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School of Nursing

October 14, 2020

Dear Participant,

I am writing to let you know about an opportunity to participate in a quantitative research study about appointment scheduling wait time (ASWT). This study is being conducted by Jennifer Rivas at the Vanderbilt University School of Nursing. This is a national study of all primary care clinics in the United States. The study will use a survey to examine what organizational factors potentially impact scheduling policies and procedures and wait time to obtain an appointment.

ASWT is the time differential between a patient's request for an appointment and when the patient is seen by a provider. In primary care, this is a poorly understood phenomena that encumbers timely access to care and efficiency, yet very little research has been done on what organizational factors impact ASWT. The purpose of this survey is to understand how scheduling is currently being done, examine scheduling policies and procedures, and collect data on the current wait times for obtaining an appointment. You are being asked to participate in this important research due to your role as a primary care senior leader or scheduler in scheduling. This survey, which takes on average an hour to complete, is voluntary and you may stop at any time. We will not share your identity, individual information, or organization information with anyone outside the study team and will present results only in a way that your identity cannot be determined. There is no cost to participate, nor are there known risks to participation. We will be sharing the de-identified data from this study with all participants and present results at conferences or in publications. This request will not be linked to your survey answers in any way.

Please complete the electronic survey at <https://redcap.link/vvww07i> if you are a leader and <https://redcap.link/awnifr3j> if you are a scheduler within 2 weeks. You may also complete a paper survey by emailing a request for a copy to Jennifer.Rivas@Vanderbilt.edu. Should you have any questions about the study, contact Jennifer Rivas at 646-584-6464 or the Vanderbilt IRB at 866-224-8273.

Agreement to be contacted or a request for more information does not obligate you to participate in any study. If you would like additional information about this study, please call Jennifer Rivas at 646-584-6464 or respond to this email. Jennifer.Rivas@Vanderbilt.edu.

Thank you again for considering this research opportunity.

Thank you,

Jennifer Rivas RN, FNP-C, BS, MSN, Ph.D(c)
Vanderbilt University School of Nursing
Date of IRB Approval: 02/08/2021

Institutional Review Board

