

# PATIENT EXPERIENCE SUMMARY REPORT



ALTHING CLINIC 2024

Published February 2025

# Althing Clinic Services Overview

## Althing Clinic Introduction

Althing Clinic offers an unparalleled healthcare service with a new modernization model of technology enhanced, hyper-human experience. Althing provides care for all demographics, equally, including children under the age of 2 and seniors over 65. Same day appointments and walk-in service is available where patients receive personalized encounters, zero delay to provider and a “never alone” experience as cornerstones of our differentiated services.

Althing Clinic is an in-network provider with all major payers and also offers the region’s most affordable self-pay rates.

## Convenience Care

Althing’s convenience care offerings include acute health services for minor complaints, injuries and basic surgical procedures. Convenience care for minor illnesses are available in-person and virtual with an unmatched \$65 self-pay option.

## Primary Care

The clinic offers primary care office visits, annual physicals, wellness checks, well-child visits,

chronic disease management, medication management, sports physicals, and more.

## Lab/Testing Services

Lab services as well as rapid, in-house testing for Covid, Influenza A/B, Strep, and more are part of Althing Clinic’s holistic care approach.

## Corporate Health Services

Althing is offering same day services for DOT/Non-DOT physicals, DOT/Non-DOT urine drug screens, instant drug testing, employment physicals, work injury services, and more. We are also providing e-services through the FormFox platform as the only provider in Austin currently.

## Rejuvenation Services

Althing Clinic is offering rejuvenation services including injectables to reverse signs of aging and smooth out wrinkles. As a Dysport® partner, we are proud to offer this fast-acting, long-lasting, and clinically proven treatment.

## Behavioral Health Services

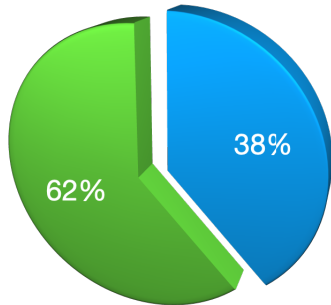
A cornerstone of Althing’s clinical services are the variety of behavioral health services for anxiety and depression, substance use and other addictions, Post Traumatic Stress Disorder (PTSD), and other mental health diagnoses. Our behavioral health team includes licensed clinical social workers, psychiatrists, psychiatric nurse practitioners and is supporting Althing’s proactive AIRs initiatives with school districts, sports teams, corporations while also providing ongoing therapy services at the clinic and virtually. The service spectrum for behavioral health services includes trauma informed evaluations, diagnostic assessments, Cognitive Behavioral Therapy (CBT), Accelerated Resolution Therapy (ART), Dialectical Behavioral Therapy (DBT), substance use counseling, and more.



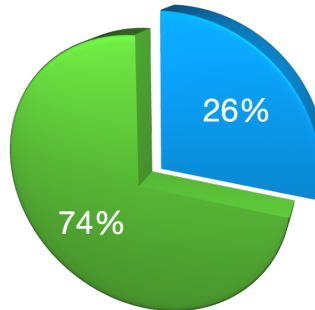
# OVERVIEW

## 2024 Results

Althing Clinic is committed to providing equitable, efficient, effective and affordable care services. The following data points reflect aggregate data collected over the the entirety of 2024.



62% of convenience care encounters

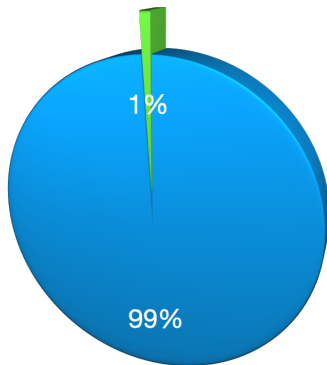


26% Spanish speaking encounters; 74% English

# Over 1,500

## PKS Empowered Medical Encounters

### Patient Experience Data



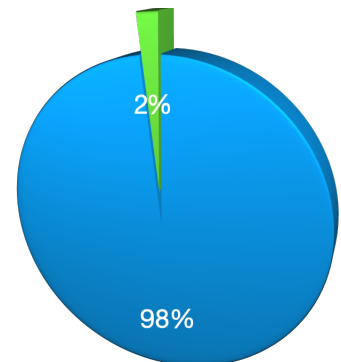
99% of patients report an excellent, very good, or good experience

Althing Clinic is committed to providing a differentiated, modernized care experience with exceptional, personalized care for all.

### Recommendations/Referrals

**Patients who experience Althing Clinic's exceptional care are very likely to return, they also recommend the services within the community.**

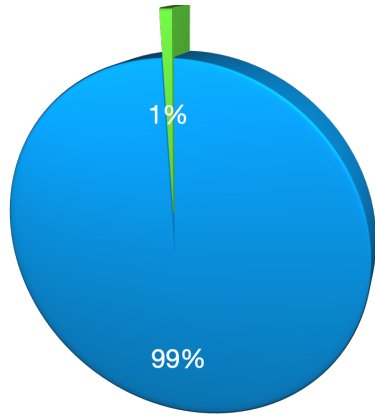
98% of patients are likely to recommend Althing Clinic services to friends, family members, and others.



# OVERVIEW

## 2024 Results

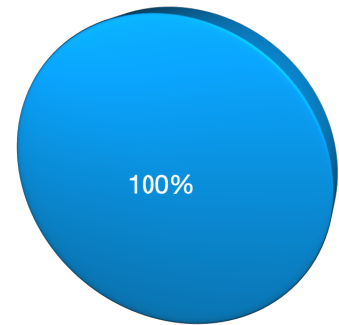
### Equity, Convenience, Affordability



**99%** of patients report that equitable, convenient, affordable care matters to them

**Althing's Mission aligns with what matters to our patients.**

- ✓ Equity
- ✓ Efficiency
- ✓ Affordability



**100%** of patients felt empowered and reported efficient care without wait

### Marketing/Outreach

**How did patients hear about the Althing Clinic?**

