

Appointment Scheduling Parameters

In order to best serve our patients and to lessen the wait time for appointments, a numerical value system will be assigned to patients based on the amount of time needed with the doctor. Total number of x points per hour for <dr name> and y points per hour for <dr name 2> based on the following values:

Patient Type	Points/Width	Color
Existing/current tx plan	1	black
Adjustment only	1	blue
New cond/React see 1st	2-3	green
ROF/xray review	2- 3	green
Excessive needs	2-3	purple
New Patient	3	red

Existing Patients 1 point

Text color is black.

New Conditions/React Patients (See 1st) 2 -3 points

Any existing patient with a new condition/injury will need 2-3 points. Text color is Green.

A patient is considered a “react” patient if it has been greater than 90 days since last appointment. Schedule TOS patients in an Inside Promo for first visit. Text color is green.

New Patient 2-4 points

The time given to the patient should be when the doctor will be available to see them. “Doctor will see you at 4pm”. Inform the patient of the need for paperwork to be filled out and offer to email, fax or mail it to them. New patient forms are available on our website. Patients referred by (A MD name) should have an additional 15 minutes added to the appointment. Text color is Red.

Report of Findings Patient (ROF) 2 to 3 points

Allow 2 points for a Report of Findings patient, if 1st visit required extra time, allow 3 or more points. Text color is Green.

Excessive time needs patients 2-3 points

Identify patients who take extra time: schedule them at non-peak times. Text color is Purple.

Misc.

2 points should be assigned to <dr name>’s patients when <dr name 2> is seeing them for the first time or when <dr name 2> is seeing a former (former dr name, if applicable) patient the first time.

Appointment Hours

Patient appointment hours begin at 7:00 am Monday thru Friday. On Monday, Wednesday and Thursday, the last morning appointment is 11:15. An exception will be made for major time consumers (previously identified) to be scheduled at 11:30 am on Monday and Wednesday.

Tuesday and Friday mornings, the last appointment is generally 11:15, unless otherwise instructed by the doctor. On Tuesday and Friday, appointment times after 10 am should be grouped together so that no more than 15 minutes exists prior to the last appointment.

If all 7:00 am appointments are filled, schedule 6:55 then 6:50. Place a note on the doctor’s desk and therapy department counter the evening prior to early scheduled appointments.

Afternoon appointments begin at 1:45pm on Monday, Wednesday and Thursday, with exceptions given to a new patient of first 1:30; then 1:15; or 1:00 if necessary.