

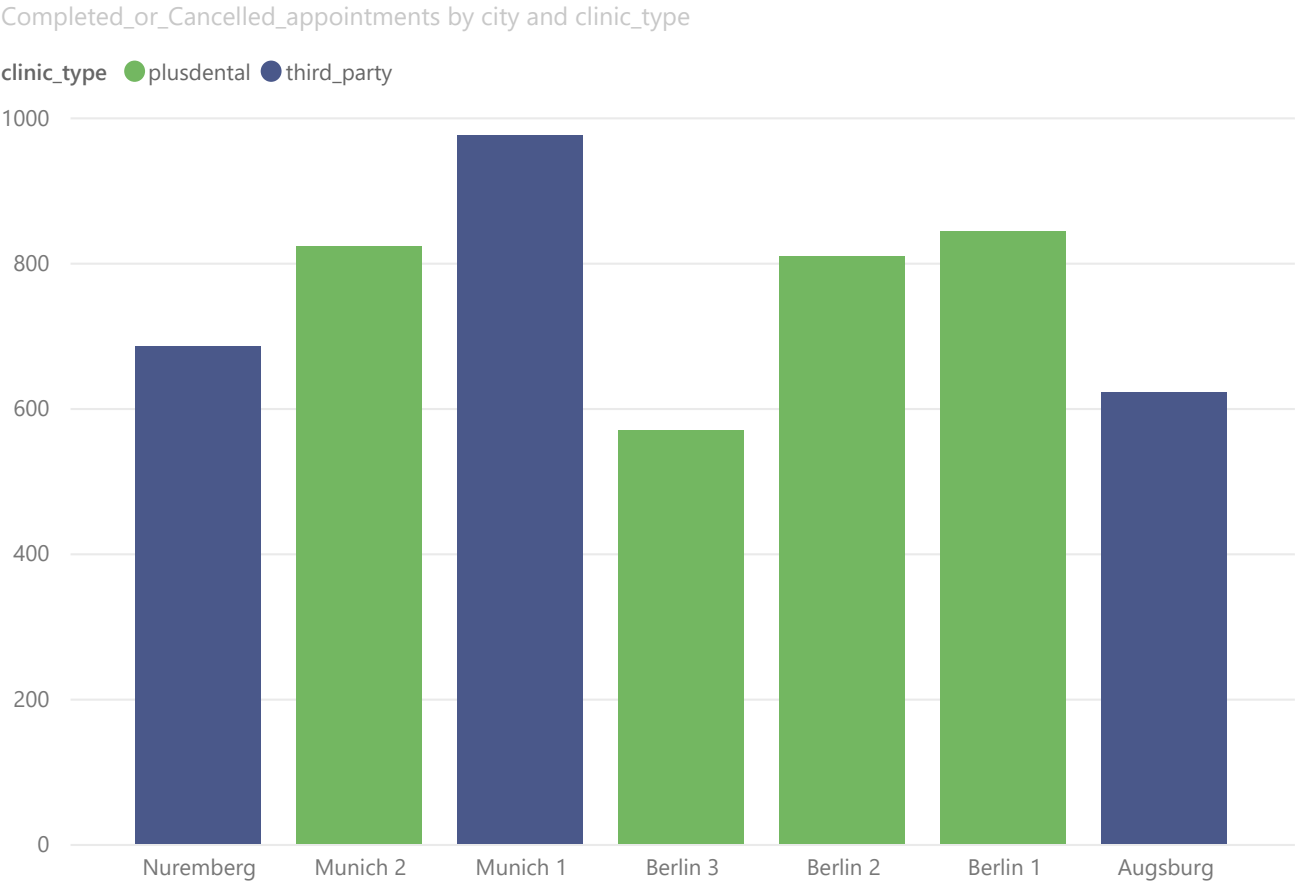
7

Total Clinics Running

Total Completed\_or\_Cancelled\_appointments was higher for plusdental (3042) than third\_party (2281).

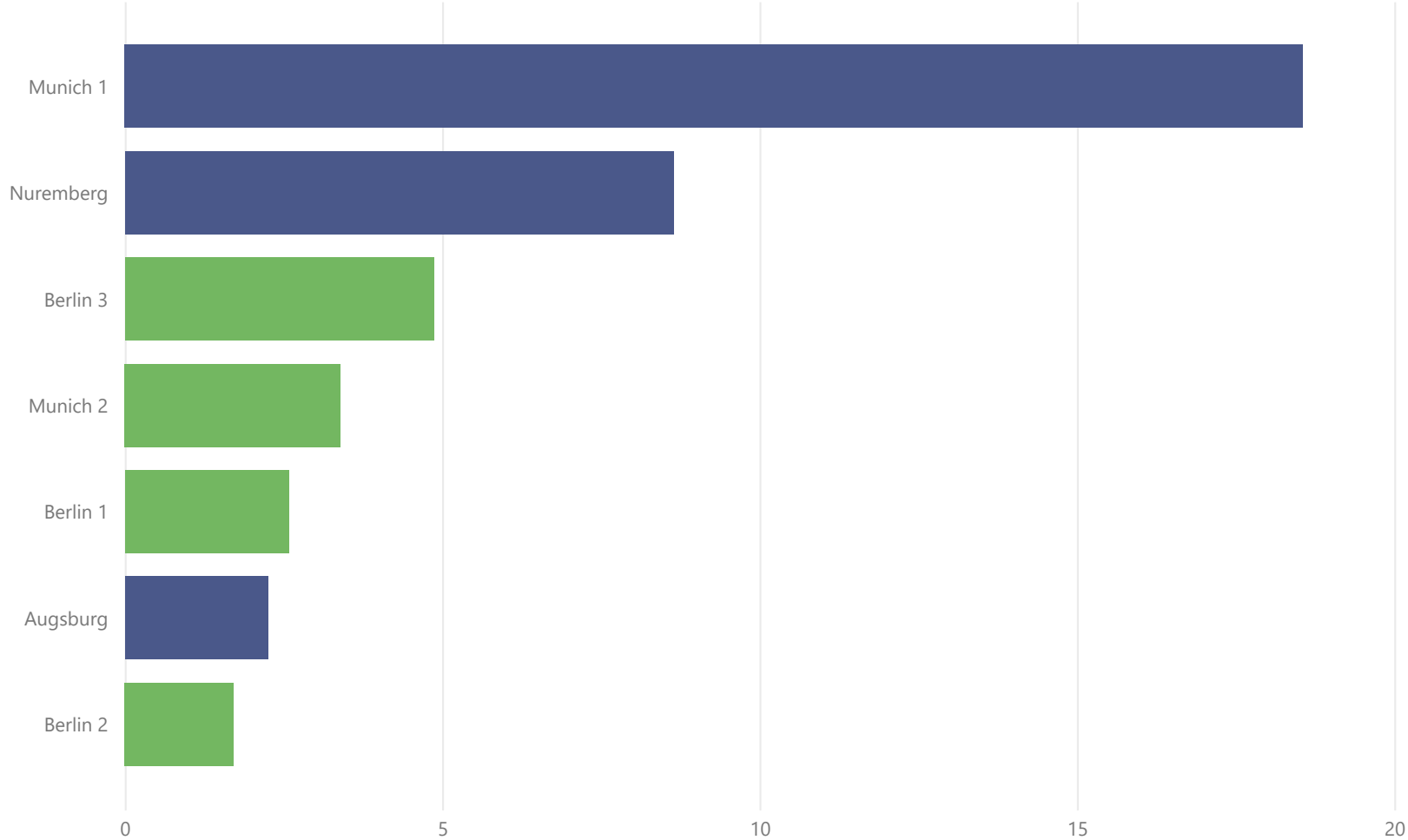
Munich 1 in clinic\_type made up 18.32% of Completed\_or\_Cancelled\_appointments. It accounts for 42% of traffic among Third party clinics.

Berlin 3 perfoms worst with only 10% of traffic. It has lowest (72%) capacity rate. and highest cancellation rate(4.8)% among plusdental clinics.



cancellelation\_rate by city and clinic\_type

clinic\_type ● plusdental ● third\_party



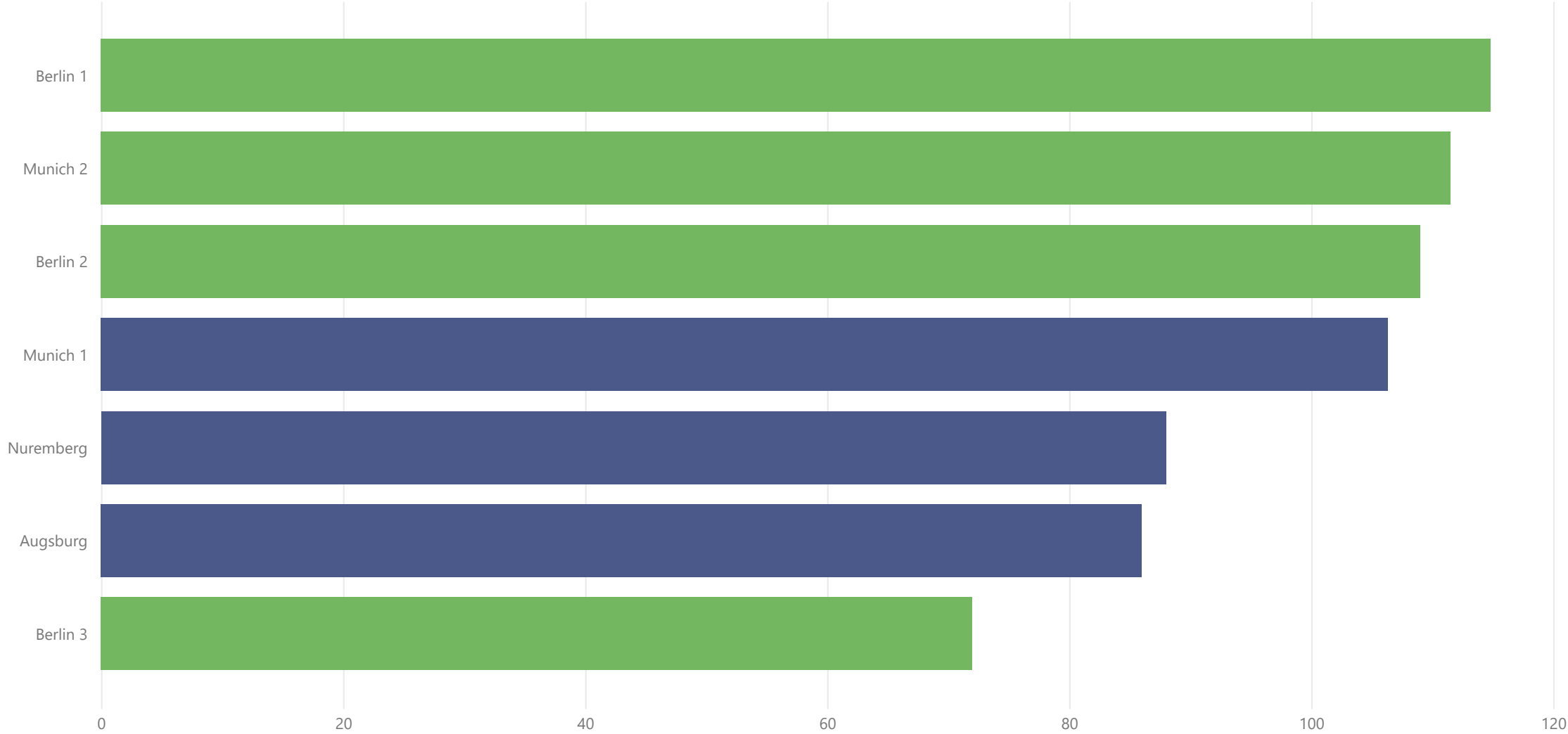
Average cancellelation\_rate was higher for third\_party (9.82) than plusdental (3.14).

Total cancellelation\_rate was higher for third\_party (29.46) than plusdental (12.57).

Munich 1 in Third patry clinic\_type mape up 44.16% of cancellelation\_rate.

capacity\_rate by city and clinic\_type

clinic\_type ● plusdental ● third\_party



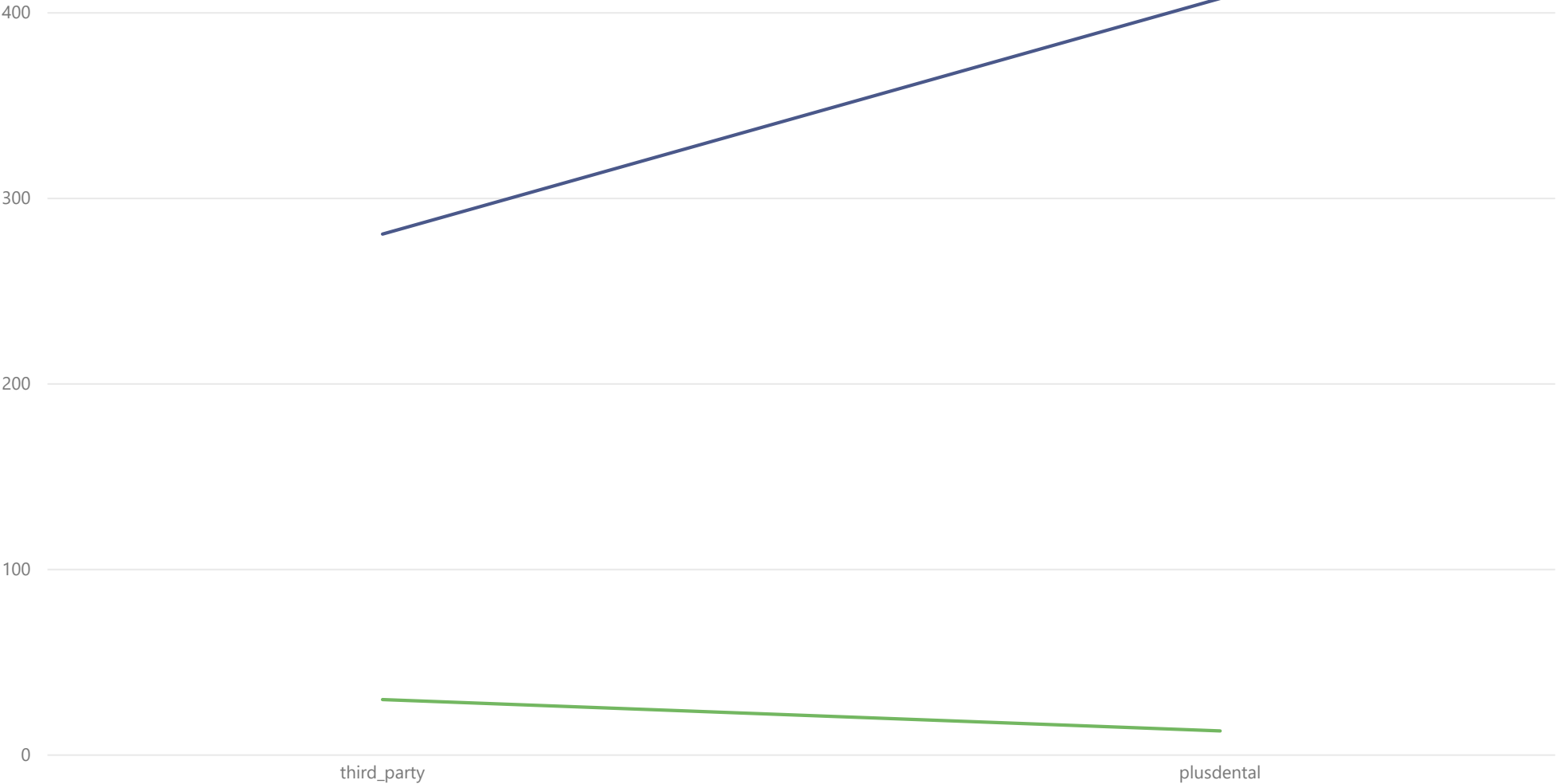
Average capacity\_rate was higher for plusdental (101.83) than third\_party (93.44).

Total capacity\_rate was higher for plusdental (407.33) than third\_party (280.33).

Berlin 1 in clinic\_type made up 16.70% of capacity\_rate.

cancellelation\_rate and capacity\_rate by clinic\_type

● cancellelation\_rate ● capacity\_rate



cancellelation\_rate and total capacity\_rate are negatively correlated with each other.

third\_party accounted for 70.09% of cancellelation\_rate.

third\_party had 29.46 cancellelation\_rate and 280.33 capacity\_rate. plusdental had 12.57 cancellelation\_rate and 407.33 capacity\_rate.

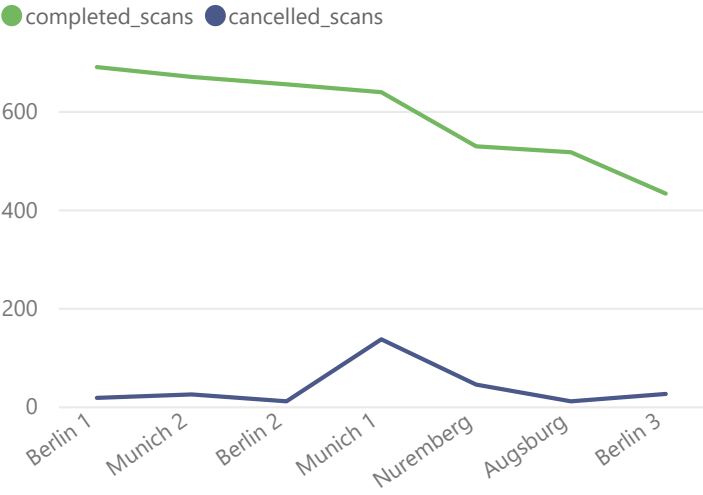
completed\_refinement and cancelled\_refinement by clinic\_type



plusdental accounted for 59.23% of completed\_scans.

third\_party had 1682 completed\_scans and 190 cancelled\_scans. plusdental had 2444 completed\_scans and 76 cancelled\_scans.

completed\_scans and cancelled\_scans by city



At 689, Berlin 1 had the highest completed\_scans and was 59.49% higher than Berlin 3, which had the lowest completed\_scans at 432.

Berlin 1 accounted for 16.70% of completed\_scans.

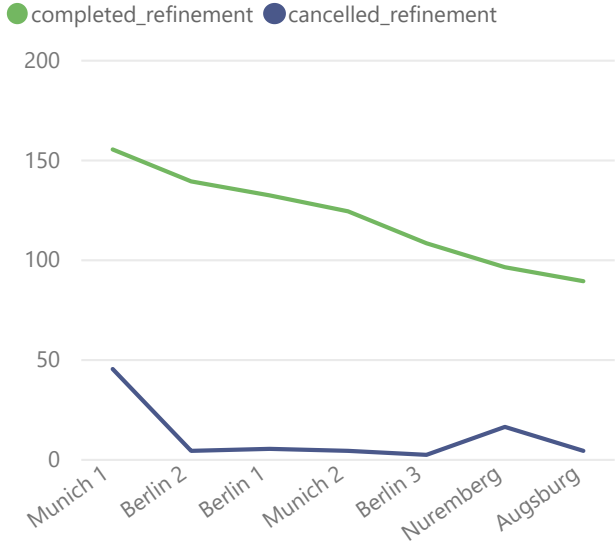
Across all 7 city, completed\_scans ranged from 432 to 689 and cancelled\_scans ranged from 10 to 136.

At 155, Munich 1 had the highest completed\_refinement and was 74.16% higher than Augsburg, which had the lowest completed\_refinement at 89.

Munich 1 accounted for 18.39% of completed\_refinement.

Across all 7 city, completed\_refinement ranged from 89 to 155 and cancelled\_refinement ranged from 2 to 45.

completed\_refinement and cancelled\_refinement by ...



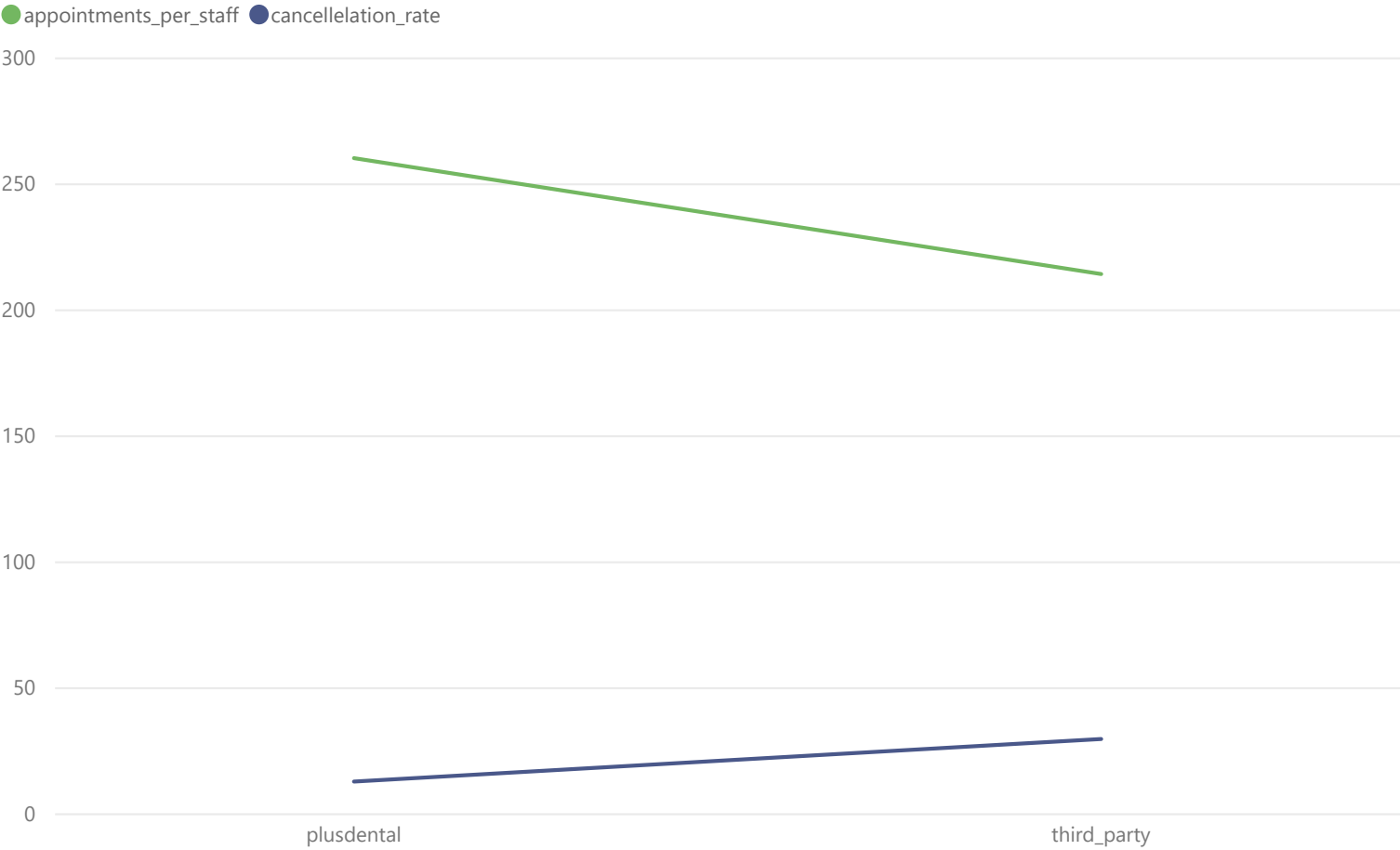
plusdental accounted for 59.67% of completed\_refinement.

third\_party had 340 completed\_refinement and 65 cancelled\_refinement. plusdental had 503 completed\_refinement and 15 cancelled\_refinement.

completed\_scans and cancelled\_scans by clinic\_type



appointments\_per\_staff and cancellelation\_rate by clinic\_type



Plan of action-

Increase capacity of the clinics to decrease the cancellation rates.

Increase number of Plusdental clinics

At 86, Augsburg had the highest appointments\_per\_staff and was 53.57% higher than Munich 2, which had the lowest appointments\_per\_staff at 56.

Augsburg accounted for 18.14% of appointments\_per\_staff.

Across all 7 city, appointments\_per\_staff ranged from 56 to 86 and cancellelation\_rate ranged from 1.71 to 18.56.

appointments\_per\_staff and total cancellelation\_rate are negatively correlated with each other.

plusdental accounted for 54.85% of appointments\_per\_staff.

third\_party had 214 appointments\_per\_staff and 29.46 cancellelation\_rate. plusdental had 260 appointments\_per\_staff and 12.57 cancellelation\_rate.