

Demand Tracker A

Workbook Reference: [Section 1.3](#)

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. Count appointment requests from *all* sources (phone calls, walk-ins, patients booking as they leave, email, fax).
3. Count the demand on the day the request comes in even if the actual appointment is booked for another day.

Week of	Provider:			Provider:		
	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.