Organisation name Site or unit		REGISTER Waiting time register	
Document ID	URG-REG-002	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Standards › **Standard 21** › **Registers and logs**

Register · URG-REG-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 21.4

1. Purpose

Records the waiting time from arrival to assessment for each patient, and the action taken when the standard is exceeded.

2. How to complete

- Record the arrival and assessment times.
- Compare the waiting time with the set standard.
- Record the action taken where the standard was exceeded.

3. Checks

Check	Entry
Arrival time and assessment time	Yes
Waiting time (minutes)	Yes
Within set standard (yes or no)	Yes
Action taken where exceeded	Yes

4. Evidence

Reference	Note
E-009	Based on the WHO Emergency triage, assessment and treatment (ETAT) manual (2005) and the WHO Emergency care systems for universal health coverage (2016).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

5. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

Planned course: Measuring and acting on waiting times. New course planned.

6. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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