

8 Demand Tracking Log via Telephone

This tracking log will assist you in understanding the practice phone call volume and why patients are calling. Put a tally mark each time one of the phone calls is for one of the listed categories. Total the calls for the day, and then total for the week for each category. Note which days are "high volume" days and sessions which are high volume. Monday, Tuesday and Friday are typical high volume days in office practice. **See page 16 for an example.**

Week of: _____	Appointment for Today		Appointment for Tomorrow		Appointment for Future		Test Results		Nurse Care		Prescription Refill		Referral Information		Need Information		Message for Provider		Talk with Provider		Other		TOTAL
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Monday																							
Total																							
Tuesday																							
Total																							
Wednesday																							
Total																							
Thursday																							
Total																							
Friday																							
Total																							
Saturday/ Sunday																							
Total																							
Weekly Total																							