

DEMAND TRACKING FORM

Week beginning _____ Measurement day (Circle) M T W Th F Sa Su

Instructions: All day every day, record the number of requests for an appointment. You are recording requests today that are for any day. This includes follow-ups appointments that people make as they leave your office (Internal Demand), as well the external demand that comes in by phone, walk-in, fax or e-mail. Also track deflections, these are appointment requests for which you did not make an appointment but rather you recommended they seek care elsewhere (ie. ER). It is recommended that you do this everyday for the entire Collaborative.

	INTERNAL DEMAND	EXTERNAL DEMAND			
Provider Name	Follow-up appts generated today for any day	Calls, e-mails, faxes received today for an appt for any day	Walk Ins Day or Evening (not given specific appt time, but are waiting)	Deflections to ER or other	TOTAL
TOTAL					

Internal Demand + External Demand

Total Demand

Internal Visit Demand: Internal visit demand is the follow-up appointments generated by the Provider. Remember, internally generated demand is the demand that you can influence most!

External Visit Demand: External visit demand is generated by the patient, referring providers, emergency department, urgent care centres, and so on.