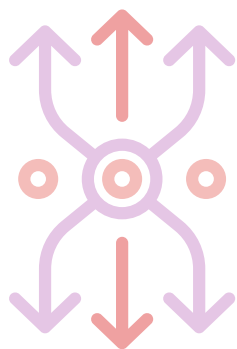UNIFIED
WOMEN'S HEALTHCARE™

Increase Schedule Flexibility

Schedule templates can be classified as generic or specified. A care center can produce very different outcomes depending on which kind of template you create.

- **Generic schedule** templates create open appointment schedules that allow patients to be scheduled into any available appointment slot. Instead of associating time slots with appointment types, a generic template indicates the blocks of time into which appointments can be scheduled.
- **Specified schedule** templates create appointment schedules with a precise pattern of appointment slots that determine which appointment types can be booked into which blocks of time.

Some grouping of appointment types allows providers to get in a rhythm and work more efficiently and happily. However, the more specified a provider's appointment schedule, the more likely capacity will suffer due to the difficulty of matching patient appointment needs with available appointment slots.[1]

Consider implementing generic slots into your template. These often show up as "any" slots. These allow a care center to be more adaptable to patient demand as your patient mix shifts across OB, Well Woman and Problem Visits.

Benefits:

- To increase patient satisfaction due to appointment availability
- To increase revenue by booking more appointment slots on the schedule

How to get started:

Your Practice Performance Partner (PPP) can provide an "Unfilled Appointments" report to identify which appointment types are most often not booked.

Review the underutilized appointment types and what percent of your appointment types are generic.

Consider converting underutilized appointment types into "any" generic slots and ensuring at least some of your schedule is generic.

Source: 1) https://help.athenahealth.com/ohelp/Content/Breakout/G_Best_practices_for_schedule_templates_generic_versus_specific_B.htm