

Form 2

Tracking Daily Demand, Supply, Activity and No Shows by the Provider

Instructions:

Supply: At the beginning or end of each day, use the appointment schedule to gather the supply information. Record the number of appointments (using the shortest appointment slot) for each day. This includes all appointments in the schedule, whether they are booked or not.

Demand: Every day, record the number of requests for an appointment with the provider. Record every request, whether or not the appointment is booked for that day or a future date. This includes follow-up appointments people make as they leave your office (internal demand), as well as the external demand that comes through by phone, walk-ins, fax or email. Tip: Use the shortest appointment slot as your basic unit of measurement, and tick off every unit of appointment. For example, if your shortest appointment slot is 10 minutes, use this as your basic unit of measurement; e.g., a 30-minute appointment would be recorded as three ticks.

Demand Count: Place a tick beside each request for a short appointment. Remember that long appointments need more ticks.

No shows (FTKA): At the end of the day, count the number of booked appointments that were not used and for which the patient did not call to cancel.

Activity: At the end of the day, use the schedule to identify the actual number of short appointment slots used that day. If the provider had add-ons, then the number will be higher than the supply. If the provider had no shows or vacancies, then the number will be lower than the supply.

DAY:	INTERNAL DEMAND	EXTERNAL DEMAND	DEMAND TOTAL	SUPPLY TOTAL	ACTIVITY TOTAL	NO SHOWS
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

Week of: _____

Third Next Available Appointment: _____ days