

Demand Tracker B

Workbook Reference: [Section 1.3](#)

This demand tracker differentiates between in-person and virtual appointments.

Instructions:

1. Record every request for an appointment whether or not an appointment is booked (e.g., patient calls but no appointment that fits their schedule is available, so they go to a walk-in clinic; this still counts as a “demand” for the doctor’s time).
2. Record whether the demand was for an in-person or virtual appointment.
3. Count appointment requests from *all* sources (phone calls, walk-ins, patients booking as they leave, email, fax).
4. Count the demand on the day the request comes in even if the actual appointment is booked for another day.

Week of:	Provider:					
	In-person Demand			Virtual Demand		
	Internal	External	Total	Internal	External	Total
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Weekly total						

Internal demand: Provider-initiated (calls patient in; requests patient to come in for a follow-up, etc.)

External demand: Initiated by the patient, walk-in clinic, ER, etc.

Adapted from the [Advanced Access and Efficiency Workbook for Primary Care](#) created by Health Quality Ontario (July 2011) and the

Office Practice Redesign in Primary Health Care: Advanced Access and Office Efficiency Workbook created by British Columbia’s General Practice Services Committee Practice Support Program.