

Good Afternoon AIM Teams:

Based on a few questions we've had about the new setup tab field - "How early should patients arrive?" in the new Version 3.0 AIMTracking file, below is clarification on an appropriate value to select for this field.

What are your operating hours?	
What is the earliest time for an appointment?	8:00
What is the latest time for an appointment?	18:00
How early should patients arrive? (minutes)	15
What days of the week are you open?	
Sunday	N
Monday	Y
Tuesday	Y
Wednesday	Y
Thursday	Y
Friday	Y
Saturday	N

How many minutes are patients typically expected to arrive prior to their appointment?
 The appointment time less the expected patient arrival time is the Scheduled Arrival Time.
 The default value is 15.

Question: What if we don't ask patients to arrive early OR we don't have a formal scheduled arrival time policy in place?

Answer: Do NOT set this field to zero or blank. Instead input a value which represents a typical amount of time that's necessary to process patients prior to their scheduled appointment with the provider(s).

NOTE: Selecting a value for this field does NOT mean you have to now ask patients to arrive x minutes early for their appointments. On this note, identifying how long it takes to process patients prior to their scheduled appointment can be useful in formalizing a standard arrival time policy in the future.

Question: What if we only ask patients to arrive early for certain types of appointments (e.g. physicals)? Or only for certain providers?

Answer: In such cases, input the greater # of minutes into the "How early should patients arrive?" setup tab field. This way, all typical possibilities are processed properly by the spreadsheet.

If you'd like to discuss the benefits of having a standardized scheduled arrival time which precedes the patient's scheduled appointment time with a provider(s), please contact your Faculty member.

If you require greater clarification on this field, please contact the AIM Measurement Support Team at measurement@albertaaim.ca