

Zocdoc



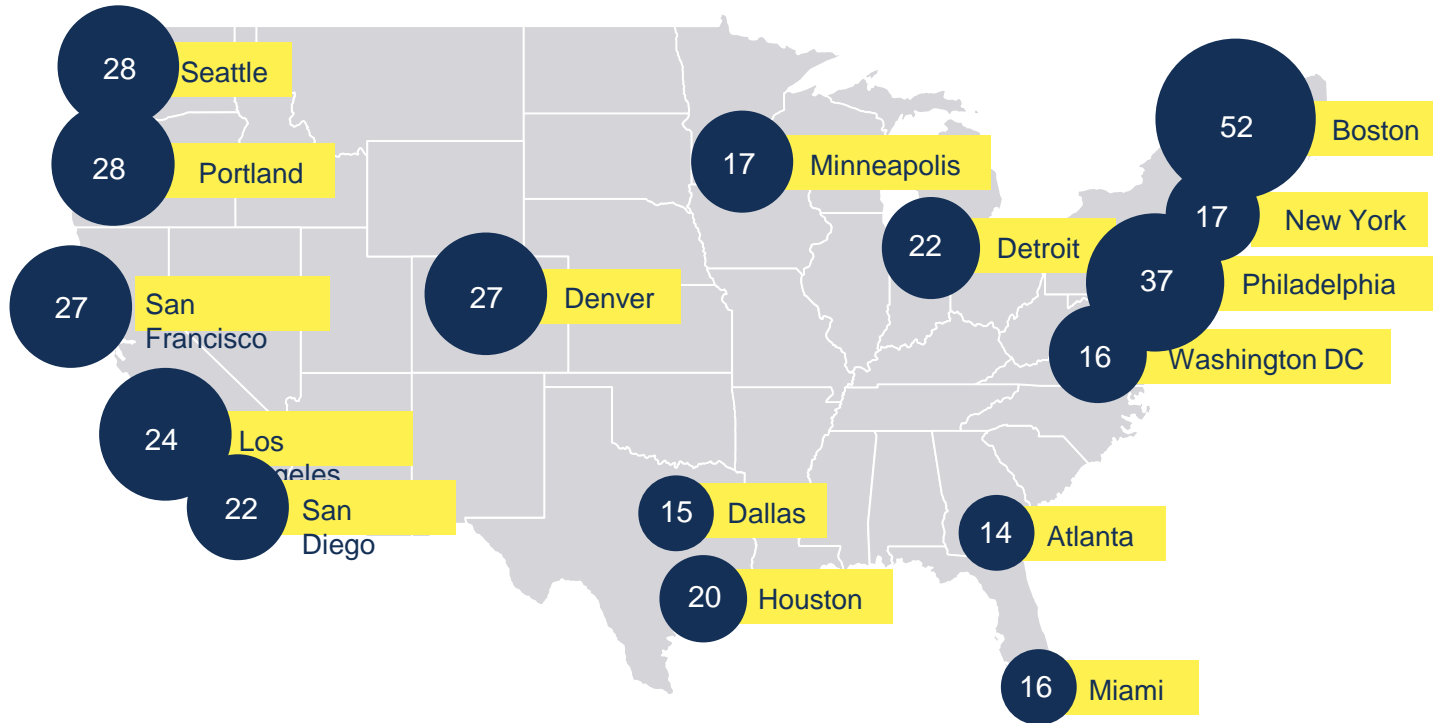
Using Inventory Management to Improve Access to Care

ePatient Summit
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Patients struggle to
access care

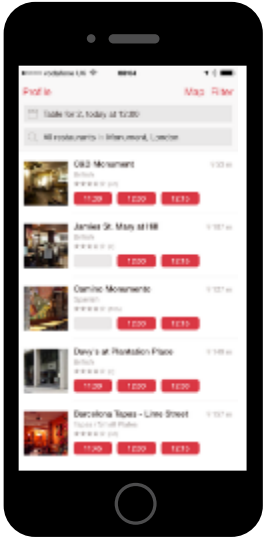
The national average wait time to see a doctor is 24 days



Typical patient experience



Patients are consumers



OpenTable

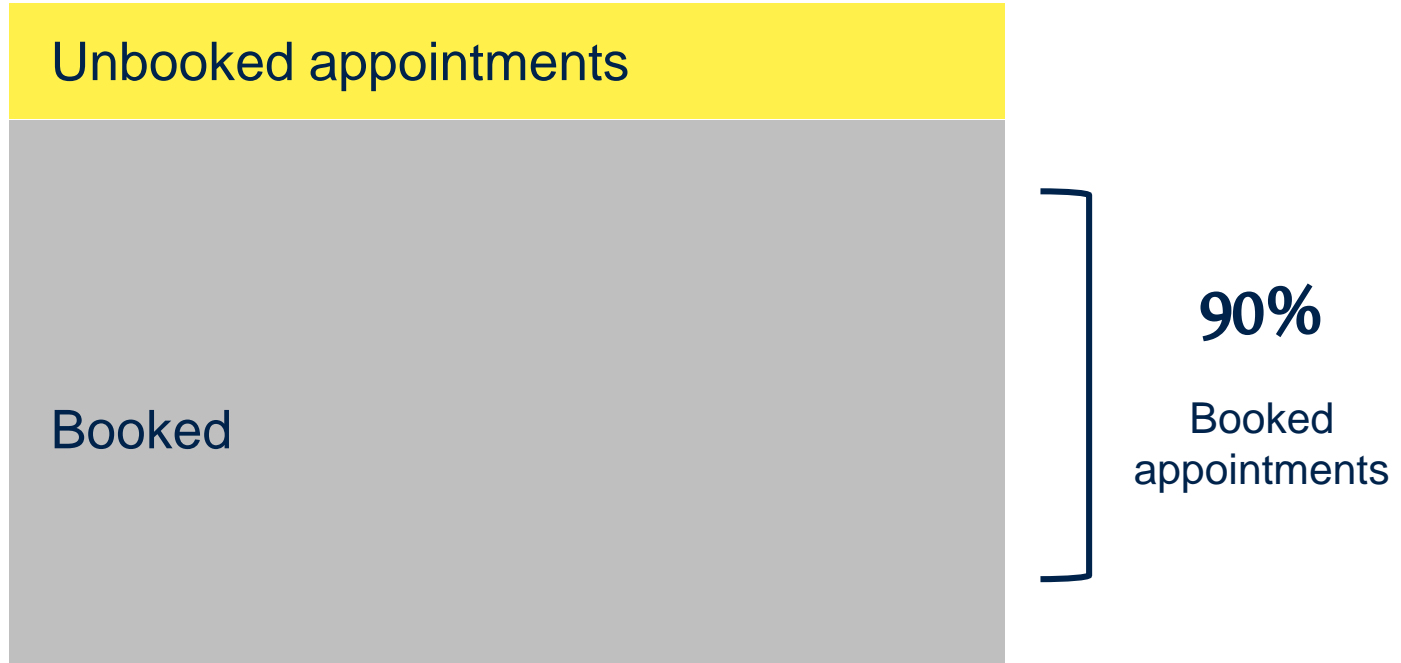


Kayak

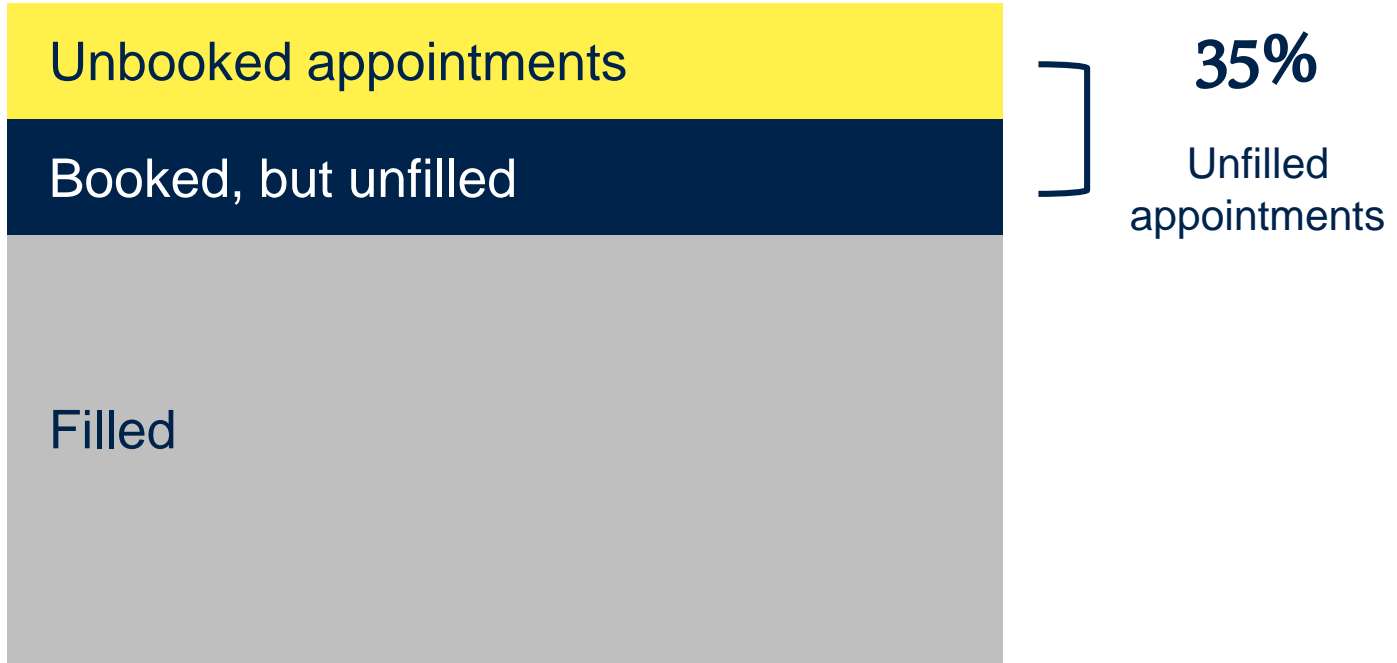


Uber

Hospitals struggle with unused inventory



At the same time there is significant capacity



The Great Irony



An aerial photograph of a large hospital complex. The central focus is a multi-story building with a prominent glass facade and a curved design. To its right is a large, rectangular building with a dark, grid-like facade. The complex is surrounded by parking lots, smaller utility buildings, and construction areas with cranes and materials. In the background, there are residential neighborhoods with houses and trees, and a large green field. The text "Case Study: John Muir" is overlaid on the left side of the image in a white, serif font.

Case Study:
John Muir

John Muir Health

Headquartered in Walnut Creek, CA – serving the East Bay Area

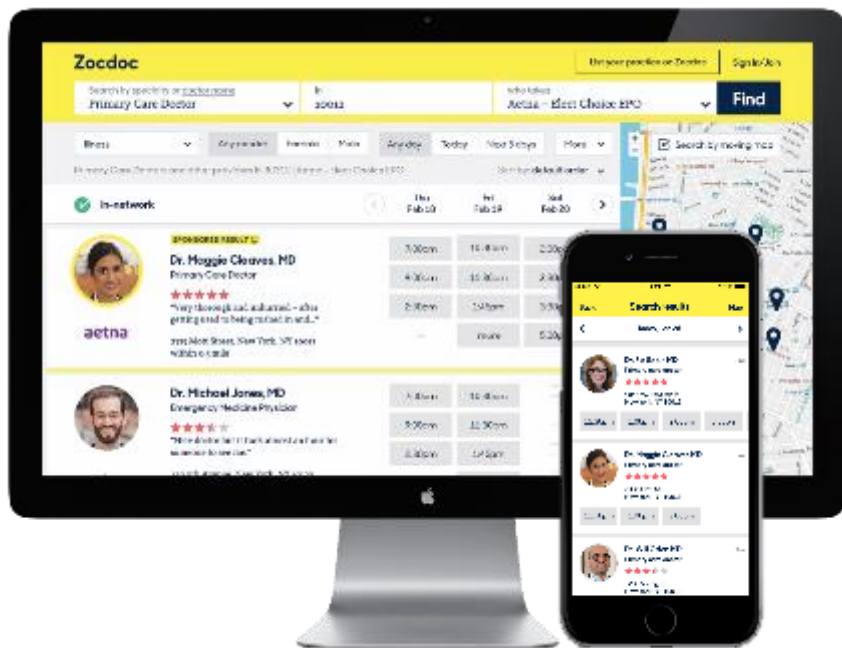
Two main campuses totaling 850+ acute care beds

Use Epic Open Scheduling as a first step in online access

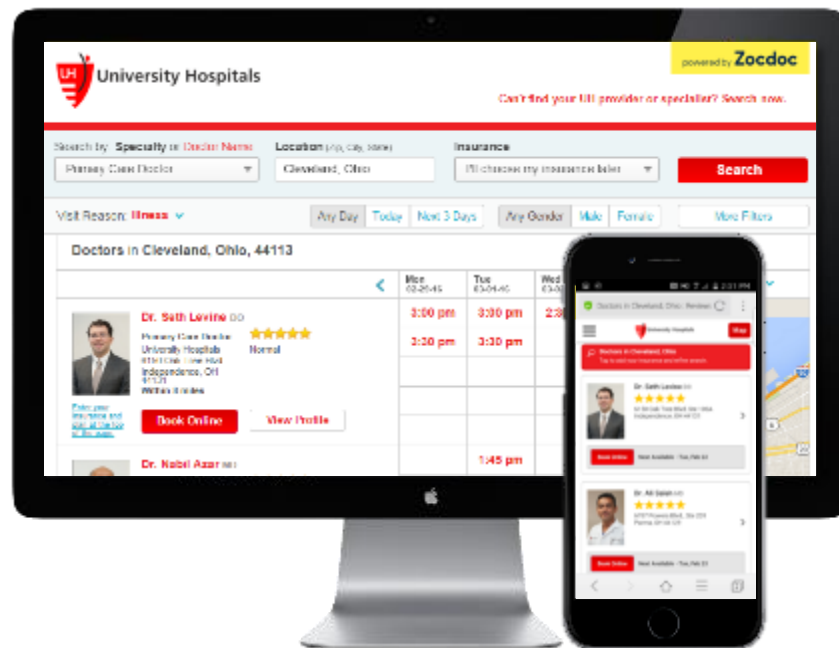


Like most hospitals across the nation, John Muir has appointments perishing daily costing the systems millions of dollars every month

Zocdoc surfaces inventory in two ways



Zocdoc Marketplace



Instant Booking Under Your Brand

A marketplace improves inventory management



4.4 days

Average time from booking to appointment
when John Muir patients use Zocdoc

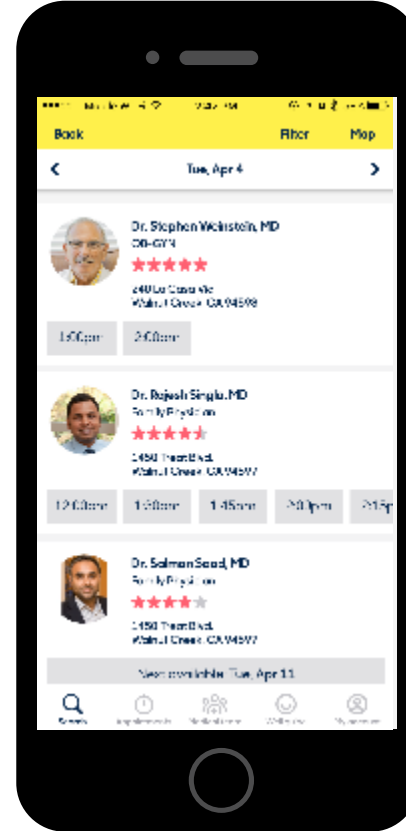
Zocdoc surfaces patients accessing healthcare as a consumer

2,500+

Patients over the past year

Improving experiences for John Muir patients

- Nearly half of appointments are booked after hours
- 65% of appointments are scheduled within three days
- 43% of appointments booked using the mobile app



“John Muir Health strives to put patients first by increasing access to care. Zocdoc is an integral part of this mission.”

- Chief Digital Officer; John Muir

Q&A

Making online booking simple

80 Million patients/year

90+ health systems

Established in 2007

