San Diego, Seattle, Washington, D.C.

When survey was conducted: March, 2022 to mid-May, 2022

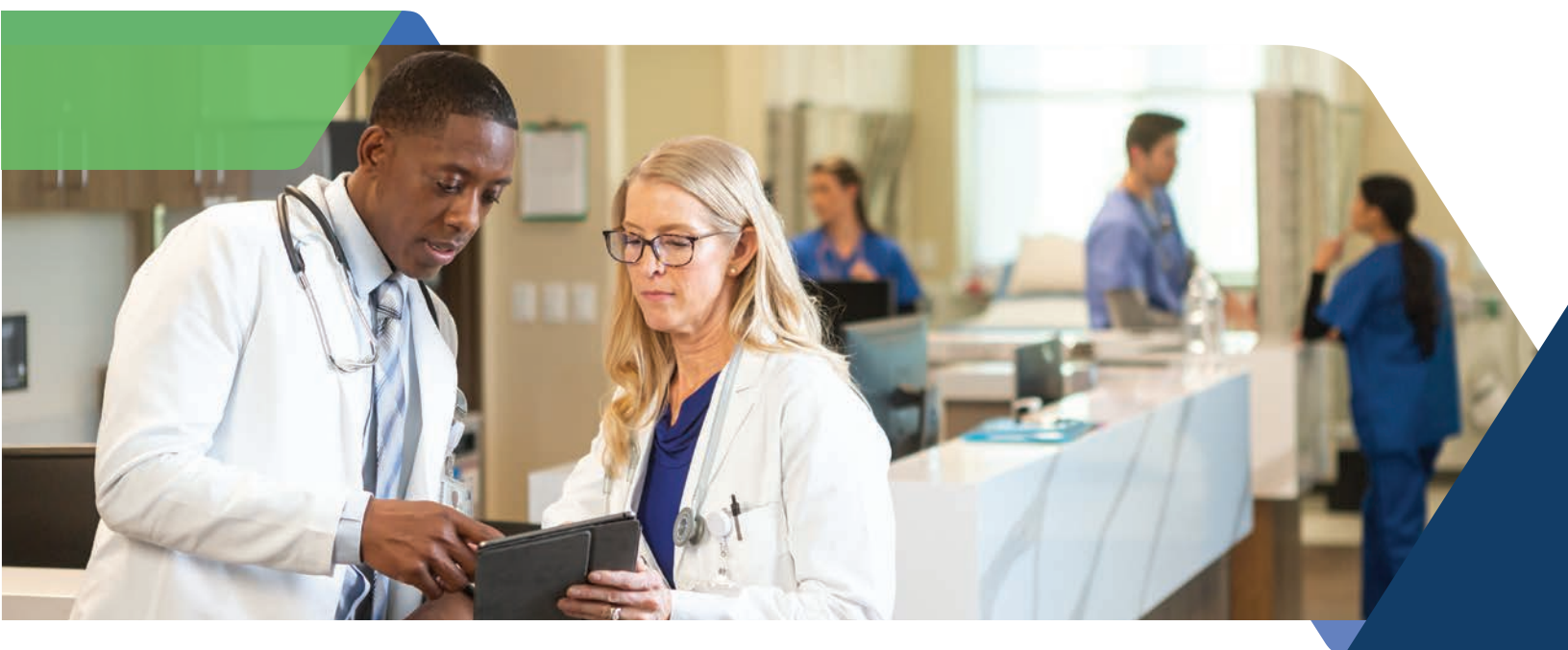
Medical specialties surveyed: Cardiology, Dermatology, Obstetrics-Gynecology, Orthopedic Surgery, Family Medicine

Total number of medical offices surveyed: 1,034

Key Findings

Following are selected key findings from AMN/Merritt Hawkins' 2022 *Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates*:

- **Average physician appointment wait times have increased significantly since the survey was last conducted in 2017 and first conducted in 2004. The average wait time for a physician appointment for the 15 large metro markets surveyed in 2022 is 26.0 days, up from 24.1 days in 2017, an 8% increase, and up from 20.9 days in 2004, a 24% increase.**
- The average wait time to see an obstetrician-gynecologist is 31.4 days, up from 26.4 days in 2017, a 19% increase. Average wait times to see an OB/GYN range from a high of 59 days in Philadelphia to a low of 19 days in New York.
- The average wait time to see a dermatologist is 34.5 days, up from 32.3 days in 2017, a 7% increase. Average wait times to see a dermatologist range from a high of 72 days in Minneapolis to a low of nine days in Philadelphia.
- The average wait time to see a cardiologist is 26.6 days, up from 21.1 days in 2017, a 26% increase. Average wait times to see a cardiologist range from a high of 49 days in Portland, Oregon to a low of 13 days in Dallas.
- The average wait time to see an orthopedic surgeon is 16.9 days, up from 11.4 days in 2017, a 48% increase. Average wait times to see an orthopedic surgeon range from a high of 55 days in San Diego to a low of 5 days in Washington, D.C.
- The average wait time to see a family medicine physician is 20.6 days, down from 29.3 days in 2017, a decrease of 30%. Average wait times to see a family medicine physician range from a high of 44 days in Portland, Oregon to a low of 8 days in Washington, D.C.
- **At 45.6 days, Portland, Oregon has the highest average new patient physician appointment wait time across all five specialties of the 15 large metro markets surveyed.**
- At 17.4 days, New York has the lowest average physician appointment wait time across all five specialties of the 15 major markets surveyed.
- The average rate of physician Medicare acceptance is 82.4% for all 15 metropolitan areas, down from 84.5% in 2017, a decrease of 4%.
- The average rate of physician Medicaid acceptance is 54.1% in all 15 metropolitan areas, up from 53% in 2017, an increase of 2%.



15 Major Metropolitan Areas

Following is a listing of physician appointment wait times and physician Medicare and Medicaid acceptance rates by specialty for 15 major metropolitan markets in five medical specialties:

Responses By Specialty

Cardiology

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Portland 2022	10	1 Day	80 Days	49 Days	80	90
Portland 2017	20	6 Days	180 Days	32 Days	100	95
Portland 2013	16	1 Day	20 Days	12 Days	88	94
Portland 2009	11	3 Days	14 Days	11 Days	100	N/A
Portland 2004	20	2 Days	128 Days	25 Days	100	N/A
Washington, D.C. 2022	10	3 Days	102 Days	36 Days	70	100
Washington, D.C. 2017	16	1 Day	68 Days	18 Days	94	100
Washington, D.C. 2013	16	4 Days	186 Days	32 Days	63	94
Washington, D.C. 2009	10	4 Days	37 Days	18 Days	100	N/A
Washington, D.C. 2004	16	Same Day	23 Days	12 Days	100	N/A
Denver 2022	10	7 Days	99 Days	33 Days	100	100
Denver 2017	12	6 Days	84 Days	22 Days	83	92
Denver 2013	10	5 Days	78 Days	28 Days	50	80
Denver 2009	17	1 Day	47 Days	12 Days	86	N/A
Denver 2004	20	2 Days	128 Days	23 Days	20	N/A
Miami 2022	10	2 Days	124 Days	32 Days	80	100
Miami 2017	20	5 Days	34 Days	14 Days	80	100
Miami 2013	17	4 Days	70 Days	18 Days	71	82
Miami,2009	14	4 Days	200 Days	29 Days	64	N/A
Miami 2004	15	3 Days	45 Days	21 Days	40	N/A
Boston 2022	20	1 Day	86 Days	29 Days	55	90
Boston 2017	17	1 Day	365 Days	45 Days	100	100
Boston 2013	20	1 Day	133 Days	27 Days	85	100
Boston 2009	17	5 Days	64 Days	21 Days	100	N/A
Boston 2004	18	7 Days	120 Days	37 Days	11	N/A
Philadelphia 2022	10	1 Day	119 Days	29 Days	100	100
Philadelphia 2017	17	1 Day	245 Days	28 Days	94	100
Philadelphia 2013	15	1 Day	21 Days	6 Days	47	87
Philadelphia 2009	12	1 Day	21 Days	11 Days	8	N/A
Philadelphia 2004	20	1 Day	136 Days	27 Days	80	N/A
Seattle 2022	10	1 Day	117 Days	29 Days	60	90
Seattle 2017	13	4 Days	48 Days	16 Days	77	100
Seattle 2013	20	3 Days	21 Days	9 Days	70	100
Seattle 2009	14	1 Day	21 Days	8 Days	86	N/A
Seattle 2004	18	1 Day	24 Days	9 Days	0	N/A

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
New York 2022	24	2 Days	206 Days	28 Days	38	88
New York 2017	20	3 Days	47 Days	15 Days	50	90
New York 2013	20	1 Day	29 Days	15 Days	70	75
New York 2009	11	1 Day	33 Days	14 Days	100	N/A
New York 2004	20	3 Days	26 Days	22 Days	0	N/A
Atlanta 2022	20	1 Day	125 Days	26 Days	75	80
Atlanta 2017	20	1 Day	180 Days	16 Days	85	100
Atlanta 2013	20	1 Day	78 Days	11 Days	90	95
Atlanta 2009	20	1 Day	9 Days	5 Days	100	N/A
Atlanta 2004	20	3 Days	28 Days	17 Days	80	N/A
Houston 2022	16	2 Days	105 Days	23 Days	69	94
Houston 2017	20	2 Days	43 Days	12 Days	65	95
Houston 2013	20	1 Day	26 Days	11 Days	65	75
Houston 2009	19	1 Day	25 Days	10 Days	84	N/A
Houston 2004	20	2 Days	43 Days	11 Days	85	N/A
Los Angeles 2022	19	1 Da	66 Days	22 Days	68	89
Los Angeles 2017	15	2 Days	50 Days	20 Days	67	100
Los Angeles 2013	16	3 Days	29 Days	12 Days	44	100
Los Angeles 2009	13	1 Day	30 Days	11 Days	100	N/A
Los Angeles 2004	18	1 Day	23 Days	14 Days	22	N/A
Minneapolis 2022	11	1 Day	49 Days	20 Days	55	91
Minneapolis 2017	12	3 Days	90 Days	22 Days	100	100
Minneapolis 2013	14	6 Days	27 Days	15 Days	7	36
Minneapolis 2009	14	5 Days	110 Days	47 Days	100	N/A
Minneapolis 2004	20	2 Days	105 Days	15 Days	80	N/A
San Diego 2022	11	1 Day	90 Days	17 Days	18	82
San Diego 2017	17	3 Days	90 Days	30 Days	47	100
San Diego 2013	20	1 Day	132 Days	28 Days	55	85
San Diego 2009	18	2 Days	90 Days	22 Days	100	N/A
San Diego 2004	19	9 Days	72 Days	17 Days	68	N/A
Detroit 2022	10	1 Day	30 Days	13 Days	100	100
Detroit 2017	20	1 Day	46 Days	14 Days	100	100
Detroit 2013	18	3 Days	52 Days	17 Days	83	100
Detroit 2009	14	4 Days	14 Days	8 Days	100	N/A
Detroit 2004	17	7 Days	42 Days	20 Days	65	N/A
Dallas 2022	20	5 Days	34 Days	13 Days	55	85
Dallas 2017	20	1 Day	49 Days	12 Days	15	85
Dallas 2013	20	1 Day	84 Days	11 Days	30	80
Dallas 2009	12	2 Days	14 Days	8 Days	8	N/A
Dallas 2004	17	2 Days	16 Days	10 Days	0	N/A
Total 2022	211	2.0 Days	95.5 Days	26.6 Days	68	92
Total 2017	259	2.7 Days	107.9 Days	21.1 Days	77	97
Total 2013	262	2.4 Days	65.7 Days	16.8 Days	61	86
Total 2009	216	2.4 Days	48.6 Days	15.5 Days	82	N/A
Total 2004	278	3.0 Days	65.8 Days	18.8 Days	50	N/A

Dermatology

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Portland 2022	10	21 days	215 days	84 days	70	90
Portland 2017	20	1 day	121 days	30 days	60	85
Portland 2013	20	3 days	199 days	27 days	45	85
Portland 2009	11	1 day	57 days	25 days	28	N/A
Portland 2004	20	3 days	50 days	30 days	100	N/A
Minneapolis 2022	10	5 days	147 days	72 days	80	90
Minneapolis 2017	20	4 days	90 days	30 days	85	100
Minneapolis 2013	20	5 days	256 days	56 days	15	30
Minneapolis 2009	15	3 days	48 days	16 days	87	N/A
Minneapolis 2004	19	9 days	231 days	43 days	100	N/A
Boston 2022	20	1 day	175 days	50 days	65	90
Boston 2017	20	2 days	133 days	52 days	70	100
Boston 2013	20	3 days	181 days	72 days	55	100
Boston 2009	18	3 days	365 days	54 days	67	N/A
Boston 2004	18	7 days	120 days	50 days	17	N/A
Seattle 2022	10	4 days	127 days	45 days	10	80
Seattle 2017	20	1 day	365 days	42 days	10	90
Seattle 2013	20	3 days	122 days	32 days	35	75
Seattle 2009	10	1 day	41 days	11 days	60	N/A
Seattle 2004	15	2 days	117 days	27 days	27	N/A
Miami 2022	12	2 days	187 days	45 days	42	92
Miami 2017	20	1 day	39 days	11 days	25	100
Miami 2013	20	3 days	129 days	16 days	45	55
Miami 2009	20	1 day	57 days	12 days	70	N/A
Miami 2004	14	1 day	55 days	17 days	71	N/A
Dallas 2022	22	3 days	71 days	34 days	9	55
Dallas 2017	20	1 day	104 days	22 days	10	90
Dallas 2013	20	1 day	46 days	17 days	0	85
Dallas 2009	20	1 day	68 days	18 days	15	N/A
Dallas 2004	14	10 days	70 days	34 days	0	N/A
Detroit 2022	10	1 day	104 days	29 days	50	80
Detroit 2017	20	5 days	180 days	27 days	25	85
Detroit 2013	20	1 day	105 days	22 days	45	100
Detroit 2009	16	1 day	31 days	11 days	67	N/A
Detroit 2004	20	5 days	68 days	25 days	25	N/A
Denver 2022	10	1 day	66 days	27 days	50	90
Denver 2017	20	1 day	365 days	51 days	35	100
Denver 2013	20	7 days	180 days	37 days	30	85
Denver 2009	14	3 days	97 days	40 days	29	N/A
Denver 2004	20	Same day	60 days	21 days	20	N/A

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Atlanta 2022	20	2 days	153 days	26 days	25	80
Atlanta 2017	20	2 days	60 days	13 days	15	100
Atlanta 2013	20	2 days	83 days	14 days	15	100
Atlanta 2009	21	1 day	71 days	15 days	0	N/A
Atlanta 2004	20	2 days	68 days	21 days	100	N/A
Houston 2022	21	1 day	78 days	25 days	10	76
Houston 2017	20	1 day	75 days	28 days	10	60
Houston 2013	20	4 days	120 days	21 days	40	80
Houston 2009	20	1 day	200 days	31 days	0	N/A
Houston, 2004	20	2 days	91 days	13 days	0	N/A
New York 2022	11	5 days	158 days	23 days	27	55
New York 2017	20	1 day	35 days	15 days	25	90
New York 2013	20	4 days	157 days	24 days	30	50
New York 2009	17	1 day	45 days	11 days	12	N/A
New York 2004	20	Same day	17 days	9 days	0	N/A
San Diego 2022	14	1 day	81 days	22 days	29	79
San Diego 2017	17	3 days	90 days	30 days	47	100
San Diego 2013	20	1 day	102 days	14 days	10	65
San Diego 2009	21	1 day	51 days	10 days	100	N/A
San Diego 2004	18	2 days	43 days	12 days	33	N/A
Los Angeles 2022	17	1 day	93 days	15 days	59	88
Los Angeles 2017	14	1 day	365 days	35 days	30	95
Los Angeles 2013	14	1 day	31 days	14 days	7	79
Los Angeles 2009	12	1 day	56 days	13 days	58	N/A
Los Angeles 2004	16	Same day	36 days	14 days	50	N/A
Washington, D.C. 2022	11	3 days	32 days	12 days	27	73
Washington, D.C. 2017	20	1 day	210 days	20 days	10	80
Washington, D.C. 2013	20	1 day	39 days	17 days	15	85
Washington, D.C. 2009	13	1 day	34 days	16 days	28	N/A
Washington, D.C. 2004	15	Same day	32 days	15 days	87	N/A
Philadelphia 2022	10	4 days	30 days	9 days	20	90
Philadelphia 2017	15	1 day	253 days	78 days	40	87
Philadelphia 2013	20	7 days	108 days	49 days	15	100
Philadelphia 2009	20	3 days	365 days	47 days	60	N/A
Philadelphia 2004	20	6 days	140 days	33 days	15	N/A
Total 2022	208	3.7 days	114.5 days	34.5 days	38	80
Total 2017	286	1.7 days	165.7 days	32.3 days	33	91
Total 2013	294	3.1 days	123.9 days	28.8 days	27	78
Total 2009	233	3.4 days	104.4 days	22.1 days	44	N/A
Total, 2004	269	3.3 days	80.9 days	24.3 days	43	N/A

Obstetrics-Gynecology

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Philadelphia 2022	10	4 days	147 das	59 days	90	90
Philadelphia 2017	20	1 day	180 days	51 days	85	90
Philadelphia 2013	16	4 days	95 days	22 days	85	81
Philadelphia 2009	15	1 day	161 days	46 days	N/A	N/A
Philadelphia 2004	17	8 days	72 days	28 days	N/A	N/A
Miami 2022	11	1 day	124 days	46 days	27	100
Miami 2017	20	4 days	55 days	17 days	25	70
Miami 2013	20	4 days	38 days	13 days	40	55
Miami 2009	18	1 day	60 days	22 days	28	N/A
Miami 2004	12	3 days	12 days	10 days	50	N/A
Denver 2022	14	5 days	89 days	39 days	79	79
Denver 2017	20	5 days	55 days	23 days	85	60
Denver 2013	20	3 days	90 days	22 days	100	55
Denver 2009	15	5 days	56 days	15 days	N/A	N/A
Denver 2004	20	1 day	33 days	23 days	N/A	N/A
San Diego 2022	12	1 day	69 days	38 days	17	83
San Diego 2017	16	1 days	39 days	16 days	56	88
San Diego 2013	20	6 days	41 days	14 days	45	55
San Diego 2009	20	1 day	200 days	35 days	15	N/A
San Diego 2004	15	2 days	96 days	31 days	80	N/A
Boston 2022	21	1 day	150 days	35 days	90	81
Boston 2017	20	8 days	116 days	45 days	100	100
Boston 2013	20	5 days	103 days	46 days	100	100
Boston 2009	10	14 days	200 days	70 days	N/A	N/A
Boston 2004	16	3 days	126 days	45 days	N/A	N/A
Dallas 2020	20	1 day	108 days	32 days	30	50
Dallas 2017	20	3 days	70 days	18 days	15	55
Dallas 2013	20	1 day	18 days	10 days	30	65
Dallas 2009	21	1 day	65 days	17 days	14	N/A
Dallas 2004	15	1 day	60 days	17 days	100	N/A
Houston 2022	12	3 days	114 days	30 days	55	83
Houston 2017	20	1 day	103 days	27 days	90	55
Houston 2013	17	2 days	39 days	14 days	85	47
Houston 2009	20	1 day	137 days	41 days	N/A	N/A
Houston 2004	18	5 days	69 days	20 days	N/A	N/A
Washington, D.C. 2022	10	1 day	67 days	29 days	20	40
Washington, D.C. 2017	20	2 days	54 days	17 days	40	65
Washington, D.C. 2013	20	1 day	39 days	15 days	35	80
Washington, D.C. 2009	8	6 days	69 days	33 days	38	N/A
Washington, D.C. 2004	20	2 days	22 days	11 days	100	N/A

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Los Angeles 2022	11	1 day	104 days	28 days	36	73
Los Angeles 2017	20	1 day	35 days	12 days	55	85
Los Angeles 2013	14	1 day	26 days	8 days	36	86
Los Angeles 2009	14	1 day	116 days	26 days	57	N/A
Los Angeles 2004	16	1 day	52 days	19 days	69	N/A
Detroit 2022	10	1 day	44 days	26 days	90	90
Detroit 2017	20	4 days	70 days	23 days	100	80
Detroit 2013	20	4 days	84 days	16 days	85	95
Detroit 2009	14	1 day	50 days	15 days	N/A	N/A
Detroit 2004	20	8 days	90 days	39 days	N/A	N/A
Atlanta 2022	20	1 day	167 days	25 days	80	40
Atlanta 2017	20	2 days	365 days	39 days	90	25
Atlanta 2013	20	3 days	56 days	15 days	75	60
Atlanta 2009	16	1 day	41 days	17 days	N/A	N/A
Atlanta 2004	20	3 days	57 days	24 days	N/A	N/A
Portland 2022	11	4 day	61 days	23 days	92	100
Portland 2017	18	1 day	150 days	28 days	100	94
Portland 2013	20	3 days	136 days	35 days	55	90
Portland 2009	14	1 day	58 days	19 days	N/A	N/A
Portland 2004	20	1 day	79 days	30 days	N/A	N/A
Seattle 2022	13	1 day	62 days	22 days	90	92
Seattle 2017	14	5 days	365 days	49 days	100	9
Seattle 2013	20	3 days	38 days	10 days	30	75
Seattle 2009	14	1 day	200 days	39 days	N/A	N/A
Seattle 2004	17	1 day	153 days	26 days	N/A	N/A
Minneapolis 2022	10	4 days	50 days	21 days	80	80
Minneapolis 2017	18	3 days	66 days	12 days	100	100
Minneapolis 2013	20	3 days	28 days	10 days	40	40
Minneapolis 2009	15	1 day	14 days	5 days	47	N/A
Minneapolis 2004	15	6 days	61 days	20 days	80	N/A
New York 2022	11	4 day	42 days	19 days	9	27
New York 2017	20	1 day	117 days	19 days	20	35
New York 2013	17	1 day	35 days	10 days	24	24
New York 2009	14	1 day	53 days	13 days	14	N/A
New York 2004	20	1 day	29 days	14 days	5	N/A
Total 2022	196	2.2 days	93.2 days	31.4 days	52	74
Total 2017	286	2.8 days	122.7 days	26.4 days	55	72
Total 2013	284	2.9 days	57.7 days	17.3 days	47	67
Total 2009	228	2.5 days	98.7 days	27.5 days	41	N/A
Total 2004	261	3.0 days	65.1 days	23.3 days	60	N/A

Orthopedic Surgery

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
San Diego 2022	10	3 days	241 days	55 days	50	90
San Diego 2017	17	3 days	45 days	19 days	59	88
San Diego 2013	20	7 days	63 days	18 days	15	55
San Diego 2009	14	3 days	33 days	10 days	14	N/A
San Diego 2004	14	5 days	36 days	13 days	0	N/A
Los Angeles 2022	10	2 days	161 days	31 days	40	100
Los Angeles 2017	20	1 day	36 days	12 days	15	85
Los Angeles 2013	17	3 days	31 days	7 days	35	88
Los Angeles 2009	11	3 days	45 days	12 days	45	N/A
Los Angeles 2004	14	1 day	112 days	43 days	0	N/A
Portland 2022	10	7 days	56 days	28 days	40	70
Portland 2017	20	1 day	39 days	11 days	55	75
Portland 2013	17	1 day	28 days	10 days	53	76
Portland 2009	19	1 day	17 days	9 days	100	N/A
Portland 2004	20	Same day	26 days	19 days	100	N/A
Seattle 2022	10	3 days	54 days	21 days	50	80
Seattle 2017	20	1 day	14 days	7 days	55	75
Seattle 2013	18	1 day	18 days	6 days	28	83
Seattle 2009	20	1 day	19 days	5 days	15	N/A
Seattle 2004	14	3 days	27 days	12 days	79	N/A
Minneapolis 2022	11	1 day	54 days	16 days	55	73
Minneapolis 2017	20	1 day	180 days	15 days	100	100
Minneapolis 2013	18	1 day	11 days	5 days	17	33
Minneapolis 2009	14	10 days	42 days	20 days	93	N/A
Minneapolis 2004	14	7 days	93 days	19 days	79	N/A
Boston 2022	20	1 day	74 days	15 days	75	95
Boston 2017	20	1 day	48 days	11 days	75	100
Boston 2013	20	4 days	48 days	16 days	70	95
Boston 2009	9	5 days	79 days	40 days	44	N/A
Boston 2004	16	1 day	60 days	24 days	88	N/A
Denver 2022	10	4 days	46 days	14 days	60	100
Denver 2017	20	1 day	44 days	10 days	35	90
Denver 2013	20	1 day	68 days	15 days	45	100
Denver 2009	11	1 day	56 days	15 days	45	N/A
Denver 2004	20	2 days	36 days	23 days	40	N/A
Miami 2022	14	1 day	21 days	13 days	50	79
Miami 2017	20	1 day	67 days	12 days	15	95
Miami 2013	20	1 day	30 days	9 days	60	75
Miami 2009	14	2 days	19 days	7 days	36	N/A
Miami 2004	14	7 days	21 days	11 days	14	N/A

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Houston 2022	10	1 day	44 days	11 days	50	90
Houston 2017	20	1 day	30 days	10 days	45	70
Houston 2013	18	1 day	13 days	5 days	78	94
Houston 2009	11	1 day	35 days	17 days	45	N/A
Houston 2004	20	5 days	38 days	15 days	30	N/A
Detroit 2022	13	3 days	35 days	10 days	100	100
Detroit 2017	20	3 days	180 days	19 days	45	100
Detroit 2013	18	4 days	46 days	18 days	72	94
Detroit 2009	3	6 days	19 days	11 days	33	N/A
Detroit 2004	18	5 days	48 days	18 days	22	N/A
Philadelphia 2022	12	1 day	26 days	10 days	67	83
Philadelphia 2017	16	1 day	37 days	10 days	81	88
Philadelphia 2013	18	1 day	8 days	5 days	50	72
Philadelphia 2009	8	1 day	60 days	22 days	63	N/A
Philadelphia 2004	16	4 days	76 days	18 days	25	N/A
Dallas 2022	20	7 days	56 days	9 days	40	70
Dallas 2017	20	1 day	32 days	10 days	20	80
Dallas 2013	20	1 day	21 days	8 days	25	85
Dallas 2009	20	1 day	365 days	45 days	20	N/A
Dallas 2004	14	2 days	18 days	10 days	43	N/A
Atlanta 2022	22	1 day	30 days	8 days	55	64
Atlanta 2017	20	1 day	42 days	7 days	25	85
Atlanta 2013	20	1 day	38 days	6 days	20	75
Atlanta 2009	13	1 day	19 days	10 days	46	N/A
Atlanta 2004	20	Same day	12 days	8 days	100	N/A
New York 2022	10	1 day	20 days	8 days	30	50
New York 2017	20	1 day	24 days	10 days	20	80
New York 2013	20	3 days	20 days	9 days	40	50
New York 2009	17	3 days	47 days	15 days	24	N/A
New York 2004	20	2 days	39 days	16 days	10	N/A
Washington, D.C. 2022	15	1 day	30 days	5 days	60	87
Washington, D.C. 2017	20	1 day	26 days	8 days	30	100
Washington, D.C. 2013	18	1 day	34 days	11 days	44	83
Washington, D.C. 2009	8	5 days	43 days	16 days	37	N/A
Washington, D.C. 2004	20	1 day	25 days	8 days	20	N/A
Total 2022	197	2.1 days	61.5 days	16.9 days	53	83
Total 2017	293	1.3 days	56.3 days	11.4 days	45	87
Total 2013	282	2.1 days	31.8 days	9.9 days	43	77
Total 2009	192	2.9 days	59.9 days	16.8 days	44	N/A
Total 2004	254	2.8 days	43.0 days	16.9 days	44	N/A

Family Medicine

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Portland 2022	7	7 days	121 days	44 days	40	90
Portland 2017	20	1 day	240 days	39 days	55	60
Portland 2013	20	3 days	45 days	13 days	60	85
Portland 2009	19	3 days	16 days	8 days	79	N/A
Boston 2022	20	1 day	136 days	40 days	65	85
Boston 2017	18	3 days	365 days	109 days	78	100
Boston 2013	20	12 days	152 days	66 days	65	95
Boston 2009	17	6 days	365 days	63 days	53	N/A
Philadelphia 2022	11	4 days	90 days	34 days	73	83
Philadelphia 2017	16	1 day	47 days	17 days	88	100
Philadelphia 2013	18	1 day	98 days	21 days	67	89
Philadelphia 2009	18	3 days	15 days	9 days	72	N/A
Minneapolis 2022	10	4 days	67 days	25 days	90	100
Minneapolis 2017	18	1 day	39 days	8 days	100	100
Minneapolis 2013	17	1 day	30 days	10 days	35	53
Minneapolis 2009	20	2 days	23 days	10 days	85	N/A
Seattle 2022	12	1 day	87 days	24 days	67	83
Seattle 2017	17	1 day	180 days	26 days	71	47
Seattle 2013	20	3 days	129 days	23 days	55	100
Seattle 2009	20	2 days	14 days	8 days	80	N/A
Denver 2022	20	1 day	77 days	21 days	70	80
Denver 2017	20	4 days	180 days	27 days	20	40
Denver 2013	20	1 day	62 days	16 days	20	55
Denver 2009	16	1 day	45 days	14 days	94	N/A
San Diego 2022	10	1 day	66 days	19 days	70	80
San Diego 2017	12	4 days	41 days	13 days	33	75
San Diego 2013	14	1 day	17 days	7 days	86	100
San Diego 2009	20	1 day	92 days	24 days	80	N/A
Dallas 2022	20	1 day	100 days	17 days	35	75
Dallas 2017	20	1 day	111 days	12 days	25	50
Dallas 2013	20	1 day	10 days	5 days	30	55
Dallas 2009	20	1 day	27 days	8 days	50	N/A
Atlanta 2022	21	1 day	46 days	16 days	62	100
Atlanta 2017	20	1 day	169 days	27 days	35	80
Atlanta 2013	20	1 day	112 days	24 days	40	80
Atlanta 2009	18	3 days	21 days	9 days	67	N/A
Detroit 2022	14	1 day	56 days	16 days	93	93
Detroit 2017	17	1 day	112 days	27 days	71	88
Detroit 2013	20	1 day	74 days	16 days	50	90
Detroit 2009	17	3 days	31 days	14 days	59	N/A

CITY	TOTAL OFFICES	SHORTEST TIME TO APPT.	LONGEST TIME TO APPT.	AVERAGE TIME TO APPT.	ACCEPT MEDICAID? YES (%)	ACCEPT MEDICARE? YES (%)
Los Angeles 2022	14	1 day	71 days	15 days	64	93
Los Angeles 2017	20	1 day	365 days	42 days	45	85
Los Angeles 2013	19	1 day	126 days	20 days	53	79
Los Angeles 2009	20	1 day	365 days	59 days	30	N/A
Houston 2022	23	1 day	94 days	12 days	26	65
Houston 2017	20	1 day	180 days	21 days	30	65
Houston 2013	20	1 day	178 days	19 days	55	70
Houston 2009	20	1 day	29 days	17 days	50	N/A
Miami 2022	10	1 day	39 days	10 days	40	80
Miami 2017	20	3 days	180 days	28 days	40	80
Miami 2013	16	1 day	56 days	12 days	56	81
Miami 2009	15	1 day	25 days	7 days	40	N/A
New York 2022	16	1 day	30 days	9 days	50	69
New York 2017	20	1 day	365 days	26 days	80	85
New York 2013	19	14 days	38 days	26 days	32	42
New York 2009	19	6 days	61 days	24 days	79	N/A
Washington, D.C. 2022	11	1 day	41 days	8 days	36	55
Washington, D.C. 2017	15	1 day	62 days	17 days	53	80
Washington, D.C. 2013	14	1 day	62 days	14 days	71	93
Washington, D.C. 2009	19	3 days	365 days	30 days	63	N/A
Total 2022	222	1.8 days	74.7 days	20.6 days	59	82
Total 2017	273	1.7 days	175.7 days	29.3 days	55	76
Total 2013	277	2.9 days	79.3 days	19.5 days	51	77
Total 2009	278	2.5 days	99.6 days	20.3 days	65	N/A

Average Wait Times By Metropolitan Area

CITY	CARDIOLOGY	DERMATOLOGY	OB/GYN	ORTHOPEDIC SURGERY	FAMILY MEDICINE
Atlanta 2022	26 days	26 days	25 days	8 days	16 days
Atlanta 2017	16 days	13 days	39 days	7 days	27 days
Atlanta 2013	11 days	14 days	15 days	6 days	24 days
Atlanta 2009	5 days	15 days	17 days	10 days	9 days
Atlanta 2004	17 days	21 days	24 days	8 days	N/A
Boston 2022	29 days	50 days	35 days	15 days	40 days
Boston 2017	45 days	52 days	45 days	11 days	109 days
Boston 2013	27 days	72 days	46 days	16 days	66 days
Boston 2009	21 days	54 days	70 days	40 days	63 days
Boston 2004	37 days	50 days	45 days	24 days	N/A
Dallas 2022	13 days	34 days	32 days	9 days	17 days
Dallas 2017	12 days	22 days	18 days	10 days	12 days
Dallas 2013	11 days	17 days	10 days	8 days	5 days
Dallas 2009	8 days	18 days	17 days	45 days	8 days
Dallas 2004	10 days	34 days	17 days	10 days	N/A
Denver 2022	33 days	27 days	39 days	14 days	21 days
Denver 2017	22 days	51 days	23 days	10 days	27 days
Denver 2013	28 days	37 days	22 days	15 days	16 days
Denver 2009	12 days	40 days	15 days	15 days	14 days
Denver 2004	23 days	21 days	23 days	23 days	N/A
Detroit 2022	13 days	29 days	26 days	10 days	16 days
Detroit 2017	14 days	27 days	23 days	19 days	27 days
Detroit 2013	17 days	22 days	16 days	18 days	16 days
Detroit 2009	7.5 days	12 days	15 days	11 days	14 days
Detroit 2004	20 days	25 days	39 days	18 days	N/A
Houston 2022	23 days	25 days	30 days	11 days	12 days
Houston 2017	12 days	28 days	27 days	10 days	21 days
Houston 2013	11 days	21 days	14 days	5 days	19 days
Houston 2009	11 days	31 days	41 days	17 days	17 days
Houston 2004	11 days	13 days	20 days	15 days	N/A
Los Angeles 2022	22 days	15 days	28 days	31 days	15 days
Los Angeles 2017	20 days	35 days	12 days	12 days	42 days
Los Angeles 2013	12 days	14 days	8 days	7 days	20 days
Los Angeles 2009	11 days	13 days	26 days	12 days	59 days
Los Angeles, 2004	14 days	14 days	19 days	43 days	N/A
Miami 2022	32 days	45 days	46 days	13 days	10 days
Miami 2017	14 days	11 days	17 days	12 days	28 days
Miami 2013	18 days	16 days	13 days	9 days	12 days
Miami 2009	29 days	12 days	22 days	7 days	7 days
Miami 2004	21 days	17 days	10 days	11 days	N/A

CITY	CARDIOLOGY	DERMATOLOGY	OB/GYN	ORTHOPEDIC SURGERY	FAMILY MEDICINE
Minneapolis 2022	20 days	72 days	21 days	16 days	25 days
Minneapolis 2017	22 days	30 days	12 days	15 days	8 days
Minneapolis 2013	15 days	56 days	10 days	5 days	10 days
Minneapolis 2009	47 days	17 days	5 days	20 days	10 days
Minneapolis 2004	15 days	43 days	20 days	19 days	N/A
New York 2022	28 days	23 days	19 days	8 days	9 days
New York 2017	15 days	15 days	19 days	10 days	26 days
New York 2013	15 days	24 days	10 days	9 days	26 days
New York 2009	14 days	11 days	13 days	15 days	24 days
New York 2004	22 days	9 days	14 days	16 days	N/A
Philadelphia 2022	29 days	9 days	59 days	10 days	34 days
Philadelphia 2017	28 days	78 days	51 days	10 days	17 days
Philadelphia 2013	6 days	49 days	22 days	5 days	21 days
Philadelphia 2009	11 days	47 days	46 days	22 days	9 days
Philadelphia 2004	27 days	33 days	28 days	18 days	N/A
Portland 2022	49 days	84 days	23 days	28 days	44 days
Portland 2017	32 days	30 days	28 days	11 days	39 days
Portland 2013	12 days	27 days	35 days	10 days	13 days
Portland 2009	11 days	25 days	19 days	9 days	8 days
Portland 2004	25 days	30 days	30 days	19 days	N/A
San Diego 2022	17 days	22 days	38 days	22 days	19 days
San Diego 2017	30 days	17 days	16 days	19 days	13 days
San Diego 2013	28 days	14 days	14 days	18 days	7 days
San Diego 2009	22 days	10 days	35 days	10 days	24 days
San Diego 2004	17 days	12 days	31 days	13 days	N/A
Seattle 2022	29 days	45 days	22 days	21 days	24 days
Seattle 2017	16 days	42 days	49 days	7 days	26 days
Seattle 2013	9 days	32 days	10 days	6 days	23 days
Seattle 2009	8 days	11 days	39 days	5 days	8 days
Seattle 2004	9 days	27 days	26 days	12 days	N/A
Washington, D.C. 2022	26 days	12 days	29 days	5 days	8 days
Washington, D.C. 2017	18 days	20 days	17 days	8 days	17 days
Washington, D.C. 2013	32 days	17 days	15 days	11 days	14 days
Washington, D.C. 2009	18 days	16 days	33 days	16 days	30 days
Washington, D.C. 2004	12 days	15 days	11 days	8 days	N/A

Medicaid Acceptance Rate By Metropolitan Area

CITY	CARDIOLOGY (%)	DERMATOLOGY (%)	OB/GYN (%)	ORTHOPEDIC SURGERY (%)	FAMILY MEDICINE (%)
Atlanta 2022	75	25	55	55	62
Atlanta 2017	85	15	35	25	35
Atlanta 2013	90	15	20	20	40
Atlanta 2009	100	0	62	46	67
Atlanta 2004	80	100	25	100	N/A
Boston 2022	55	65	57	75	65
Boston 2017	100	70	100	75	78
Boston 2013	85	55	90	70	65
Boston 2009	100	67	77	44	53
Boston 2004	11	17	56	88	N/A
Dallas 2022	55	9	30	20	35
Dallas 2017	15	10	15	20	25
Dallas 2013	30	0	30	25	30
Dallas 2009	8	15	14	20	50
Dallas 2004	0	0	100	43	N/A
Denver 2022	100	50	79	60	70
Denver 2017	83	35	50	35	20
Denver 2013	50	30	35	45	20
Denver 2009	86	29	33	45	94
Denver 2004	20	20	20	40	N/A
Detroit 2022	100	50	70	100	93
Detroit 2017	100	25	45	45	71
Detroit 2013	83	45	70	72	50
Detroit 2009	100	67	50	33	59
Detroit 2004	65	25	40	22	N/A
Houston 2022	69	10	67	50	26
Houston 2017	65	10	35	45	30
Houston 2013	65	40	41	78	55
Houston 2009	84	0	60	45	50
Houston 2004	85	30	72	30	N/A
Los Angeles 2022	68	59	36	40	64
Los Angeles 2017	67	30	55	15	45
Los Angeles 2013	44	7	36	35	53
Los Angeles 2009	100	58	57	45	30
Los Angeles 2004	22	50	29	14	N/A
Miami 2022	80	42	27	50	40
Miami 2017	80	25	25	15	40
Miami 2013	71	45	40	60	56
Miami 2009	64	70	28	36	40
Miami 2004	40	71	50	14	N/A

CITY	CARDIOLOGY (%)	DERMATOLOGY (%)	OB/GYN (%)	ORTHOPEDIC SURGERY (%)	FAMILY MEDICINE (%)
Minneapolis 2022	55	80	80	55	90
Minneapolis 2017	100	85	100	100	100
Minneapolis 2013	7	15	40	17	35
Minneapolis 2009	100	87	47	93	85
Minneapolis 2004	80	100	83	79	N/A
New York 2022	38	27	9	30	50
New York 2017	50	25	20	20	80
New York 2013	70	30	24	40	32
New York 2009	100	12	14	24	79
New York 2004	0	0	5	10	N/A
Philadelphia 2022	100	20	70	67	73
Philadelphia 2017	94	40	80	81	88
Philadelphia 2013	47	15	63	50	67
Philadelphia 2009	8	60	27	63	72
Philadelphia 2004	80	15	24	75	N/A
Portland 2022	80	70	91	40	40
Portland 2017	100	60	94	55	55
Portland 2013	88	45	75	53	60
Portland 2009	100	28	100	100	79
Portland 2004	100	100	100	100	N/A
San Diego 2022	18	29	17	50	70
San Diego 2017	47	50	56	59	33
San Diego 2013	55	10	45	15	86
San Diego 2009	100	100	15	14	80
San Diego 2004	68	33	80	0	N/A
Seattle 2022	60	10	69	50	67
Seattle 2017	77	10	71	55	71
Seattle 2013	70	35	50	28	55
Seattle 2009	86	60	50	15	80
Seattle 2004	0	27	70	79	N/A
Washington, D.C. 2022	70	27	20	60	36
Washington, D.C. 2017	94	10	40	30	53
Washington, D.C. 2013	63	15	35	44	71
Washington, D.C. 2009	100	28	38	37	63
Washington, D.C. 2004	100	87	100	20	N/A

Medicare Acceptance Rate By Metropolitan Area

(Question first asked in 2014 – no data for 2009 & 2004 available)

CITY	CARDIOLOGY (%)	DERMATOLOGY (%)	OB/GYN (%)	ORTHOPEDIC SURGERY (%)	FAMILY MEDICINE (%)
Atlanta 2022	80	80	40	64	100
Atlanta 2017	100	100	25	85	80
Atlanta,2014	95	100	60	75	80
Boston 2022	90	90	81	95	85
Boston 2017	100	100	100	100	100
Boston 2014	100	100	100	95	95
Dallas 2022	85	55	50	90	75
Dallas 2017	85	90	55	80	50
Dallas 2014	80	85	65	85	55
Denver 2022	100	90	79	100	80
Denver 2017	92	100	60	90	40
Denver 2014	80	85	55	100	55
Detroit 2022	100	80	90	100	93
Detroit 2017	100	85	80	100	88
Detroit 2014	100	100	95	94	90
Houston 2022	94	76	83	90	65
Houston 2017	95	60	55	70	65
Houston 2014	75	80	47	94	70
Los Angeles 2022	89	88	73	100	93
Los Angeles 2017	100	95	85	85	85
Los Angeles 2014	100	79	86	88	79
Miami 2022	100	92	100	79	80
Miami,2017	100	100	70	95	80
Miami 2014	82	55	55	75	81
Minneapolis 2022	91	90	80	73	100
Minneapolis 2017	100	100	100	100	100
Minneapolis 2014	36	30	40	33	53
New York 2022	88	55	27	50	69
New York 2017	90	90	35	80	85
New York 2014	75	50	24	50	42

CITY	CARDIOLOGY (%)	DERMATOLOGY (%)	OB/GYN (%)	ORTHOPEDIC SURGERY (%)	FAMILY MEDICINE (%)
Philadelphia 2022	100	90	90	83	82
Philadelphia 2017	100	87	90	88	100
Philadelphia 2014	87	100	81	72	89
Portland 2022	90	90	100	70	90
Portland 2017	95	85	94	75	60
Portland 2014	94	85	90	76	85
San Diego 2022	82	79	83	90	80
San Diego 2017	100	88	88	88	75
San Diego 2014	85	65	55	55	100
Seattle 2022	90	80	92	80	83
Seattle 2017	100	90	79	75	47
Seattle 2014	100	75	70	83	100
Washington, D.C. 2022	100	73	40	87	55
Washington, D.C. 2017	100	80	65	100	80
Washington, D.C. 2014	94	85	80	83	93



A Practical Focus

AMN/Merritt Hawkins' 2022 *Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates* is intended to present a snapshot of physician availability in five medical specialties in 15 major metropolitan areas nationwide.

It should be noted that physician-to-population ratios in the 15 major metropolitan areas are historically some of the highest in the country. If access to physicians in metropolitan areas with a large number of physicians per capita is limited, it may be reasonable to infer that physician access could be more problematic in areas with fewer physicians per capita.

In so far as it was possible, AMN/Merritt Hawkins attempted to duplicate the experience of a person seeking to make a new patient appointment with a physician for a non-emergent medical problem in one of 15 major metropolitan markets. A secondary goal was to determine the number of physician practices in various metropolitan settings willing or able to see Medicare and Medicaid patients.

The 2022 *Survey of Physician Appointment Wait Times* is an attempt to bring the physician supply discussion, which often deals in abstract projections of hypothetical physician need, into practical focus by tracking the time it takes patients to schedule physician appointments under real world conditions.

Growing Physician Shortages, Longer Appointment Wait Times

According to a June, 2021 report from the Association of American Medical Colleges, the U.S. faces a deficit of up to 124,000 physicians by 2034 (*The Complexities of Physician Supply and Demand: Projections From 2019 to 2034*. AAMC, June 2021). Factors driving the shortage include:

- **A growing population.** The U.S. Census Bureau projects that the nation's population will grow from 332 million people today to 423 million by 2050, given a low level of immigration, and to 458 million people given a high level of immigration.
- **An aging population.** By 2034, there will be more seniors aged 65 and older in the U.S. (77 million) than children 17 and younger (76.5 million), the first time in our nation's history this demographic imbalance will have occurred, according to the Census Bureau. According to the Centers for Disease Control and Prevention (CDC) those 65 and older generate 498 physician office visits per 100 people per year, compared to 213 per 100 for children 1–17 and 190 visits per 100 for those 18–44 (*Characteristics of Office-Based Physicians, 2016*. CDC).
- **An aging physician workforce.** Over 30% of physicians in active patient care in the U.S. are 60 or older, according to American Medical Association (AMA) data, and a growing rate of physician retirements can be expected.
- **Physician burnout.** Physicians may accelerate their retirement plans due to pervasive burnout. In 2019, prior to the COVID-19 pandemic, the Harvard T.H. Chan School of Public Health identified physician burnout as a public health crisis (*Leading healthcare organizations declare physician burnout as "public health crisis."* Harvard T.H. Chan School of Public Health press release, January 17, 2019) The pandemic has greatly exacerbated this problem.
- **Pervasive ill-health.** 4 in 10 U.S. adults have two or more chronic conditions, according to the Centers for Disease Control (CDC), amplifying demand for physicians (*Chronic Diseases in America*. [cdc.gov/chronicdiseases/resources/](https://www.cdc.gov/chronicdiseases/resources/))
- **A limited number of new physicians.** In 1997, Congress placed a cap on funding for physician training, limiting the number of new physicians entering practice each year. The cap was lifted in 2021, but funding was provided for only 1,000 new training positions, far short of what is needed.
- **Changing physician practice styles.** More physicians are choosing to work as employees rather than as independent practice owners. According to the 2018 *Survey of America's Physicians*, conducted by Merritt Hawkins on behalf of The Physicians Foundation, employed physicians see 12% fewer patients on average than independent physicians.

The long-term trends driving physician shortages were temporarily abated by COVID-19. During the height of the pandemic, many hospitals and other healthcare facilities reduced or eliminated elective procedures, and many patients avoided entering a medical setting. Consequently, demand for physicians was inhibited. By June of 2020, Merritt Hawkins saw the number of physician recruitment engagements it conducts drop by 30% year-over-year.

Healthcare facilities and patients have since adjusted to COVID-19, and patient backlogs created by the pandemic have accelerated demand for physicians. In the fourth quarter of 2021, AMN/Merritt Hawkins received more physician search engagement requests than in any other quarter in our 35-year history.

As the impact of longstanding demographic and other trends driving the physician shortage continues to grow, physician appointment wait times noted in this survey continue to lengthen, from an average of 20.9 days for all specialties surveyed in 2004, the first year the survey was conducted, to an average of 26.0 days in 2022, an increase of 24%.

Medical Offices Difficult to Reach

It was observed by researchers during the data gathering process that it often can be difficult to reach physician offices to schedule an appointment.

In some cases, researchers could not break through the various automated telephone sequences needed to reach a person able to schedule an appointment. In other cases, researchers encountered answering machines indicating the office was temporarily not taking phone calls. In such cases, researchers moved on to other medical offices. By doing so, researchers attempted to duplicate the experience of a patient new to a community “dialing through” various medical offices in search of an appointment.

Researchers contacted 4,208 separate physician offices nationwide in order to determine the first available appointment time at a total of 1,034 offices. Since 2017, the last year the survey was conducted, many physician offices have transitioned to online scheduling, and researchers were directed to physician office web sites in order to determine the first available appointment. This may pose an access barrier to those patients unfamiliar or uncomfortable with navigating the internet.

Physician Practice Consolidation

An additional change that has taken place since the survey was last conducted in 2017 is the growing consolidation of physician practices.

According to the AMA, the ongoing shift toward larger physician practice size accelerated between 2018 and 2020. The share of physicians in practices with at least 50 physicians increased from 14.7% in 2018 to 17.2% in 2020, the largest two-year change measured by the AMA survey since 2012. (*AMA analysis shows most physicians work outside of private practice. AMA press release, May 5, 2021*). Large medical groups today, such as The Permanente Group, Mayo Clinic Physicians, and the Cleveland Clinic employ thousands of physicians.

COVID-19 likely contributed to this trend, as some smaller physician practices were unable to sustain financial losses caused by the pandemic and merged with larger practices or were purchased by hospitals or investor groups. The number of hospital-owned physician practices increased by 8% from July, 2020 to January, 2022, from 61,900 practices to 66,700 – with fastest growth occurring at the beginning of the pandemic (*3 of 4 Physicians Employed by Health Systems, Hospitals or Corporate Entities. Christopher Cheney. HealthLeaders. April 25, 2022.*)

As a result, there may be fewer medical groups to contact in each of the 15 metro markets examined in the survey than there have been in the past. For example, what may have been four cardiology groups with three cardiologists each in 2017 may be one cardiology group with 12 cardiologists today. That is one reason survey researchers reached only 1,034 distinct physician offices in 2022 compared to 1,397 in 2017.

Clinical Effect of Appointment Wait Times

AMN/Merritt Hawkins' 2022 Survey of Physician Appointment Wait Times reflects the ability of patients with non-emergent medical needs to access physicians in 15 large metropolitan markets. As non-clinicians, AMN/Merritt Hawkins is unable to comment on the clinical effect the appointment wait times indicated in the survey may have on patients reporting non-emergent problems similar to the hypothetical ones stated by its research associates. However, it is generally accepted that prompt attention to medical concerns is preferable to delayed attention.

Timely access to care is 1 of the 6 dimensions of health care quality identified by the Institute of Medicine's report, *Crossing the Quality Chasm (Institute of Medicine. Washington, DC: National Academies Press; 2001. Crossing the Quality Chasm: A New Health System for the 21st Century)*. The Agency for Healthcare Research and Quality cites improvements in morbidity, mortality, and cost savings as benefits of timeliness (*National Health Care Quality Report. 2004. [June 26, 2005]. at: <http://www.qualitytools.hhrq.gov/qualityreport/browse/browse.aspx?id=5077>*)

Following is a discussion of wait times for each of the five medical specialties included in the survey.

Cardiology

The average time to schedule a cardiology appointment across all 15 markets increased in 2022 relative to 2017 and relative all other years the survey was conducted. The average wait time of 26.6 days is an increase of 26% over 2017 and an increase of 41% over 2004.

Demand for cardiologists and many other specialists is driven by population aging, as older people require specialists to care for ailing organs, bones and impaired mental health or capacity. Pervasive poor cardio health is an additional factor. Cardiovascular disease (CVD) remains the leading cause of death in the United States and the world. Between 2012 and 2030, the prevalence of heart failure is projected to increase 46% in the U.S.. Similarly, the prevalence of atrial fibrillation is expected to increase between two and four-fold (*J Am Coll Cardiology. October 11, 2016*). More than 70% of adults in the U.S. have at least one of the following behaviors or conditions: smoking, excessive drinking, insufficient sleep, physical inactivity or obesity (*America's Health Rankings, United Health Foundation*), all of which can be triggering factors for CVD.

Supply and demand considerations in cardiology are explored in more detail in the Merritt Hawkins' white paper *Supply, Demand and Recruiting Trends in Cardiology*.

Average Cardiology Appointment Wait Times, All Markets	
YEAR	DAYS
2022	26.6
2017	21.1
2013	16.8
2009	15.5
2004	18.8

Dermatology

The average wait time to schedule a dermatology appointment across all 15 markets increased in 2022 relative to 2017 and relative to all other years the survey was conducted. The average wait time of 34.5 days is a 7% increase from 2017 and a 42% increase from 2004.

Skin cancer is the most commonly diagnosed form on cancer in the U.S. and its incidence is expected to rise:

- Each year, 5.4 million cases of non-melanoma skin cancer are detected.
- More new cases of skin cancer are detected every year than the combined cases of breast, prostate, lung and colon cancer.
- Approximately 87,110 cases of invasive melanoma were diagnosed in 2017 (*Skin Cancer Foundation*).

Average Dermatology Appointment Wait Times, All Markets	
YEAR	DAYS
2022	34.5
2017	32.3
2013	28.8
2009	22.1
2004	24.3

Demand for dermatologists also has increased due to the growing number of cosmetic procedures and treatments that dermatologists perform (derm abrasions, laser hair removal, etc.), some of which did not exist or were rarely performed 20 years ago, but which are very much in demand today

Supply and demand considerations in dermatology are explored in more detail in the Merritt Hawkins' white paper *Dermatology: Supply, Demand and Recruiting Trends*.

Obstetrics-Gynecology

The average wait time to schedule an obstetrics-gynecology appointment across all 15 markets increased in 2022 relative to 2017 and relative to all other years the survey was conducted. The average wait time of 31.4 days is a 19% increase from 2017 and a 35% increase from 2004.

The American College of Obstetricians and Gynecologists (ACOG) reported in 2017 that half of U.S. counties lack a single obstetrician-gynecologist. In 2020, there were up to 8,000 fewer OB-GYNs than needed, according to ACOG, and the number may rise to 22,000 by mid-century.

Supply and demand considerations in obstetrics-gynecology are explored in more detail in the Merritt Hawkins' white paper *Obstetrics/Gynecology: Supply, Demand and Recruiting Trends*.

Average Obstetrics-Gynecology Appointment Wait Times, All Markets

YEAR	DAYS
2022	31.4
2017	26.4
2013	17.3
2009	27.5
2004	23.3

Orthopedic Surgery

The average wait time to schedule an orthopedic appointment across all 15 markets increased in 2022 relative to 2017 and was comparable to numbers tracked in 2009 and 2004. The average wait time of 16.9 days is a 48% increase from 2017 and is unchanged from 2004.

It should be noted that orthopedic surgery was the one specialty where researchers indicated they were calling about a condition involving active physical pain and where longer wait times to see a physician could be particularly problematic.

As in many specialties, the supply of orthopedic surgeons remains limited while demand for orthopedic surgery services is increasing, driven largely by population aging. The effect of population aging on demand for orthopedic surgery is reflected in the fact that the number of hip replacements among inpatients 45 and older increased from 2000 to 2010, from 138,700 to 310,800, and from a rate of 142.2 per 100,000 people to 257.0 per 100,000 people, while demand for knee arthroplasties is projected to jump by 673% by 2030 (*Centers for Disease Control and Prevention/Association of American Medical Colleges*).

Supply and demand considerations in orthopedic surgery are explored in more detail in the Merritt Hawkins' white paper *Orthopedic Surgery: Supply, Demand, Compensation and Recruiting Trends*.

Average Orthopedic Surgery Appointment Wait Times, All Markets

YEAR	DAYS
2022	16.9
2017	11.4
2013	9.9
2009	16.8
2004	16.9

Family Medicine

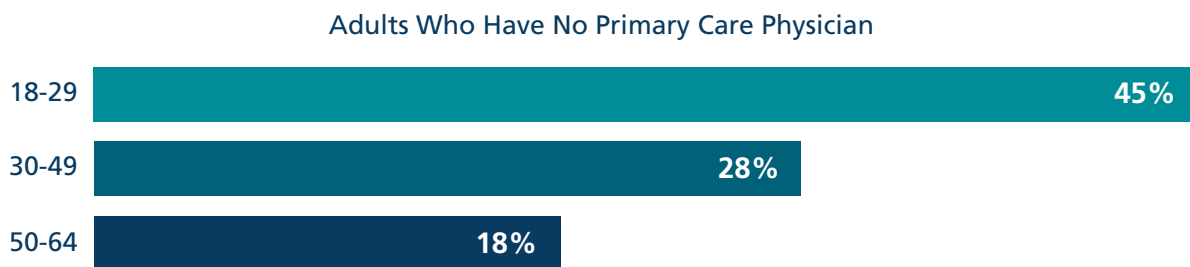
The average wait time to schedule a family medicine appointment across all 15 markets decreased in 2022 relative to 2017 and was comparable to numbers tracked in 2014 and 2009 (family medicine was not included in the 2004 survey). The average wait time of 20.6 days is a 30% decrease from 2017 and a 2% increase from 2009.

Family medicine was the only specialty of the five tracked in the survey in which average appointment wait times decreased relative to 2017. Despite the fact that the average wait time for family medicine declined 30% from 2017, the average wait time for all five specialties increased by 8% from 2017, indicating significant increases in average wait times for the other four specialties.

The reduction in average wait time for family medicine reflects significant changes that have taken place in the healthcare market in recent years. Both traditional and non-traditional players have engaged in a concerted strategy to shift consumer access to healthcare to the “convenient care model” and away from the traditional primary care physician office model, creating a new gateway to the healthcare system.

Instead of relying on a regular primary care physician as their gatekeeper who directs them to additional services, such as diagnostic tests, surgery, and therapy, more patients are using urgent care centers, retail clinics and telemedicine as the first stop on their path to care.

According to a November 2018 report from the Health Care Cost Institute, visits to primary care physicians dropped by 18% between 2012 and 2016. In 2012, 51% of office visits for patients under 65 were to primary care physicians. That number declined to 43% in 2016, according to the report. Young people, in particular, appear less inclined to see a primary care physician (see chart below):



Source: Health Care Cost Institute/Kaiser Health News/Washington Post. 10/8/2018

There was a corresponding 129% increase in office visits to nurse practitioners (NPs) and physician assistants (PAs) from 2012 to 2016, according to the report, indicating that the manner in which patients access the healthcare system is evolving.

For the last two years, Merritt Hawkins has received more requests for NPs than for any other type of provider. Prior to that time, family medicine was Merritt Hawkins' most requested type of provider for 14 consecutive years. While there is still a robust demand for family medicine physicians and other primary care physicians, demographic and other trends are creating even greater demand for specialists whose roles do not overlap with those of NPs and PAs to the same extent as primary care physicians. As NPs and PAs take on a greater percentage of primary care appointments, appointment wait times for family physicians may continue to decline.

Supply and demand considerations in family medicine are explored in more detail in the Merritt Hawkins' white paper *Family Medicine Recruiting Trends and Recommendations*.

Average Family Medicine Appointment Wait Times, All Markets	
YEAR	DAYS
2022	20.6
2017	29.3
2013	19.5
2009	20.3

Physician Appointment Wait Times by Market

Average appointment wait times for the 15 metropolitan markets and average appointment wait times for the five medical specialties included in the survey rank as follows:

2022 Average Wait Time in Days

METRO AREA	ALL DAYS PER 5 SPECIALTIES	AVERAGE PER 5 SPECIALTIES
Portland	228	45.6
Boston	169	33.8
Minneapolis	154	30.8
San Diego	151	30.2
Miami	146	29.2
Philadelphia	141	28.2
Seattle	141	28.2
Denver	134	26.8
Los Angeles	111	22.2
Dallas	105	21.0
Atlanta	101	20.2
Houston	101	20.2
Detroit	94	18.8
Washington, D.C	90	18.0
New York	87	17.4
Total	130.2	26.0

2017 Average Wait Time in Days

METRO AREA	ALL DAYS PER 5 SPECIALTIES	AVERAGE PER 5 SPECIALTIES
Boston	262	52.4
Philadelphia	184	36.8
Portland	140	28.0
Seattle	140	28.0
Denver	133	26.6
Los Angeles	121	24.2
Detroit	110	22.0
San Diego	108	21.6
Atlanta	102	20.4
Houston	98	19.6
Minneapolis	87	17.4
New York	85	17.0
Miami	82	16.4
Washington, D.C	80	16.0
Dallas	74	14.8
Total	120.4	24.1

2014 Average Wait Time in Days

METRO AREA	ALL DAYS PER 5 SPECIALTIES	AVERAGE PER 5 SPECIALTIES
Boston	227	45.4
Denver	118	23.6
Philadelphia	103	20.6
Portland	97	19.4
Minneapolis	96	19.2
Detroit	89	17.8
Washington, D.C.	89	17.8
New York	84	16.8
San Diego	81	16.2
Seattle	80	16.0
Atlanta	70	14.0
Houston	70	14.0
Miami	68	13.6
Los Angeles	61	12.2
Dallas	51	10.2
Total	92.3	18.5

2009 Average Wait Time in Days

METRO AREA	ALL DAYS PER 5 SPECIALTIES	AVERAGE PER 5 SPECIALTIES
Boston	248	49.6
Philadelphia	135	27.0
Los Angeles	121	24.2
Houston	117	23.4
Washington, D.C.	113	22.6
San Diego	101	20.2
Minneapolis	99	19.8
Dallas	96	19.2
New York	96	19.2
Denver	77	15.4
Miami	77	15.4
Portland	72	14.4
Seattle	71	14.2
Detroit	60	12.0
Atlanta	56	11.2
Total	102.6	20.5

As these numbers indicate, Portland experienced the longest average wait time (45.6 days) in 2022 of any of the 15 metropolitan markets. In all prior surveys, Boston ranked first in average appointment wait times, but ranked second in 2022. New York experienced the shortest average wait time (17.4 days) of the 15 metro areas.

Ten of the metro areas (Portland, Minneapolis, San Diego, Miami, Seattle, Houston, Detroit, Washington, D.C., New York, and Denver) experienced longer wait times relative to 2017, while five (Boston, Detroit, Philadelphia, Atlanta and Los Angeles) experienced shorter wait times relative to 2017.

Access to physicians in different markets is a function of a variety of factors, including the number of physicians available per population, patient demographics, disease incidence, income levels, lifestyle choices, rates of insurance coverage, physician practice patterns and others. A relatively high number of physicians per capita does not always ensure ready access to physicians. For example, Massachusetts has the highest physician-to-population ratio of any state, yet appointment wait times in Boston are comparatively long. This may be in part a result of the fact that a relatively large number of physicians in Boston focus on academics rather than on direct patient care.

Because conditions can vary greatly from one market to another, access to physicians also varies, sometimes within the same market based on the medical specialties at issue. For example, the average wait time to schedule a cardiology appointment in Washington, D.C. as tracked in the 2022 survey is a comparatively long 36 days, while the average wait time to schedule a dermatology appointment is a relatively short 12 days.

2004 Average Wait Time in Days

METRO AREA	ALL DAYS PER 4 SPECIALTIES	AVERAGE PER 4 SPECIALTIES
Boston	156	39.0
Philadelphia	106	26.5
Portland	104	26.0
Detroit	102	25.5
Minneapolis	97	24.3
Denver	90	22.5
Los Angeles	90	22.5
Seattle	74	18.5
San Diego	73	18.3
Dallas	71	17.8
Atlanta	70	17.5
New York	61	15.3
Houston	59	14.8
Miami	59	14.8
Washington, D.C.	46	11.5
Total	83.9	20.9



Medicaid Rates of Acceptance

Average Medicaid acceptance rates in the 15 large metropolitan markets for the five medical specialties surveyed are as follows:

2022 Average Medicaid Acceptance

METRO AREA	RATE FOR 5 SPECIALTIES (%)
Detroit	83.0
Minneapolis	72.0
Denver	72.0
Philadelphia	66.0
Portland	64.0
Boston	63.0
Los Angeles	54.0
Atlanta	54.0
Seattle	51.0
Miami	48.0
Houston	44.0
Washington, D.C.	43.0
San Diego	37.0
New York	31.0
Dallas	30.0
Total	54.1

2017 Average Medicaid Acceptance

METRO AREA	RATE FOR 5 SPECIALTIES (%)
Minneapolis	97.0
Boston	84.6
Philadelphia	76.6
Portland	72.8
Detroit	57.2
Seattle	56.8
San Diego	49.0
Washington, D.C.	45.4
Denver	44.6
Los Angeles	42.4
New York	39.0
Atlanta	39.0
Houston	37.0
Miami	37.0
Dallas	17.0
Total	53.0

2014 Average Medicaid Acceptance

METRO AREA	RATE FOR 5 SPECIALTIES (%)
Boston	73.3
Portland	63.5
Detroit	63.4
Houston	55.8
Miami	53.8
Seattle	48.0
Philadelphia	47.3
Washington, D.C.	43.1
New York	39.8
San Diego	39.4
Atlanta	37.0
Los Angeles	36.4
Denver	34.4
Minneapolis	23.6
Dallas	23.0
Total	45.7

2009 Average Medicaid Acceptance

METRO AREA	RATE FOR 5 SPECIALTIES (%)
Minneapolis	82.4
Portland	81.4
Boston	68.2
San Diego	61.8
Seattle	58.2
Denver	57.4
Atlanta	55.0
Detroit	53.4
Houston	47.8
Miami	47.6
Washington, D.C.	47.6
Philadelphia	46.0
New York	45.8
Los Angeles	40.2
Dallas	38.6
Total	55.4

2004 Average Medicaid Acceptance

METRO AREA	RATE FOR 4 SPECIALTIES (%)
Portland	100.0
Minneapolis	86.0
Atlanta	76.3
Washington, D.C.	74.7
Houston	53.8
Philadelphia	48.1
San Diego	46.8
Miami	43.5
Seattle	42.2
Boston	41.3
Detroit	37.3
Dallas	35.0
Los Angeles	29.0
Denver	25.0
New York	3.8
Total	49.9

The 2022 Survey of Physician Appointment Wait Times indicates that, on average, 54% of physicians in the 15 large metro markets examined accept Medicaid patients, up from 53% in 2017, a 2% increase. Rates of Medicaid acceptance vary from a high of 83% in Detroit to a low of 30% in Dallas. In six of the markets examined in the 2022 survey (San Diego, Washington, D.C., New York, Houston, Miami and Dallas), the average physician Medicaid acceptance rate is below 50%. In six of the markets (Minneapolis, Boston, Philadelphia, Portland, Detroit and Denver) the average physician Medicaid acceptance rate is above 60%

The rate at which physicians accept Medicaid can vary for a number of reasons. In some cases, reimbursement rates provided by Medicaid to particular specialists may be below their cost of providing services. If not actually below costs, Medicaid reimbursement often is relatively low compared to that offered by other payers, and busy physicians may have no economic incentive to see Medicaid patients. In other cases, the process of billing for and receiving Medicaid payment can be problematic and some physicians choose to avoid it.

Some physicians are on employment contracts that stipulate that they see all patients regardless of insurance status or ability to pay (such as those working for community health centers) and these physicians generally will see Medicaid patients. Other physicians may be compensated on volume or work units (known as "RVUs"), a payment model in which the insurance status of the patient may not taken into account, and they also may see Medicaid patients.

Medicare Rates of Acceptance

Average Medicare physician acceptance rates in the 15 large metropolitan markets for the five medical specialties surveyed are as follows:

2022 Average Medicare Acceptance

METRO AREA	RATE FOR 5 SPECIALTIES (%)
Detroit	93.0
Miami	90.0
Denver	90.0
Philadelphia	89.0
Los Angeles	89.0
Boston	88.0
Portland	88.0
Minneapolis	87.0
Seattle	85.0
San Diego	83.0
Houston	82.0
Atlanta	73.0
Washington, D.C.	71.0
Dallas	71.0
New York	58.0
Total	82.4

2017 Average Medicare Acceptance

METRO AREA	RATE FOR 5 SPECIALTIES (%)
Boston	100.0
Minneapolis	100.0
Philadelphia	93.0
Detroit	90.6
Los Angeles	90.0
Miami	89.0
San Diego	87.8
Washington, D.C.	85.0
Portland	81.8
Seattle	78.2
Atlanta	78.0
Denver	76.4
New York	76.0
Dallas	72.0
Houston	69.0
Total	84.5

2014 Average Medicare Acceptance

METRO AREA	RATE FOR 5 SPECIALTIES (%)
Boston	98.0
Detroit	95.8
Washington, D.C.	86.4
Los Angeles	86.3
Philadelphia	86.2
Portland	86.0
Seattle	85.7
Atlanta	82.0
Denver	74.4
Dallas	74.0
Houston	73.6
San Diego	70.2
Miami	68.7
New York	49.0
Minneapolis	38.2
Total	77.0

The *2022 Survey of Physician Appointment Wait Times* indicates the average rate of Medicare acceptance among physicians in the 15 major metro markets examined is 82.4%, down from 84.5% in 2017, a decrease 4%. Detroit has the highest rate of physician Medicare acceptance at 93%, while New York has the lowest at 58%. Physician Medicare acceptance rates were 71% or higher for all metro areas other than New York.

Rates of physician Medicare acceptance are considerably higher than those of Medicaid acceptance because Medicare typically reimburses physicians at a higher rate than Medicaid. In addition, Medicare is the default insurance of most patients 65 or older, who comprise a relatively high number of patients, particularly of patients seeking specialty services such as orthopedic surgery, dermatology and cardiology. Many physicians, specialists in particular, are therefore locked into accepting this form of insurance.

Conclusion

AMN/Merritt Hawkins' *2022 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates* offers a snapshot of physician availability in five medical specialties in 15 large metropolitan markets.

Despite having a high number of physicians per capita, the average wait time for a new patient appointment in the 15 metropolitan markets included in the survey is approaching one month. It may be inferred that if areas with a relatively high number of physicians per population are experiencing extended physician appointment wait times, areas with lower per capita concentrations of physicians may be experiencing even longer appointment wait times.

Average physician appointment wait times in the 15 large metro markets have increased by 8% since the survey was last conducted in 2017 and by 24% since the survey was first conducted in 2004. Increasing physician appointment wait times may be attributed to a physician shortage driven by an aging population, a limited supply of new physicians and a variety of other factors.

The survey also indicates that the average physician Medicaid acceptance rate in the 15 major metropolitan markets included in the survey is 54.1%, suggesting that access to physicians by Medicaid patients in these areas may be problematic in some instances.

The average physician Medicare acceptance rate in the 15 metropolitan markets is 82.4%, suggesting that physicians in these areas generally are accessible to Medicare patients.

For this and other thought leadership resources provided by AMN Healthcare and Merritt Hawkins, please contact:



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