The American College of Emergency Physicians (ACEP) recommends that the reporting of emergency department (ED) patient waiting times for initial evaluation should be standardized.

As such, ACEP recommends that:

- ED patient “wait time” should be defined as “door to provider contact time.”  
- Provider is defined as physician (MD, DO), advanced practice nurse, or physician assistant (PA).
- Measurement of the “door to provider contact time” should be the sole metric used in public advertising to describe ED patient “wait time.”
- Provider contact time is defined by either the face-to-face evaluation of the patient by the provider or the initiation by the provider of specific diagnostic and/or therapeutic orders.
- The calculation of wait time should be the longest amount of time that a patient is currently waiting to see a provider.
- Public advertising of ED patient “wait time” should include a time stamp of the last moment the metric was updated or refreshed.
- Ideally, advertised times should be accurate and reflect real-time waits. However, posted wait times should be updated at least hourly to be meaningful to patients.
