

PATIENT FLOW STAFF PERFORMANCE EXPECTATIONS

Practice Operations Task	Workload Range*
Telephones with messaging	300-500 calls per day
Telephones with routing (electronic system) only	1,000-1,200 calls per day
Appointment scheduling with no registration	75-125 calls per day
Appointment scheduling with full registration	50-75 calls per day
Pre- or site registration with insurance verification	60-80 patients per day
Check-in with registration verification only	100-130 patients per day
Site check-in with registration verification and cashiering only	75-100 patients per day
Check-out with follow-up scheduling, charge entry and cashiering	60-80 patients per day
Check-out with scheduling and charge entry	70-90 patients per day
Check-out with scheduling and cashiering	70-90 patients per day

* Range will depend on patient population, system, level of automation, and work processes utilized at the practice.