SOLLIS HEALTH

The Real Cost of Healthcare for Americans

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Sollis turns 10 this year.

PART ONE

The Real Cost of Healthcare for Americans

Sollis Health

The Time Tax

Healthcare costs and time are increasingly difficult for Americans to navigate, creating a hidden tax on their lives.

Sollis Health's research shows how these combined experiences impact Americans' time, money, and access to care, underscoring the urgent need for a more efficient, patient-centered healthcare system.

$89B

Annual **lost economic value** from time spent navigating American healthcare

Cost Beyond Money

65%

of Americans report that healthcare costs have prevented them from seeking medical care, underscoring how financial barriers create a significant tax on their time and health.

Care Takes Minutes, Waiting Takes Hours.

37 minutes
average care time

384 days
average time to see a specialist

40 days
average time to see a primary care provider

The average patient experience is overwhelming, transport and waiting time are far longer than the actual time spent with a provider.

Specialists are the most time-consuming access. The average wait time is 384 days, more than 12 times longer than primary care.

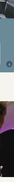
Primary care providers offer better access, with a median wait time of 40 days, but even this represents a significant delay for patients.

The Waiting Game

The average medical visit takes **121 minutes** from start to finish.

1 More Than Two Hours Total

88%
of patients report waiting over 30 minutes for their appointment



$200 years
of lost productivity

The average American spent **2.5 hours** in an ER last year.

Patients spend more time navigating healthcare than actually receiving care, underscoring the significant time burden on Americans.

Long waits and scheduling struggles aren't just inconvenient—they're life threatening.

50%+
of patients report delaying care because of long waits

Delayed care is growing across critical areas, including diagnostics, leading to worsened disease progression, increased pain, and higher healthcare costs. The data highlights the urgent need for more timely and accessible care.

61%
of patients report delaying diagnostic tests

34%
of patients report delaying pain management

When Doctors Burn Out, Patients Pay.

Healthcare provider burnout significantly impacts patient care, with long waiting times and rushed appointments being direct consequences of overworked and stressed providers.

In 2025,

42%
of physicians worried that experiencing stress due to workload will affect their patients' care

Emergency medicine is the most burnout-prone specialty: 50% of physicians report symptoms.

The Problem: Burnout Affects All Aspects of Care

Burnout affects all aspects of healthcare, including patient care, medical errors, and provider turnover, creating a cycle that negatively impacts both providers and patients.

66%
of physicians report burnout symptoms

64%
of physicians report burnout symptoms

The Cost of Immediacy

Paying More, Expecting More

Most patients prefer the $2 million in order to avoid a 7-day wait, but for those who can afford it, even higher amounts are rewarded in Concierge.

$2,715

The median amount patients would pay to avoid a 7-day wait for a specialist appointment

Even after paying thousands, most would still pay more—for a higher level of care, delivered faster.

57%
of patients would pay more for higher quality care

40%
of patients would pay more for better access

>50%
of patients would pay more for a specialist appointment

+12%
of patients would pay more for a primary care appointment

PART TWO

The Sollis Solution

Changing the Standard of Care

We give patients their time back.

At Sollis, we have reshaped the healthcare experience by prioritizing patient time and convenience. Our data shows that our approach significantly reduces wait times and boosts patient satisfaction.

Our Solution

Less Waiting, Faster Access.

88%
of Sollis patients report being satisfied with their appointment

3.5 min
average time to see a provider

5x
faster than traditional care

Patients spend less time waiting and more time with their provider, leading to higher satisfaction and better care outcomes.

The right specialists—up to the times faster

SPECIALTY	AVERAGE WAIT	AVERAGE WAIT IN SOLLIS
Cardiology	42 days	7 days
Gastroenterology	40 days	10 days
Dermatology	36 days	6 days
Gynecology	33 days	8 days

The Difference in Quality of Care

Without waiting for a visit
Sollis patients report being able to manage their health more effectively, with fewer disruptions to their daily lives and better access to care when needed.

Better diagnostics and care
Sollis patients report better access to diagnostic services and pain management, leading to more timely and effective healthcare interventions.

Navigation is easier than ever
Sollis patients report that navigating healthcare is easier, with more time for care and less time spent on administrative tasks.

Better, More Focused Care for Better Outcomes

Caring, Not Waiting

90%
of Sollis patients report being able to manage their health more effectively, with fewer disruptions to their daily lives and better access to care when needed.

Uninterrupted Care

< 1%
of Sollis patients report being able to manage their health more effectively, with fewer disruptions to their daily lives and better access to care when needed, including fewer missed appointments and better adherence to treatment plans and schedules.

A Lasting Partnership

A level of flexibility that reflects real life

41% of Sollis patients report being able to schedule appointments at times that work for them, allowing for better alignment with their personal schedules and commitments.

64% of Sollis patients report being able to access care when needed, ensuring timely interventions and better management of their health conditions.

47% of Sollis patients report being able to maintain their daily routines and responsibilities while managing their healthcare needs.

88% of Sollis patients report being able to access care when needed, ensuring timely interventions and better management of their health conditions, leading to improved health outcomes and reduced stress.

Access changes behavior.

When care is this easy to reach, people come in sooner and problems get caught faster.

66%
of our patients, who haven't visited a primary care in years, now have one.

A Decade of Difference-Making. Sollis turns 10 this year.

Patients are choosing better care.

20,000
Patients have joined our family.

...And expanding to 80.

80
We are now in 80 locations in Southeast Texas and Southern Louisiana.

We've doubled our specialist services.

103%
Our specialist services have doubled in the last year, including cardiology, gastroenterology, dermatology, and gynecology. Patients' getting to care faster.

We deliver care hours before an ER would even admit you.

73%
of our patients are seen and discharged within 60 minutes.

While never sacrificing quality of care.

100
Top 100 physicians across the entire Southeast Texas and Southern Louisiana region, based on patient reviews.

Real care backed by real data.
This is the standard that people deserve—and that Sollis delivers 24/7/365.

Sources

Section 1

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