

Patient Cycle Time Worksheet Instructions

Workbook Reference: [Section 6](#)

When measuring cycle time, the purpose of the measurement should be communicated to patients before providing sheets. Suggested response when asked would be:

The clinic is looking at ways to make it easier to get an appointment and to improve the patient's experience while at an appointment. Having information regarding how long patients spend at the clinic will really help us identify where to focus our improvements. Participation is completely voluntary and your results will be kept anonymous.

*Tip: If your clinic is measuring both Cycle Time and Patient Experience at the same time, you can place the [Cycle Time Patient Worksheet](#) and the Patient Experience Survey Tool you prefer ([with](#) or [without graphics](#)) on the same double-sided page.

The patient cycle tool can be administered in several ways:

1. Patients can carry a clipboard through their visit and note the times.
2. Staff can write the times as the patient travels through the practice.
3. Patients can be "shadowed" by a person to document the times. There is space to write in comments along the way.

Instructions for option 1 (patients carry a clipboard):

1. Staff fill in the first three lines of the form when the patient checks in at the desk.
 - a. Scheduled appointment time/date
 - b. Provider you are seeing today
 - c. Time you checked
2. Sheet is handed to patient with a pen/pencil, and they are asked to write the time down for each stop along their visit:
 - a. Time you were placed in exam room / provider came to take you to exam room
 - b. Time provider came into exam room (not present on NSHA provider sheets)
 - c. Time you left the exam room
 - d. Time you left the practice
3. Make sure patient either hands the sheet into the front desk when leaving or places it in a box with a slot (depending on what the team is more comfortable with). If it is a box, please prompt the patient to finish the sheet before submitting.

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.