

## Shared Learnings

### Expand Vestal Walk-In and Ancillary Service Hours

#### Program Overview

With the knowledge that peak avoidable emergency department utilization occurs two hours after the walk-in facility closed at 5:00 pm, walk-in, pharmacy and x-ray hours were expanded to 7:30 AM - 9:30 PM. The program also implemented Clockwise MD which allows patients to electronically schedule same day appointments.

**Start Date:** February 2017

**End Date:** Ongoing

**Target Population:** Vestal, New York and other neighboring communities that utilize the Vestal Walk-in Center

#### Program Goals



Increase  
Accessibility to  
the Vestal Walk-  
in Center



Prevent avoidable  
hospital admissions

#### Learnings



Expanded walk-in facility hours to later in the night creates an alternative to costly Emergency Department services.



Implementing a same-day appointment booking portal will increase patients' accessibility and convenience to care.

#### Organizational Profile

**Organization:** UHS Hospitals, Inc.

**Website:** <https://www.nyuhs.org/>

**Counties Served:** Broome, Chenango, Delaware, Tioga, and surrounding counties

#### Contact Information

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