

# Scheduling

## ✔ How many people do you need to hire?

Setting your ideal staff-to-patient ratio can be a challenge, but it is simpler to tackle this task if you start by determining how much space and equipment you need, and the specific therapy types you expect to offer most frequently. Once you have identified those factors, build your staffing schedule around them. Here is an example staff and services schedule to consider.



### Downloadable Schedule

Appointment Detail Report Immunology Clinic							
Appt Date & Time	Sched Loc	Sched Dept	Resource	Appt Type Comments	Duration	Encounter No.	Status
Patient: 56690 4/17/17 7:45 AM	OFFICE	INFUSION	Chair 1	INFUSION xolair	90	752860	Scheduled
Patient: 39100 4/17/17 8:00 AM	OFFICE	INFUSION	Chair 2	INFUSION 4/10/17 PA only good for xolair	60	756330	Scheduled
Patient: 26690 4/17/17 8:30 AM	OFFICE	INFUSION	Chair 3	INFUSION ivig 4/10/17 PA only good for GGL	240	769450	Scheduled
Patient: 12380 4/17/17 9:00 AM	OFFICE	INFUSION	Chair 2	INFUSION ivig 4/10/17 PA only good for GGL	300	765760	Scheduled
Patient: 15260 4/17/17 9:30 AM	OFFICE	INFUSION	Chair 1	INFUSION ivig and cuvritu teach	210	762780	Scheduled
Patient: 81320 4/17/17 10:00 AM	OFFICE	INFUSION	Chair 4	INFUSION remicade	150	764160	Scheduled
Patient: 51380 4/17/17 10:15 AM	OFFICE	INFUSION	Chair 5	INFUSION ivig	180	771180	Scheduled
Patient: 73600 4/17/17 10:30 AM	OFFICE	INFUSION	Chair 6	INFUSION benlysta ramp 3 of 3	120	763000	Scheduled
Patient: 16890 4/17/17 11:00 AM	OFFICE	INFUSION	Chair 7	INFUSION benlysta	90	761630	Scheduled
Patient: 76310 4/17/17 11:30 AM	OFFICE	INFUSION	Chair 8	INFUSION remicade	150	762440	Scheduled
Patient: 70040 4/17/17 12:30 PM	OFFICE	INFUSION	Chair 3	INFUSION ivig	210	763240	Scheduled
Patient: 61130 4/17/17	OFFICE	INFUSION	Chair 1	INFUSION	150	766470	Scheduled

## An Efficient Practice: Scheduling and Timing

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### Building Your Practice Schedule? 3 Essential Questions to Ask



*How long will each infusion take?*



*How long should you monitor each patient for, post-infusion?*



*Do you need a doctor or other advanced practice clinician onsite during the infusion?*

- ✔ Choosing to offer infusion services on specific days of the week (eg, Mondays and Fridays) can help you concentrate additional staffing needs on those days only. You might also consider designating a specific day (eg, Wednesdays) for infusion patients with complex diagnoses and/or multiple comorbidities, and scheduling additional support staff accordingly.
- ✔ Other points to consider.
  - Private practice clinicians typically schedule 18 patients per 8-hour clinical day. Of these 18 patients, 2-3 of them may need infusion services. Can you accommodate all 3 infusions on the same day?
  - If an infusion patient does not show, can you reallocate the infusion space for another purpose? That is, is the infusion chair located in an exam room?
  - Can you add walk-in or wait-listed patients in real time based on the no-show rate?
- ✔ If possible, use your existing EHR to schedule infusion appointments as a time- and labor-saving measure.

**Practice Pearl:** Consider having infusions run during your clinical downtime, such as when you and your staff are charting. That way, you are still available for patient consult and supervision should the need arise, but you are not taking time away from essential charting tasks.

**Reminder:** If your EHR and/or scheduling system allows it, assign a time signature to infusion resources (ie, an infusion chair) when booking patients. Be sure to build in time to establish the IV line and post-infusion monitoring time. You may also want to build in a cushion of time between patients to reduce unnecessary crowding of the infusion room(s).

## REFERENCE

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Managing an in-office infusion practice. *The Rheumatologist*. August 8, 2012. [📄](#) Accessed May 17, 2017