

Appointment Scheduling Report

Pre COVID: 1/1/2020 - 3/15/2020

New Patients	# Appointments Scheduled by Lag Time between Date Appointment Made and Date of Appointment												Grand Total of Appointments
	0-5 Days	6-10 Days	11-15 Days	16-20 Days	21-30 Days	31-40 Days	41-50 Days	51-60 Days	61-70 Days	71-80 Days	81-90 Days	91+ Days	
Adult/Internal Medicine	78	33	34	38	49	12	20	23	17	12	94	59	469
Family Medicine	8	6	14	6	5	0	0	0	0	0	0	0	39
Pediatrics	16	11	10	10	36	21	41	27	47	29	0	0	248
Refugee	100	260	258	80	100	0	0	0	0	0	0	0	798
Specialty	28	8	12	1	9	8	6	2	1	0	0	0	75
Total	230	318	328	135	199	41	67	52	65	41	94	59	1,629
Percent of Total	14.1%	19.5%	20.1%	8.3%	12.2%	2.5%	4.1%	3.2%	4.0%	2.5%	5.8%	3.6%	

Established Patients	# Appointments Scheduled by Lag Time between Date Appointment Made and Date of Appointment												Grand Total of Appointments
	0-5 Days	6-10 Days	11-15 Days	16-20 Days	21-30 Days	31-40 Days	41-50 Days	51-60 Days	61-70 Days	71-80 Days	81-90 Days	91+ Days	
Adult/Internal Medicine	440	323	395	218	561	554	321	141	192	75	57	18	3,295
Family Medicine	13	20	24	14	29	2	0	1	0	0	0	0	103
Pediatrics	209	81	64	53	108	111	130	49	53	10	1	0	869
Refugee	49	7	36	48	103	30	104	221	215	0	0	0	813
Specialty	4	2	1	0	6	7	13	11	5	7	1	0	57
Total	715	433	520	333	807	704	568	423	465	92	59	18	5,137
Percent of Total	43.9%	26.6%	31.9%	20.4%	49.5%	43.2%	34.9%	26.0%	28.5%	5.6%	3.6%	1.1%	

During COVID: 3/16/2020 - 4/17/2020

New Patients	# Appointments Scheduled by Lag Time between Date Appointment Made and Date of Appointment												Grand Total of Appointments
	0-5 Days	6-10 Days	11-15 Days	16-20 Days	21-30 Days	31-40 Days	41-50 Days	51-60 Days	61-70 Days	71-80 Days	81-90 Days	91+ Days	
Adult/Internal Medicine	41	4	5	4	30	62	25	9	6	0	35	13	234
Family Medicine	2	0	0	2	3	3	5	0	0	0	0	0	15
Pediatrics	1	1	0	1	1	2	2	11	6	0	0	0	25
Refugee	360	98	3	4	0	0	7	0	0	0	0	0	472
Specialty	1	1	2	0	4	0	1	0	0	0	1	0	10
MMS Tent	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	406	104	10	11	38	67	40	20	12	0	36	13	757
Percent of Total	53.6%	13.7%	1.3%	1.5%	5.0%	8.9%	5.3%	2.6%	1.6%	0.0%	4.8%	1.7%	
Change From Pre-COVID	39.5%	-5.8%	-18.8%	-6.8%	-7.2%	6.3%	1.2%	-0.6%	-2.4%	-2.5%	-1.0%	-1.9%	

Established Patients	# Appointments Scheduled by Lag Time between Date Appointment Made and Date of Appointment												Grand Total of Appointments
	0-5 Days	6-10 Days	11-15 Days	16-20 Days	21-30 Days	31-40 Days	41-50 Days	51-60 Days	61-70 Days	71-80 Days	81-90 Days	91+ Days	
Adult/Internal Medicine	549	154	172	97	269	281	175	85	66	64	49	16	1,977
Family Medicine	20	5	20	13	19	22	7	1	0	0	0	0	107
Pediatrics	47	15	13	7	17	24	11	20	17	0	0	0	171
Refugee	35	70	22	30	91	118	144	17	0	0	0	0	527
Specialty	0	1	0	0	0	0	1	0	1	1	0	0	4
MMS Tent	11	0	0	0	0	0	0	0	0	0	0	0	11
Total	662	245	227	147	396	445	338	123	84	65	49	16	2,797
Percent of Total	23.7%	8.8%	8.1%	5.3%	14.2%	15.9%	12.1%	4.4%	3.0%	2.3%	1.8%	0.6%	
Change From Pre-COVID	-20.2%	-17.8%	-23.8%	-15.2%	-35.4%	-27.3%	-22.8%	-21.6%	-25.5%	-3.3%	-1.9%	-0.5%	