

Waiting Times Report

Last Modified on 17/04/2024 10:38 am AEST

The Waiting Times Report analyses patient waiting times and can be generated for each doctor and branch in the practice. It's useful for analysing how well doctors work to time and for planning how many doctors need to be scheduled on specific days.

To open the report:

1. Go to Zedmed's **Reception** tab.
2. Select **Daily Reports > Waiting times**.

The **Waiting Times Report** screen will open.

3. Select the version of the report you want to open:
 - **Detailed report** - lists every patient seen on the day.
 - **Waiting times by hour** - calculates the average length of time patients waited for each hour of the day.
 - **Patients per hour by doctor** - calculates the throughput of patients per hour.
4. Select the report's **Criteria**.

You can focus on a specific **Branch** or **Treating Doctor**, and set the date and time range that you want the include.

Use **Waiting Time defined as** to set what actions define the start and end of the period the patient was waiting. See the **How waiting times are measured** section below to learn more.

5. Select **Print** to print out the report, or **Screen** open it. The **Screen** view has print and save menu options.

Preview

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Waiting Times Report

Criteria		Group By	
Date Range	29/07/2020 - 2/08/2021	None	
Branch	Branch 1		
Treating Doctor	All		
Waiting Time	Appt/Attend (later of) to Admission time		
Order By			
		Attendance Time	

Date	Patient	Brn	Doc	Appt	Attended	Admitted	Billed	Waited
5/07/2021	Holaway, Knut	MED	PD	08:30	08:47	08:47	08:54	00:00
1/07/2021	Star, Mike	MED	PD	09:00	09:03	10:32	10:33	01:29
9/07/2021	Holaway, Knut	MED	PD	00:00	09:12	09:12	09:26	00:00
9/07/2021	Holaway, Knut	MED	PD	00:00	09:12	09:12	09:28	00:00
9/07/2021	Holaway, Knut	MED	PD	00:00	09:12	11:14	14:09	02:02
8/07/2021	Holaway, Knut							
8/07/2021	Allison1, Anna							
8/07/2021	Holaway, Knut							
8/07/2021	Becker, Irene							
1/07/2021	Holaway, Knut							
30/06/202	Barker, Emily							
5/07/2021	Barker, Emily							
7/06/2021	Black, Emma							
7/06/2021	Black, Emma							
7/06/2021	Black, Emma							
29/07/202	Holaway, Knut							
29/07/202	Holaway, Knut							

Waiting Times Report

<p>Report</p> <p><input checked="" type="radio"/> Detailed report</p> <p>Group By: <input type="text" value="None"/></p> <p>Order By: <input type="text" value="Attendance Time"/></p> <p><input type="radio"/> Waiting times by hour</p> <p><input type="radio"/> Patient per hour by doctor</p>	<p>Criteria</p> <p>Entry Date: <input type="text" value="29/07/2020"/> to <input type="text" value="02/08/2021"/></p> <p>Branch: <input type="text" value="Branch 1"/></p> <p>Treating Doctor: <input type="text" value="All"/></p> <p>Start Time: <input type="text" value="8:00 AM"/> End Time: <input type="text" value="6:00 PM"/></p> <p>Waiting Time defined as</p> <p><input type="text" value="Appt/Attend (later of)"/> to <input type="text" value="Admission time"/></p>
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How waiting times are measured

The waiting time is controlled by the **Waiting Time defined as** option and will reflect whether the patient is **Admitted**, which populates when the doctor opens the patient's record from the Clinical Waiting Room. If there is no **Admitted** time then the billing time will be used to calculate the patient's exit time instead.

The start of **Waiting Time** can be defined in terms of the booked **Appointment Time** or the **Arrival Time**, normally by the latter of the two values, so a patient that arrives very early for their booked appointment does not compromise the waiting time average for that hour.

Attendance records created as a result of **Billing** via **Patient Details**, which create attendances records for 6.00 am, are excluded from the **Waiting Time** analysis reports as they would be misleading.