

# 2013 U.S. Health Checkup

ZocDoc

*All findings are based on the percentage of total appointments booked via ZocDoc in 2013.*

## GEOGRAPHIC TRENDS

### **Markets with the most Acute (non-preventive) appointments booked:**

1. Portland
2. Fort Myers
3. Phoenix
4. Long Island
5. Orange County
6. Los Angeles
7. Seattle
8. Northern New Jersey
9. San Diego
10. Philadelphia

### **Markets with the most Allergy appointments booked:**

1. Portland
2. Philadelphia
3. Austin
4. Los Angeles
5. Long Island
6. New York City
7. Chicago
8. Phoenix
9. Washington, D.C.
10. Northern New Jersey

### **Markets with the most Cosmetic appointments booked:**

1. Detroit
2. San Francisco
3. Las Vegas
4. Baltimore
5. San Diego

6. Northern New Jersey
7. Orlando
8. Orange County
9. St. Louis

**Markets with the most Dental appointments booked:**

1. San Francisco
2. Seattle
3. Philadelphia
4. San Diego
5. St. Louis
6. Boston
7. Northern New Jersey
8. Atlanta
9. Chicago
10. Detroit

**Markets with the most Dermatology appointments booked:**

1. Portland
2. Fort Myers
3. Detroit
4. Seattle
5. San Francisco
6. Tampa
7. New York City
8. Miami
9. Orlando
10. Baltimore

**Markets with the most Dietician/Nutritionist appointments booked:**

1. Northern New Jersey
2. Boston
3. Long Island
4. New York City
5. Philadelphia
6. Miami
7. Washington, D.C.
8. Portland

9. Seattle
10. Austin

**Markets with the most Eye Doctor appointments booked:**

1. Boston
2. Seattle
3. San Antonio
4. Portland
5. Dallas
6. St. Louis
7. San Diego
8. Atlanta
9. Northern New Jersey
10. Las Vegas

**Markets with the biggest January appointment spike:**

1. Orange County
2. Seattle
3. San Diego
4. Miami
5. Austin
6. Philadelphia
7. San Francisco
8. Dallas
9. Phoenix
10. Atlanta

**Markets with the most appointments booked via mobile device:**

1. Detroit
2. Las Vegas
3. Long Island
4. Baltimore
5. Miami
6. San Antonio
7. Orlando
8. St. Louis
9. Philadelphia
10. Orange County

**Markets that attended the most night and weekend appointments:**

1. Long Island
2. Chicago
3. Northern New Jersey
4. New York City
5. Orange County
6. San Antonio
7. San Francisco
8. Boston
9. Washington, D.C.
10. Seattle

**Markets with the most OB/GYN appointments booked:**

1. Denver
2. Miami
3. St. Louis
4. Orlando
5. Detroit
6. Austin
7. Houston
8. Tampa
9. San Antonio
10. Las Vegas

**Markets with the most preventive appointments booked:**

1. Austin
2. Denver
3. Orlando
4. St. Louis
5. Washington, D.C.
6. Detroit
7. Tampa
8. Boston
9. Atlanta
10. Miami

### **Markets with the most same-day appointments available:**

1. NYC
2. Long Island
3. DC
4. Chicago
5. Los Angeles
6. San Francisco
7. Northern New Jersey
8. Orange County
9. Dallas
10. Atlanta

### **Markets with the most same-day appointments booked:**

1. Orange County
2. Long Island
3. Los Angeles
4. San Francisco
5. Northern New Jersey
6. Phoenix
7. New York City
8. Fort Myers
9. Houston
10. Dallas

### **Markets with the longest in-office wait times:**

1. Fort Myers
2. Las Vegas
3. Tampa
4. Miami
5. Orlando
6. Detroit
7. San Antonio
8. Long Island
9. Houston
10. Northern New Jersey

### **Markets with the shortest in-office wait times:**

1. Seattle
2. Boston

3. San Diego
4. San Francisco
5. Portland
6. Chicago
7. Austin
8. Denver
9. Orange County
10. Phoenix

## PHYSICIAN REVIEW TRENDS

**National average ZocDoc physician rating:** 4.45 out of 5

### **Markets with the highest average overall physician rating:**

1. Northern New Jersey (4.86)
2. Seattle (4.58)
3. Boston (4.56)
4. Chicago (4.54)
5. Austin (4.51)
6. San Diego (4.499)
7. San Francisco (4.497)
8. Portland (4.495)
9. Denver (4.483)
10. St. Louis (4.47)

### **Markets that left the most reviews:**

1. Portland
2. Denver
3. Seattle
4. Fort Myers
5. St. Louis
6. San Antonio
7. Phoenix
8. Las Vegas
9. Boston
10. Orange County



### Markets that left the most reviews with commentary:

1. San Antonio
2. Houston
3. Miami
4. Dallas
5. Las Vegas
6. Los Angeles
7. San Diego
8. Orange County
9. Atlanta
10. Northern New Jersey

## MALE VS. FEMALE TRENDS

### Physician Reviews:

#### Males

- Leave more ratings
- Are more forgiving on wait time.

#### Females

- Leave more comments
- Leave less extreme ratings.

### Appointments:

#### Males

- Most popular appointment time was Friday at 10 a.m.
- Attended more night and weekend appointments.

#### Females

- Most popular appointment time was Monday at 2 p.m.
- Book more appointments overall.

### Location:

#### Markets with the most preventive appointments booked by men:

1. San Francisco
2. Portland
3. Seattle
4. Boston
5. Chicago

6. Phoenix
7. Philadelphia
8. Orange County
9. Fort Myers
10. San Diego

**Markets with the most preventive appointments booked by women:**

1. Miami
2. Denver
3. Tampa
4. Detroit
5. San Antonio
6. Long Island
7. Austin
8. Las Vegas
9. St. Louis
10. Orlando

## APPOINTMENT TRENDS

**Most popular month for appointments:** January

**Most popular time to book appointments online:** 11:30 a.m. – 12:00 p.m.

**Most popular appointment times:**

1. 10:00 a.m.
2. 2:00 p.m.
3. 9:00 a.m.
4. 11:00 a.m.
5. 1:00 p.m.

**Most popular appointment days:**

6. Tuesday
7. Monday
8. Wednesday
9. Thursday
10. Friday

**Day with the most last-minute openings:** Tuesday



**Day with the most same-day appointments:** Monday

**Specialties with the most same-day appointments booked:**

1. Primary Care Doctor/Internist/Family Physician
2. Dermatologist
3. Dentist
4. OB/GYN
5. Eye Doctor
6. Ear, Nose & Throat Doctor
7. Podiatrist
8. Orthopedic Surgeon
9. Pediatrician
10. Chiropractor

**Specialties with the most night and weekend appointments:**

1. Emergency Medicine Physician
2. Pediatric Dentist
3. Optometrist
4. Orthodontist
5. Acupuncturist
6. Dentist
7. Dietician
8. Travel Medicine Specialist
9. Psychiatrist
10. Pediatrician