Appendix A: Example of Wait Time Calculation*

Type of Appointment	July				August				
	Station 1		*Station 2*		*Station 1*		*Station 2*		
	# of appointments	Wait in days	# of appointments	Wait in days	# of appointments	Wait in days	# of appointments	Wait in days	Overall proportion of appointments
Primary Care	9	20.8	6	36.5	9	15.2	7	34.2	0.42
Psychology	2	35.5	6	33.2	6	20.9	7	37.5	0.28
Optometry	9	25.5	6	27.4	3	23.8	4	28.4	0.30
Wait Time Calculation	(0.42*20.8)+ (0.28*35.5)+ (0.30*25.5)=	26.33	(0.42*36.5)+ (0.28*33.2)+ (0.30*27.5)=	32.88	(0.42*15.2)+ (0.28*20.9)+ (0.30*23.8)=	19.38	(0.42*34.2)+ (0.28*37.5)+ (0.30*28.4)=	33.38	

*Suppose there were only three appointment types: 1) primary care visits, 2) psychology and 3) optometry for two parent stations. The total number of appointments in July and August is 74. Overall, 42% of the appointments were in primary care, 28% were in psychology and 30% were in optometry, even though these proportions actually differ by individual station (e.g. the proportions are 45% for primary care and optometry and 10% for psychology for station 1 in July). The wait time for station 1 in July is: (0.42*20.8) + (0.28*35.5) + (0.30*25.5)=26.33 days. Similarly, the wait time for station 2 in August is: (0.42*34.2) + (0.28*37.5) + (0.30*28.4) =33.38.