PHONE CALL TRACKING SHEET



Name:	_ Date:	Phone extension:					
Instructions: Draw a slash mark " " for each inbound phone call. Draw a slash mark with a dot " " for each call that you can determine is a return call.							

	TYPE OF CALL									
TIME	Prescriptions	Scheduling	Billing	Referrals	Test Results	Nurse/ Physician	Other	# OF CALLS		
8 to 9										
9 to 10										
10 to 11										
11 to 12										
12 to 1										
1 to 2										
2 to 3										
3 to 4										
4 to 5										
# OF CALLS										
# OF REPEAT CALLS										
% REPEAT CALLS										

