At the Doctor's
Activity Scenario & Rules

The *Doctor Down the Block* doctor's office has recently had some patient complaints about long wait times. They don't want to lose any of their patients, so they have decided to bring you in to try to fix the problem.

The first step is to see how the office is running now. The patients feel uncomfortable with new people in the office, so the doctors have asked that you use a simulation.

Four types of people (entities) can be found at the office:

1. **Patients**: Each patient receives a card with his/her medical condition on it, including symptoms. The arrival time is listed on the card, as well as the MINIMUM time the patient must visit with the doctor.
2. **Timekeeper:** This person watches the clock all day. The timekeeper tells the patients when it is time for them to check in with the nurse.
3. **Nurse:** The office has one nurse. The nurse checks people in when they arrive, and decides which patient will be seen next by the physician. At one-minute intervals, the nurse records a count of the number of people waiting and tallies the total number of patients that have been seen by the doctor.
4. **Physician:** Currently, the office has one physician working per day, with one exam room for seeing patients.

The office currently has a large waiting room and one exam room. A patient arrives into the waiting room, and check in with the nurse. Then s/he takes a seat, and waits for the nurse to call him/her to the exam room.

Once you understand how a typical day works at the *Doctor Down the Block*, you can test how to improve the functioning of the office using your simulation. However, the doctors do not have a lot of money to pay for your time, so only one improvement can be made. The doctors have narrowed the choices to the following list:

A. The office can build another exam room so two physicians can work each day.
B. The office can hire another nurse.
C. The office can set up a "fast track," to allow patients with common colds or the flu to be seen in half the time.

Each group will select one of these choices and simulate it.

Good Luck!