

STAFFING TO DEMAND

Time analysis templates for clinical coordinators, medical assistants and registered nurses

FIGURE 1. CLINIC COORDINATOR CYCLE TIME ANALYSIS TEMPLATE

CLINIC COORDINATOR TASK OBSERVATIONS	AVERAGE (MINUTES)
Check-in (new and returning patients)	
Work queue	
Schedule procedure/visits	
Respond to incoming/outgoing calls	
Checkout	
Check next-day schedule for incomplete HARs	
Virtual visit/telemedicine patient check-in	
EHR in-basket messages	
Interpreter services, patient transportation	
Clean patient waiting area (a.m. and p.m.)	
Post payment, close cash drawer, drop off deposit	
Office function: print/mail letters, sort mail/fax, scan	
Maintain/retrieve medical records	
Schedule patients from waitlist	

FIGURE 2. MA CYCLE TIME ANALYSIS TEMPLATE

MA TASK OBSERVATIONS	AVERAGE (MINUTES)
Room patient (include vital time)	
Clean room and machines	
Schedule procedure/visits	
JCO readiness tasks (daily, weekly, monthly)	
• Daily (Ex: Fridge temp)	
• Weekly (Ex: Replenish supplies)	
• Monthly — Prep for EOC rounds	
Point of care testing	
• INR, A1c, etc.	
• Pregnancy test	
• Rapid flu	
Procedure (each listed separately)	
Injections	
• Vaccines	
• Medication	
Specimen collection	
• Urine sample	
• Stool sample	
Other screening/testing (varies based on specialty)	
Labs	
• Urinalysis	
• Blood draw	

FIGURE 3. RN CYCLE TIME ANALYSIS TEMPLATE

RN TASK OBSERVATIONS	AVERAGE (MINUTES)
Patient education	
• Self-administration medication demonstration	
• Procedure/surgical education	
• Testing education	
Procedure	
• List each procedure type separately	
Schedule procedure/visits	
Injections	
• Vaccines	
• Medication	
RN telemedicine	
• Phone or virtual visits on RN template	
Prior authorization	
Message (Return patient call by phone)	
Message (MyChart messages)	
Letters (FMLA, return to work, etc.)	
Triage messages/calls	
Maintain/retrieve medical records	
Schedule patients	