Returning patients: <Security wait> -> <Security, 2 minutes> -> <Registration Wait> -> <7 minutes registration> -> MA wait -> Medical assistant vital signs, 6 minutes-> Physician wait -> Physician meeting (20 minutes with high variability) -> Coordinator or pharmacy

New Patients: <Security wait> -> <Security, 2 minutes> -> <Registration Wait>-> <22 minutes registration> -> MA Wait -> Medical assistant vital signs, 6 minutes -> Physician wait -> Physician meeting (20 minutes with high variability) -> Coordinator or pharmacy

Coordinator Process: <Coordinator wait, indeterminate time> -> 7 minute process time -> pharmacy or exit

Pharmacy process: 11 minutes pharmacy presecription fills

Pharmacy Only: <Security wait> -> <Security, 2 minutes> -> <Registration Wait> -> Pharmacy Process

Call to key medical records should be done by medical assistant prior to physician seeing patient

New patients make up the majority of the patients