

Queue Log

Form | ACC-FRM-001

Document type	Form
Title	Queue Log
Document ID	{{facility.code}}-ACC-FRM-001
Version and status	1.1 Approved by the ASF Expert Committee
Prepared by	{{roles.quality_lead.name}}, Quality lead
Reviewed by	{{roles.clinical_director.name}}, Clinical director Date: _____
Approver and signature	{{roles.clinical_director.name}}, Clinical director Signature: _____ Date: _____
Effective date	{{document.effective_date}}
Next review	{{document.review_date}} (12 months, or sooner after any incident or change)
Replaces	None (new document)
Standards and criteria supported	Standard 2B, criterion 2B.2
Evidence basis	E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

Use this form when

Records arrival, call and seen times for each patient in the registration, triage or appointment queue.

1. How to complete

- Record the number, arrival time, call time and seen time for each patient.
- Note any urgent patient moved out of order and why.
- Sign the sheet at the end of each shift.

2. Items to check

#	Item	Standard or evidence	Yes	No	N/A	Action if No
1	Arrival time recorded for each number	Yes [EC]	☐	☐	☐	Action and who to tell
2	Call time recorded	Yes [EC]	☐	☐	☐	Action and who to tell
3	Seen time recorded	Yes [EC]	☐	☐	☐	Action and who to tell
4	Urgent moves out of order recorded with reason	Yes or N/A [EC]	☐	☐	☐	Action and who to tell
5	Board updated in the set interval	Yes [EC]	☐	☐	☐	Action and who to tell

Completed by (name and role): _____ Date/time: _____ Signature: _____

3. Evidence

ID	Source and status
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus.

4. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Approved by the ASF Expert Committee
1.1	{{document.effective_date}}	Internal quality review: corrected cross-references, status wording and document control	Approved by the ASF Expert Committee