

82% Indians prefer diagnostic centres over hospitals for preventive checkups: Report

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Insights are drawn from over 30K+ people across 300+ cities including all metro and tier-1 cities



According to the newly published “**Diagnostics vs Hospitals: Preventive Health Report 2025**” by **ekincare**, **82% of individuals now prefer diagnostic centres** for their preventive health checkups, compared to just 18% who opt for hospitals.

Diagnostic centres consistently emerge as the more trusted choice, offering quicker report delivery, fewer service issues, and a more seamless customer experience. The report shows diagnostic centres have 30% fewer report errors and deliver 71% of results within 48 hours significantly faster than hospitals, which deliver only 47% within the same time period.

The study draws on appointment and ratings data across India’s top five metros; **Bengaluru, Mumbai, Delhi-NCR, Pune, and Hyderabad, representing 75% of the country’s diagnostic volumes**. It offers a comparative view of customer satisfaction, accuracy, speed, and service quality between diagnostic centres and hospitals for services such as annual checkups, pre-employment screenings, and lab tests.

Key Highlights from the Report:

- **Turnaround Time:** 71% of reports from diagnostic centres are delivered within 48 hours, compared to only 47% from hospitals.
- **Report Accuracy:** Just 3.3% of diagnostic centre reports needed corrections, as opposed to 4.4% from hospitals—indicating 30% fewer errors.
- **Customer Ratings:** 81% of diagnostic centre visits received a 4-star rating or higher, versus 79% for hospitals.
- **Service Issues:** Customers report 56% lower instances of long wait times and 33% fewer complaints about staff behaviour at diagnostic centres.
- **Geographical Insights:**
 - **Mumbai:** 95% of preventive health appointments were fulfilled at diagnostic centres.
 - **Hyderabad:** Diagnostic labs outperformed hospitals with 94% better staff behaviour ratings and 74% higher hygiene scores.

- **Bengaluru:** 84% of diagnostic reports were delivered within 48 hours, compared to 53% at hospitals.
- **Delhi-NCR:** 87% of reports from diagnostic centres were delivered within 48 hours vs. just 38% at hospitals, with 70% fewer wait-time complaints.
- **Pune:** Only 0.7% flagged poor staff behaviour at diagnostic centres, compared to 6.3% at hospitals.