



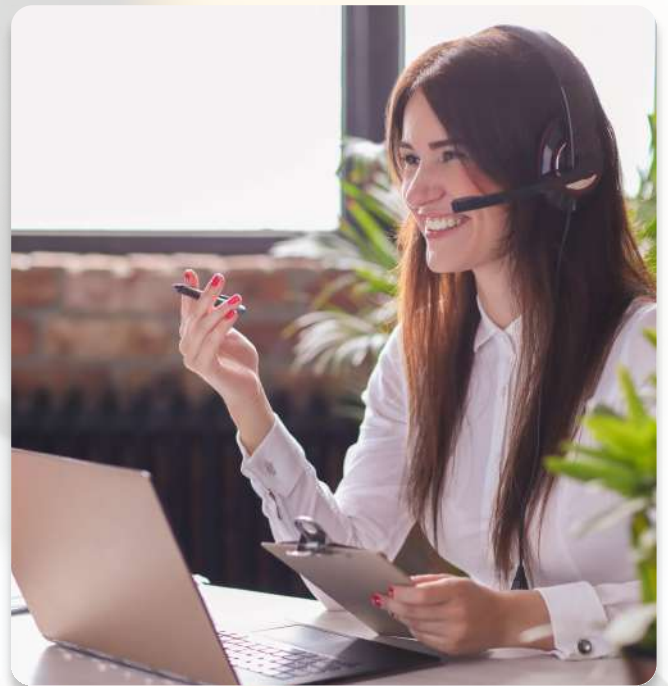
# AVERAGE HANDLING TIME

# 88%

Of Healthcare  
Appointments are  
scheduled by phone

## Phone remains the preferred appointment scheduling method for patients;

when patients call in to schedule appointments, they interact with healthcare staff who help them choose suitable dates and times. these conversations can be time-consuming, especially when specific preferences or questions enter the equation.



**Average Handle Time (AHT)** represents the average time an agent spends on a patient interaction, from when the patient initiates contact until the appointment is booked, the issue is resolved, or the conversation ends.

AHT is typically measured in minutes and seconds.

# PATIENT INTERACTION TAKES TIME

Understanding the factors that influence AHT is essential for optimizing patient interactions:

## 1. Appointment complexity

A simple radiology study or modality will take less time to schedule than a mammography or a computer tomography scan.

## 2. Call volume and staffing

Adequate staffing and resource allocation are essential to manage call volume effectively and maintain AHT within acceptable limits.

## 3. Technology and tools

The tools and technology available to agents can significantly impact AHT.

## 4. Questionnaires and phone tree systems

Well-structured questionnaires can guide patients and schedulers through interactions and help them resolve book appointments efficiently.

# AHT FORMULA

Talk time

+ Hold time

+ Follow up time

= Average handling time

# HOW TO CALCULATE AVERAGE HANDLING TIME (AHT)?

## Step 1: Determine the time period

Start by selecting the time period you want to calculate AHT. This could be an hour, a day, a week, or any other relevant time frame.

## Step 2: Total talk time

Total Talk Time is when an agent communicates with a customer during a call. It does not include hold time or time spent on post-call work.

## Step 3: Total hold time

Total Hold Time is a customer is cumulative time on hold during a call. This time should be added to the Total Talk Time.

## Step 4: Total after-call work

After-call work Time is the time agents spend on tasks related to the call after it has ended. This may include logging the call, updating records, or preparing for the next call.

## Step 5: Calculate AHT

To calculate AHT, simply add the Total Talk Time, Total Hold Time, and Total After-Call Work Time together and then divide by the number of calls handled during the chosen time period:

$$\text{AHT} = (\text{TT} + \text{HT} + \text{ACW}) / \text{Number of Calls Handled}$$

## Example AHT calculation:

- Total Talk Time (TT) for the hour: 800 minutes
- Total Hold Time (HT) for the hour: 150 minutes
- Total After-Call Work (ACW) Time for the hour: 50 minutes
- Number of Calls Handled during the hour: 40

Now, plug these values into the AHT formula:

$$\text{AHT} = (800 + 150 + 50) / 40 \quad \text{AHT} = (1000) / 40 \quad \text{AHT} = 25 \text{ minutes per call}$$

In this example, the Average Handling Time for calls during that specific hour is 25 minutes per call.

# WHAT IS CONSIDERED A GOOD AVERAGE HANDLING TIME?

A lower AHT indicates that calls are being handled more efficiently, which can be positive. However, it's essential to strike a balance between efficiency and quality of service. Extremely low AHT may imply rushed interactions and unsatisfactory patient experiences.

Monitoring AHT regularly and using it with other metrics helps maintain the right balance in call center operations.

**3 minutes  
and 28  
second  
is the average  
call handle  
time for  
healthcare**

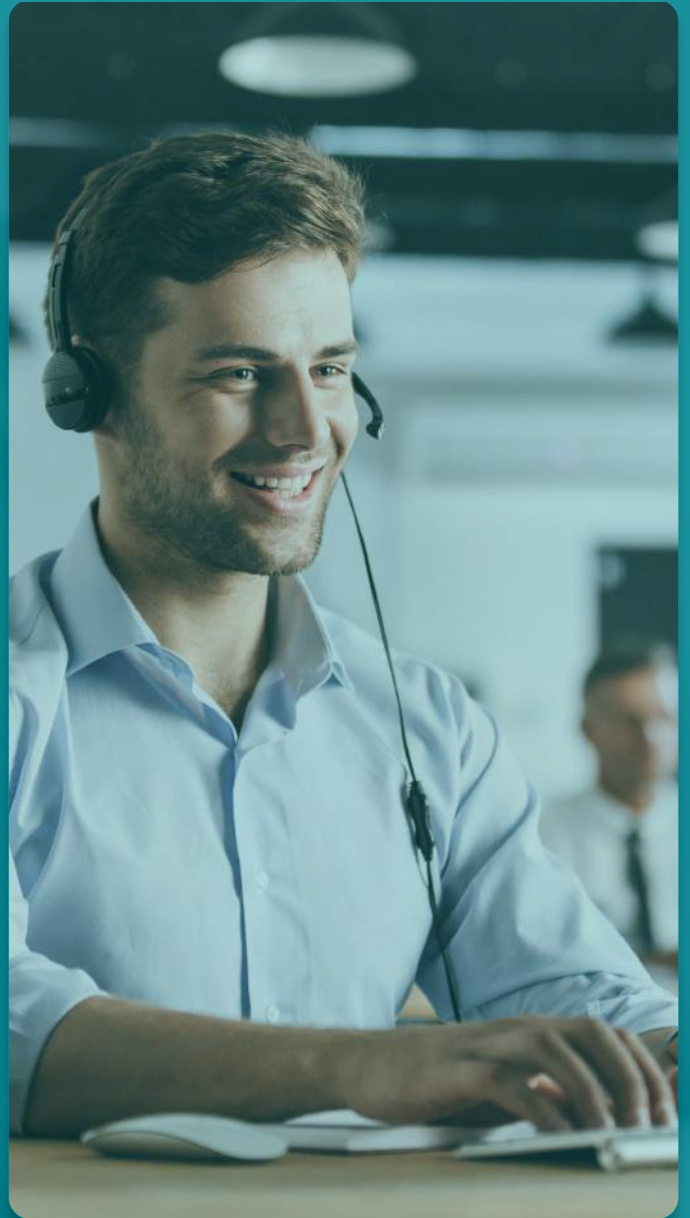
## HOW TO REDUCE AVERAGE HANDLING TIME

- Audit your current processes
- Implement Automation
- Standardize Procedures
- Train your staff
- Implement Knowledge Bases
- Establish an optimized call Routing and Queuing system
- Use real-time analytics
- Monitor Performance
- Identify Trend
- Optimize Phone-tree

# ADDITIONAL ANALYTICS TO MEASURE EFFECTIVE AVERAGE HANDLING TIME

Let's explore several additional metrics that can help you gain deeper insights into your Healthcare Center's Average Handling Time (AHT) and ultimately enhance your patient support performance.

1. First Call Resolution (FCR) Rate
2. Average Wait Time
3. Average Call Queue Length
4. Cost Per Call
5. Customer Satisfaction Score (CSAT)
6. Net Promoter Score (NPS)
7. Customer Survey Responses
8. Number of Missed Calls
9. Total Call Volume



# YOUR CHECKLIST TO REDUCE AHT WITHOUT SACRIFICING QUALITY IN YOUR HEALTHCARE CENTER

## ✓ Evaluate current workflows to identify bottlenecks and inefficiencies

- Collaborate with staff to gather insights and suggestions for improvement.
- Implement process improvements to streamline tasks and reduce unnecessary steps.

## ✓ Staff Training and Development

- Provide ongoing training to healthcare professionals and support staff.
- Ensure staff is proficient in using healthcare management software and tools.
- Foster a culture of continuous learning and improvement.

## ✓ Standardized Documentation

- Implement standardized templates and forms to reduce documentation time.
- Ensure accurate and concise documentation practices to avoid errors and rework.

## ✓ Patient Education and Engagement

- Educate patients about the importance of preparedness for appointments.
- Encourage patients to bring relevant documents and information to appointments.

## ✓ Appointment Scheduling and Management

- Optimize scheduling practices to minimize wait times.
- Utilize reminder systems to reduce no-shows and late arrivals.

## ✓ Data Analysis and Performance Metrics

- Monitor and analyze key performance indicators (KPIs) related to handling time.
- Use data-driven insights to make informed decisions and improvements.

## ✓ Benchmarking and Best Practices

- Research and adopt best practices from other successful healthcare centers.

## ✓ Flexibility and Adaptability

- Be open to adjusting processes as healthcare needs evolve.



Have any questions?

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