HCS Consulting
Helping PT Practices Thrive

Arrival Rate & Percent Capacity

These definitions are based on the concept that if a therapist has a hole in their schedule they have unproductive time and cannot save that time to use later. It uses the schedule at the start of the day as the base.

Cancel & No-Show Definition & Examples:

Cancel:
- Definition: Patient cancelled an appointment for today. If the patient calls any time other than the day of the appointment it is a delete, not a cancel. If they call the same day and reschedule it is still a cancel for today.
- Example 1: Patient calls at 6 pm on Wednesday to cancel their 7 am appointment for Thursday, the next day. This is a DELETE. You have an opportunity to replace that visit.
- Example 2: Patient calls after your office closed on Wednesday and left a message on your service or machine to cancel their 7 am appointment for Thursday, the next day. This is a CANCEL, since you did not have the opportunity to fill the slot that is now empty.

No-Show:
- Definition: Patient had an appointment but did not show and did not call prior to the scheduled time.

Calculating the Cancel + No-Show rate:
- This measures how many patients are missing their appointments
- Calculated at the end of the day
- Add the cancels and no-shows
- Divide the sum of cancels + no-shows by the total number of people scheduled
- Example
  - 100 patients scheduled when clinic opened
  - 9 cancels, 2 no-shows
  - 89 patients arrived & were treated
  - Cancel rate is 9% (9/100), No-show rate is 2% (2/100)
  - Combined cancel + no-show rate is 11% (11/100)

Calculating the Arrival Rate:
- This measures how many patients are actually arriving for care
- Calculated at the end of the day
- Count the number of patients seen
- Divide by the number of scheduled patients plus add-ons
  - 100 patients scheduled when clinic opened, plus 2 add-on patients during the day
  - 94 patients arrived & were treated (2 were an add-ons)
  - Arrival rate is 93% (94/102)

Calculating the Percent Capacity:
- This is completely separate and independent of the Arrival Rate or Cancel+No-Show Rate
- This is a measure of how well the schedule is being filled before the day starts
- Count the number of empty slots on the schedule when you start the day
  - Divide the number of filled slots by the number of potential slots
  - 120 slots are available for patient appointments
  - 8 slots were not filled (empty slots), 112 were filled (120-8=112)
  - Percent Capacity = 93% (112/120)