



Median Appointment Wait Times for the State of Maryland – April 2024

Kaiser Permanente monitors its network to ensure adequate access to appointments for covered services. In accordance with COMAR 31.10.44.06, on a semiannual basis, Kaiser Permanente publishes the median appointment wait times for Maryland commercial members. Please see the chart below for the results of our April 2024 network survey:

Appointment Type	Median Appointment Waiting Time
Urgent care for medical services	24 hours
Inpatient urgent care for mental health services	24 hours
Inpatient urgent care for substance use disorder services	24 hours
Outpatient urgent care for mental health services	24 hours
Outpatient urgent care for substance use disorder services	24 hours
Routine primary care	1 calendar day
Preventive care/Well visit	2 calendar days
Non-urgent specialty care	1 calendar day
Non-urgent mental health	2.5 calendar days
Non-urgent substance use disorder care	1 calendar day