

TIME FLOW STUDY

How to analyze your scheduling and appointment system.

Time Flow Study

Doctor _____ Day _____

I. Appointment type (check one)

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

II. Time:

Scheduled Appointment Time	Time Seen	Time Spent with Patient
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a. _____	_____	_____
b. _____	_____	_____
c. _____	_____	_____
d. _____	_____	_____
e. _____	_____	_____
f. _____	_____	_____

Total Visit Time = _____

Total Waiting Time - No contact = _____

Total Time Spent with Patient = _____

Time Flow Study - Sample

Doctor Jones Day Friday

I. Appointment type (check one)

First Exam	<u>X</u>	Recheck	<u>X</u>
Acute Illness	<u>X</u>	Immunization	<u>X</u>
Other	_____	Injury	_____

II. Time:

Scheduled Appointment Time	<u>10:00</u>	Time Spent
a. Pt. checks in -Reception	<u>10:10</u>	<u>10 (a-schedule)</u>
b. Pt. enters exam room -M.A.	<u>10:45</u>	<u>35 (b-a)</u>
c. M.A. leaves room	<u>10:50</u>	<u>5 (c-b)</u>
d. Dr. enters room	<u>11:00</u>	<u>20 (d-c)</u>
e. Dr. leaves room	<u>11:10</u>	<u>10 (e-d)</u>
f. pt. checkout - reception	<u>11:30</u>	<u>10 (f-e)</u>

Total Visit Time = 80 min

Total Waiting Time - No contact = 65 min (b+d+f)

Total Time Spent with Patient = 15 min (c+e)