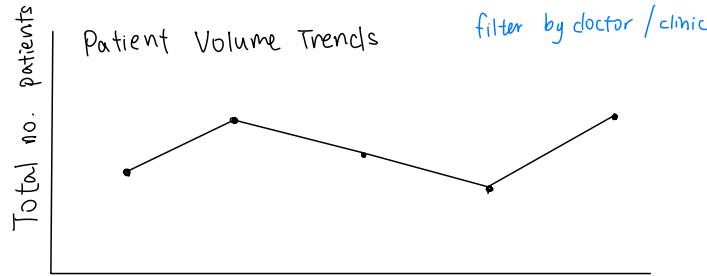
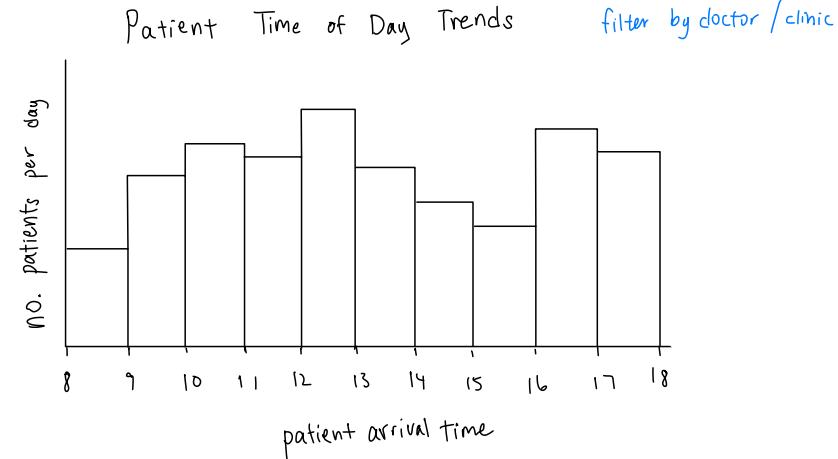


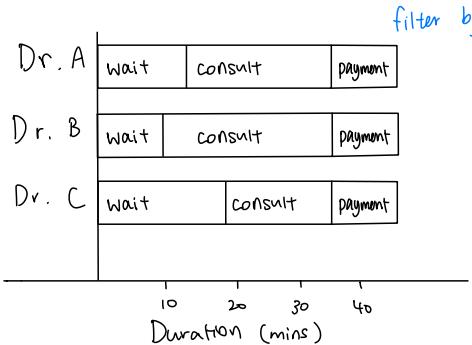
Clinic manager



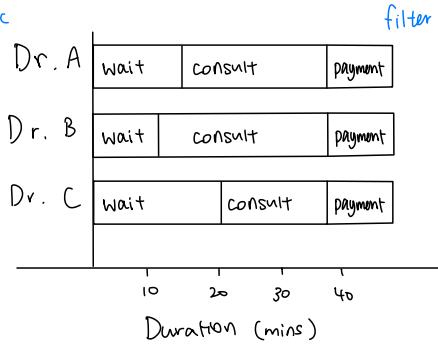
Yesterday / Last 7 days / Weekly / Monthly / Yearly
 Jun 20-20 / May 29, Jun 5, Jun 12 ... Feb, Mar, Apr, May, Jun 2020, 2021, 2022, 2023



Old Patients' avg. time in clinic

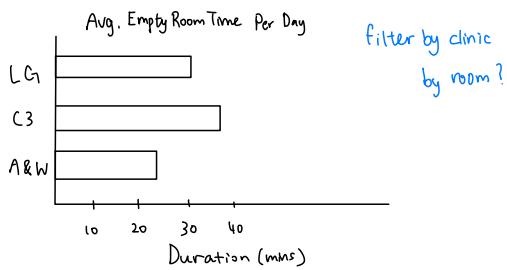


New Patients' avg. time in clinic



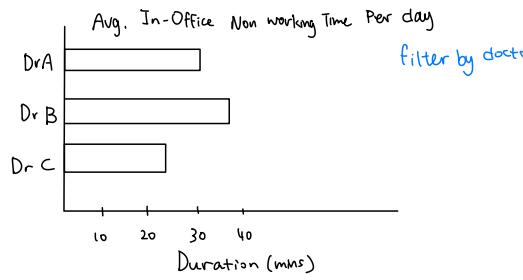
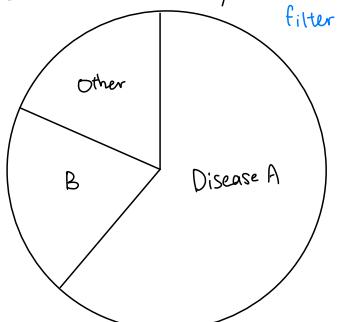
Patients' Total time in Clinic

Doctor Name	Avg.	Min	Max
Dr. A	30	15	34
Dr. B	50	25	65
Dr. C	25	10	40

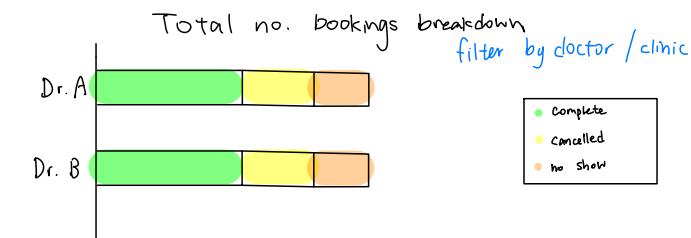
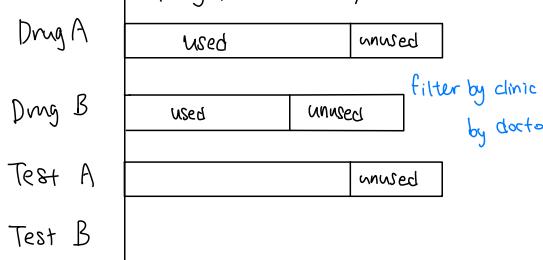


Common Diseases/Conditions

filter by clinic by doctor

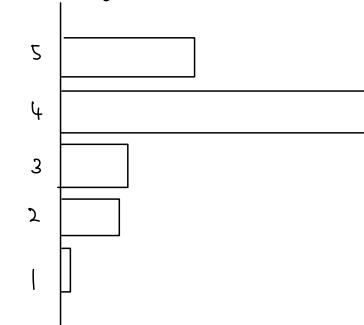


Drugs/ Treatments / Tests Used



no. bookings

Overall Satisfaction



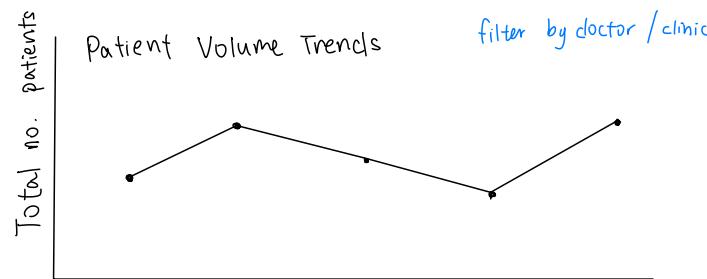
Avg. Rating:

4.2

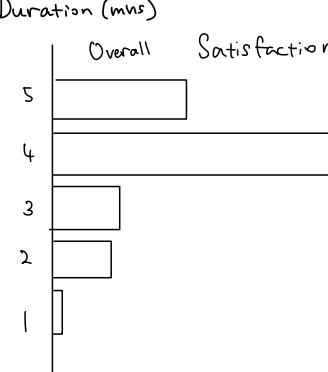
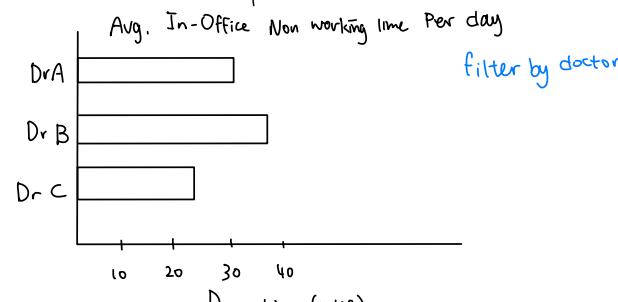
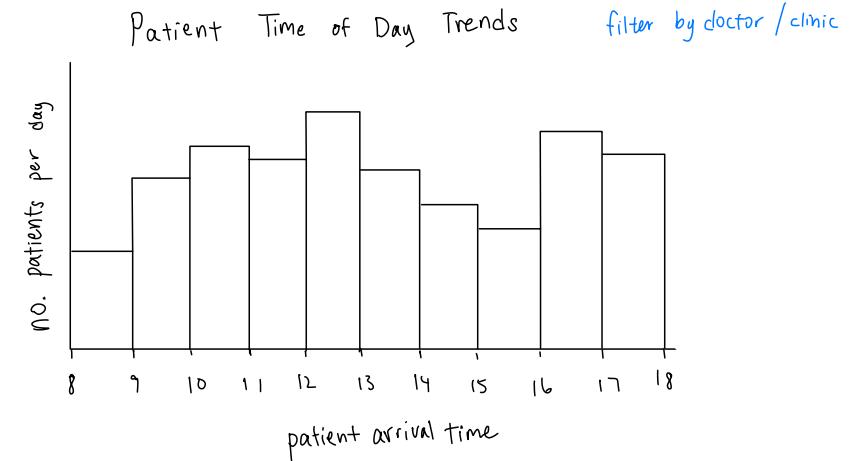
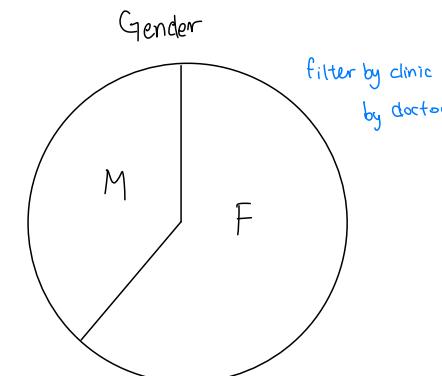
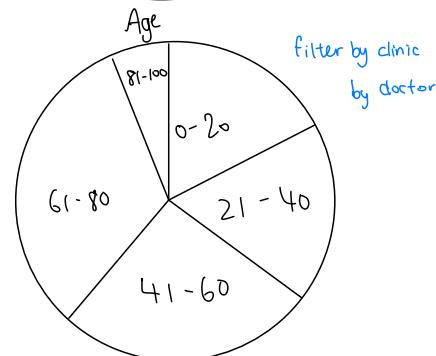
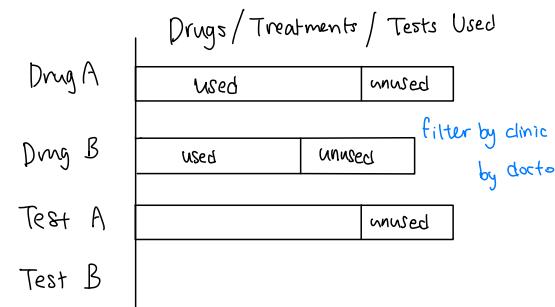
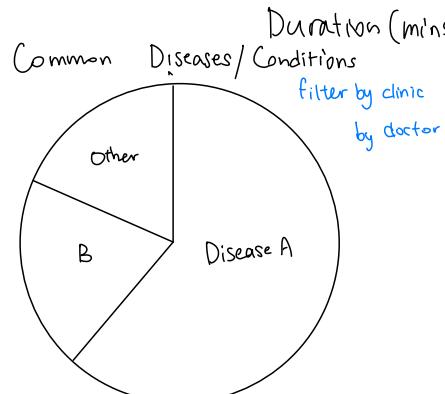
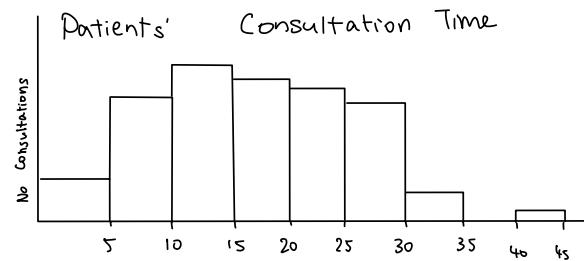
Top 3 Common Problems

- wait time
- clinic environment
- customer service

Doctors/Practitioners



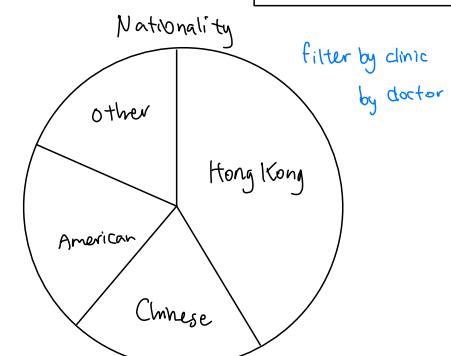
Yesterday / Last 7 days / Weekly / Monthly / Yearly
 Jun 20-29 / May 29, Jun 5, Jun 12 ... Feb, Mar, Apr, May, Jun / 2020, 2021, 2022, 2023



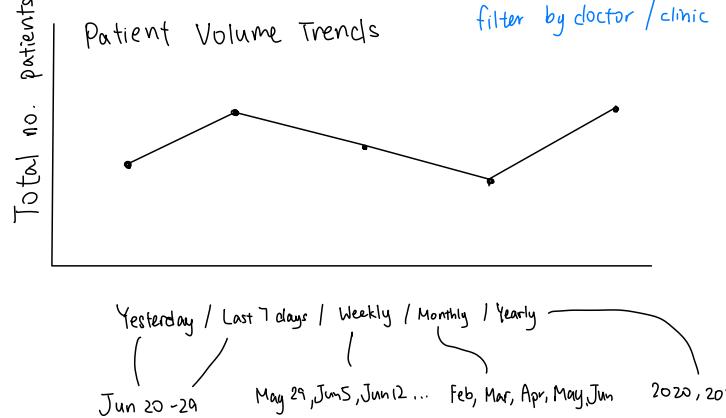
Avg. Rating: 4.2

Top 3 Common Problems

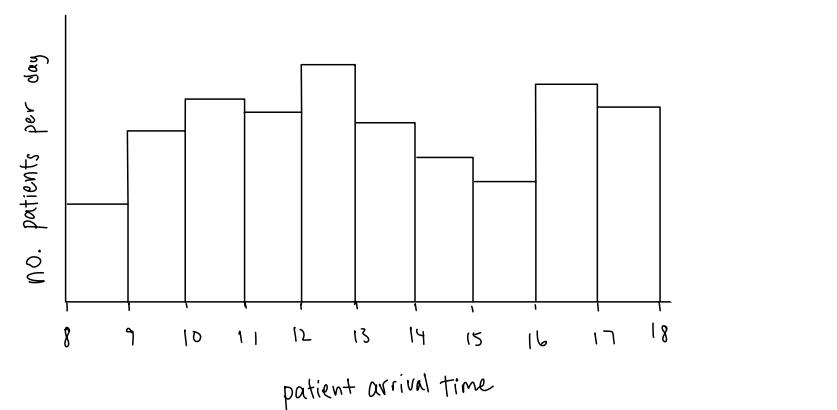
- wait time
- clinic environment
- customer service



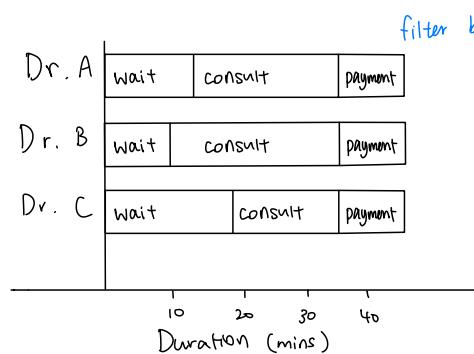
Manager



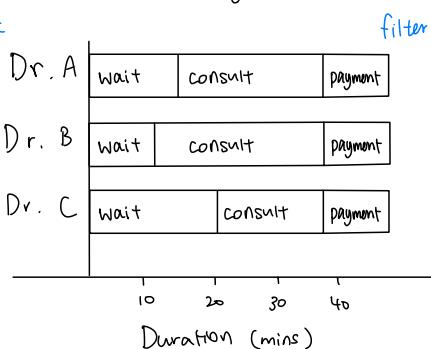
Patient Time of Day Trends



Old Patients' avg. time in clinic



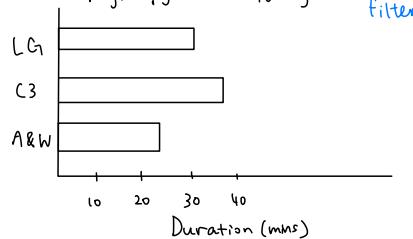
New Patients' avg. time in clinic



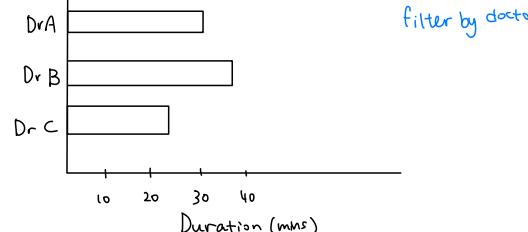
Patients' Total time in Clinic

Doctor Name	Avg.	Min	Max
Dr. A	30	15	34
Dr. B	50	25	65
Dr. C	25	10	40

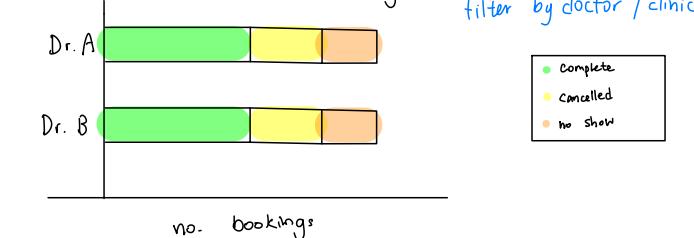
Avg. Empty Room Time Per Day

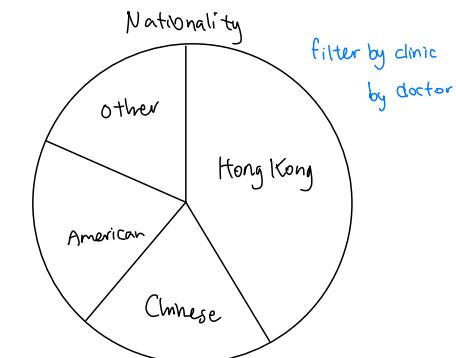
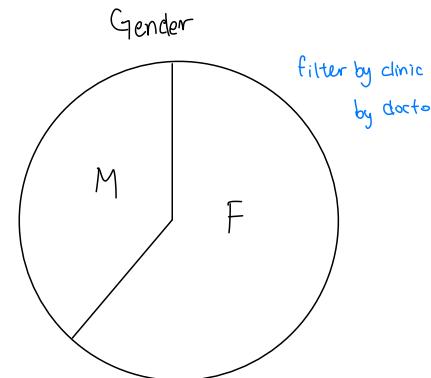
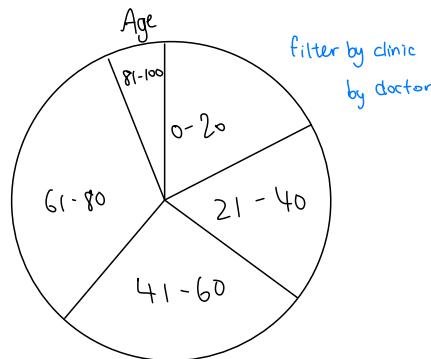
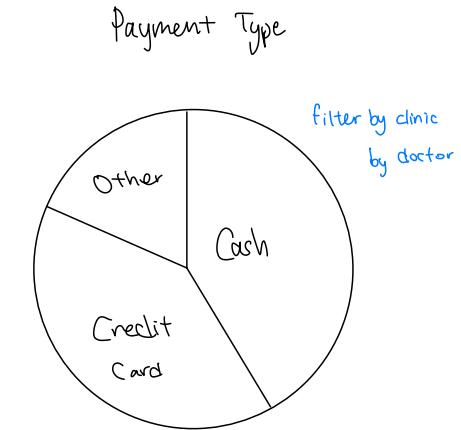
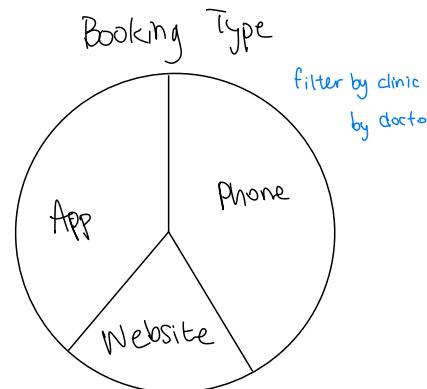
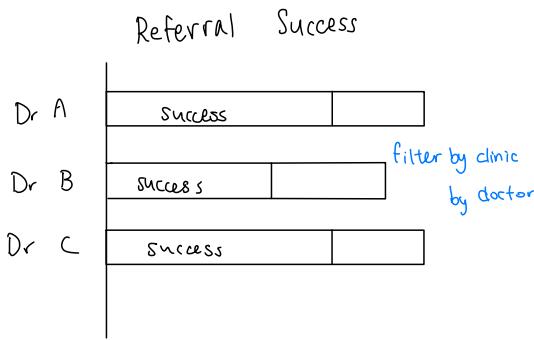
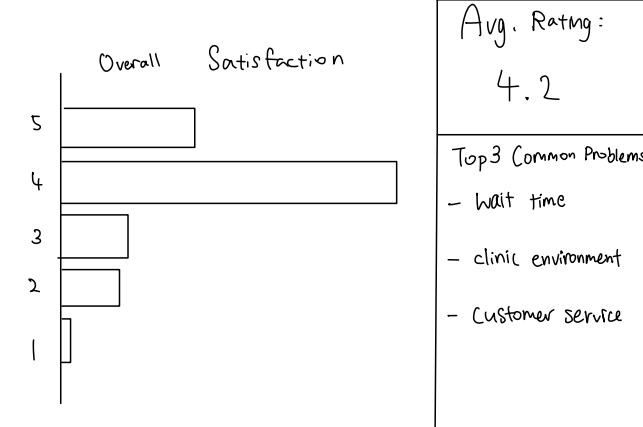
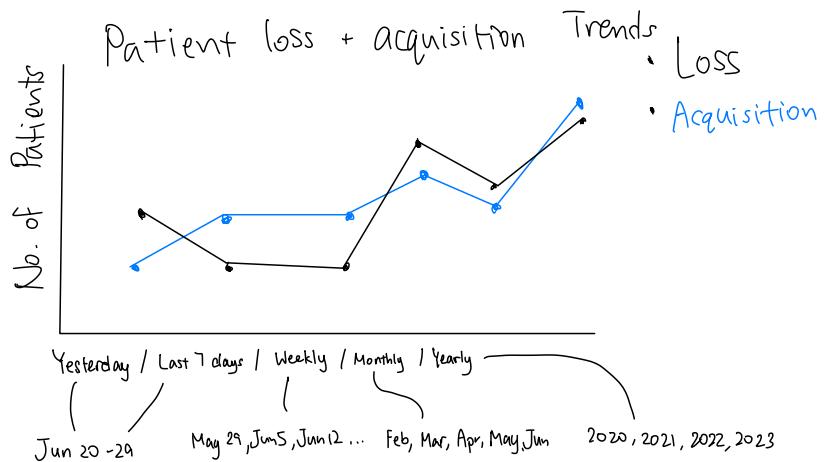


Avg. In-Office Non working Time Per day



Total no. bookings breakdown





Completed
Bookings

18

Cancelled
Bookings

1

No Show
Bookings

2

Total No.
Bookings

21

Doctor View

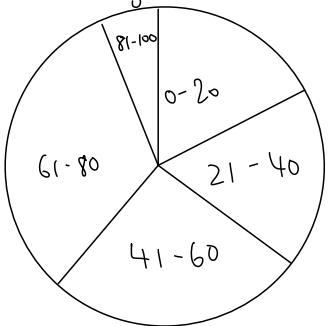
Current Doctor

▽

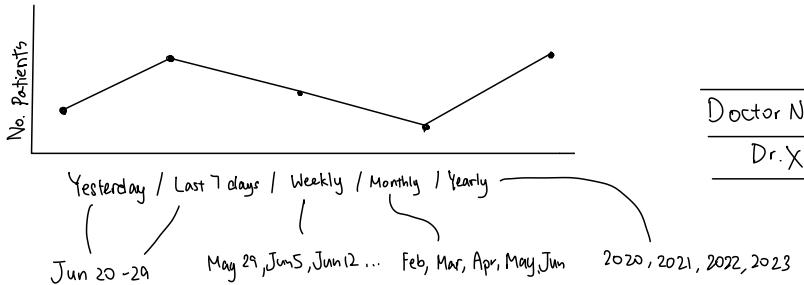
Current Clinic

▽

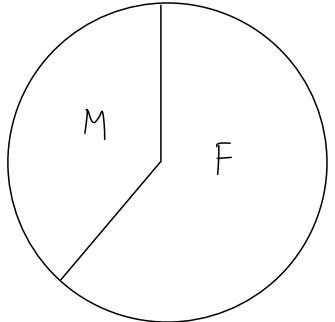

Age



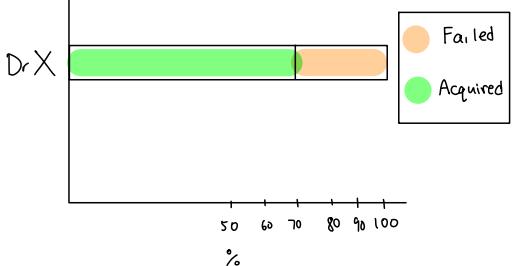
Patient Volume Trends



Gender



Referrals



Yearly Quarterly Monthly Weekly Last 7 days Yesterday

Patients' Wait Time (mins)

Doctor Name	Old Patients			New Patients		
	Avg	Min	Max	Avg	Min	Max
Dr. X	7	1	20	20	12	36

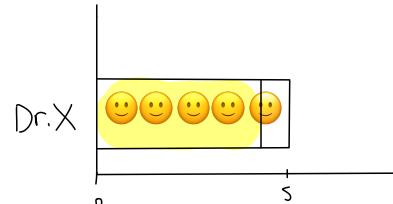
Consultation Time (mins)

Doctor Name	Old patients			new patients		
	Avg.	Min	Max	Avg.	Min	Max
Dr. X	30	15	34	36	20	60

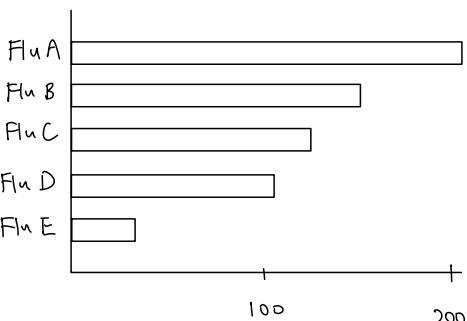
Avg. Rating:
4.2

Top 3 Common Problems

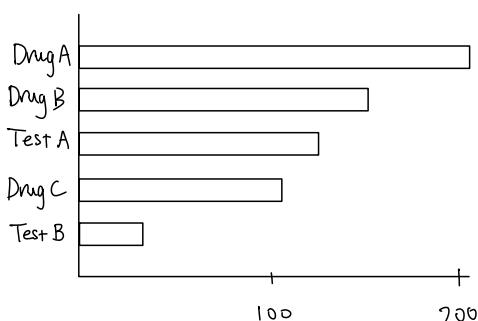
- wait time
- clinic environment
- customer service



Most Common Diseases/Conditions



Most Common Drugs / Treatments / Tests



Completed
Bookings

36

Cancelled
Bookings

4

No Show
Bookings

3

Total No.
Bookings

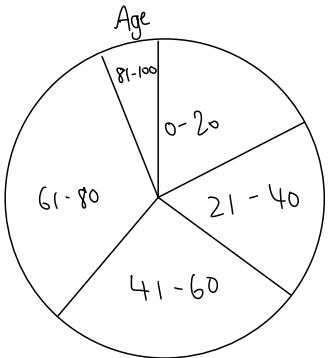
43

Current Doctor

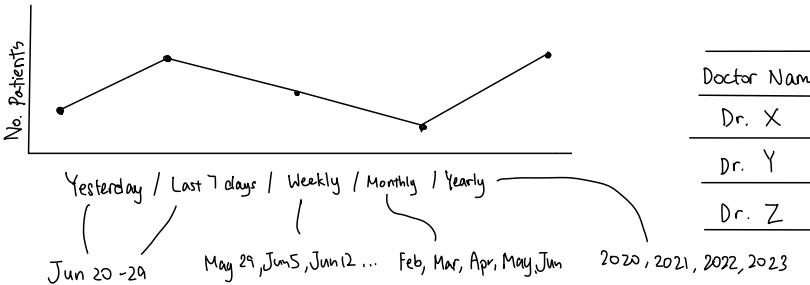
Multiple Doctors ▽

Current Clinic

LG ▽



Patient Volume Trends



Patients' Wait Time (mins)

Old patients new patients

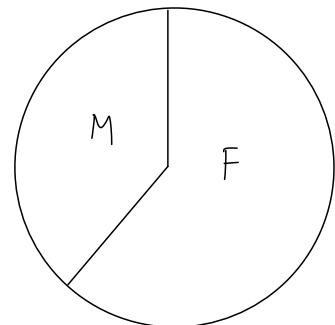
Doctor Name	Avg.	Min	Max	Avg.	Min	Max
Dr. X						
Dr. Y						
Dr. Z						

Consultation Time (mins)

Old patients new patients

Doctor Name	Avg.	Min	Max	Avg.	Min	Max
Dr. X						
Dr. Y						
Dr. Z						

Gender

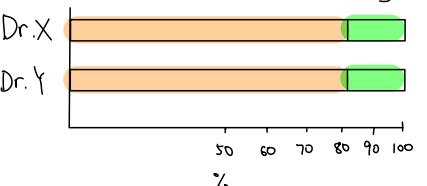


Payment Time (mins)

Old patients new patients

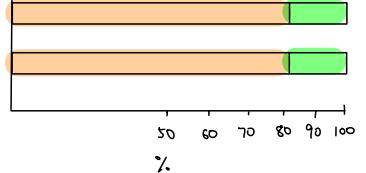
Doctor Name	Avg.	Min	Max	Avg.	Min	Max
Dr. X						
Dr. Y						
Dr. Z						

Doctors' In-office Availability



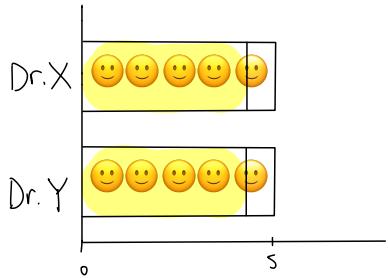
- Busy
- Available

Room A



Room B

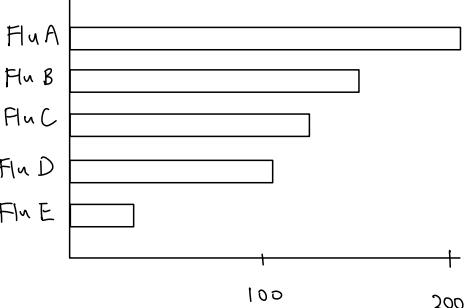
- Busy
- Available



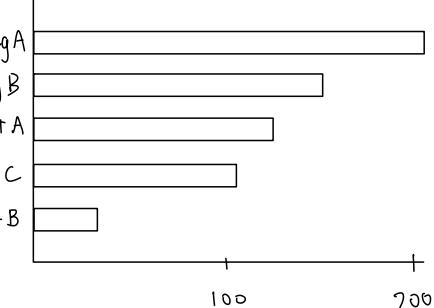
Avg. Rating:
4.2
Top 3 Common Problems:
- wait time
- clinic environment
- customer service

Yearly Monthly Weekly Last 7 days Yesterday

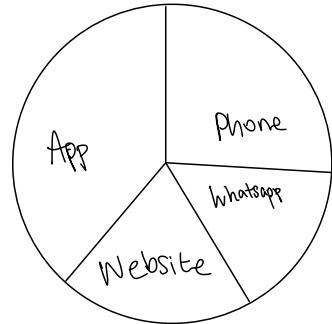
Most Common Diseases/Conditions



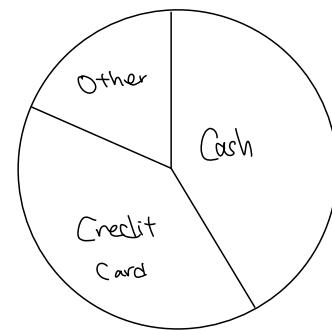
Most Common Drugs / Treatments / Tests



Booking Type



Payment Type



Completed
Bookings

106

Cancelled
Bookings

9

No Show
Bookings

5

Total No.
Bookings

122

Management View

Current Doctor

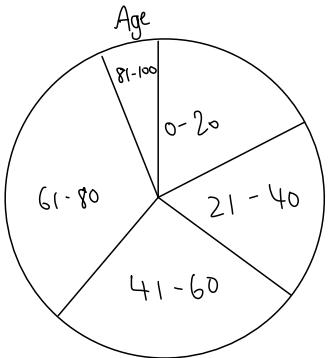
Multiple Doctors ▽

Current Clinic

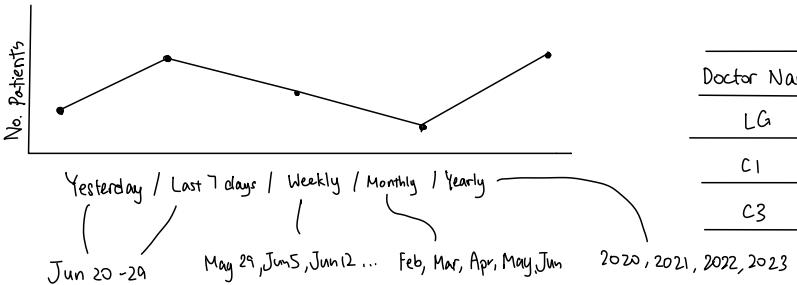
Multiple Clinics ▽

Current Speciality

All ▽



Patient Volume Trends



Patients' Wait Time (mins)

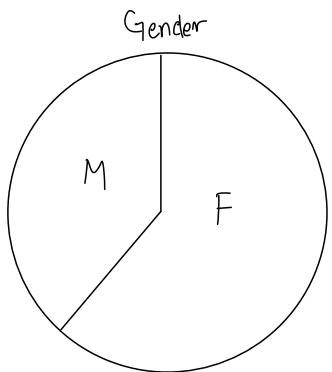
Old patients new patients

Doctor Name	Avg.	Min	Max	Avg.	Min	Max
LG						
C1						
C3						

Consultation Time (mins)

Old patients new patients

Doctor Name	Avg.	Min	Max	Avg.	Min	Max
LG						
C1						
C3						

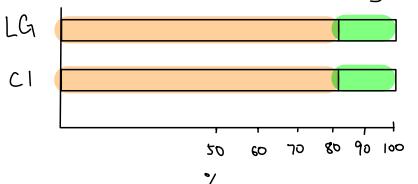


Payment Time (mins)

Old patients new patients

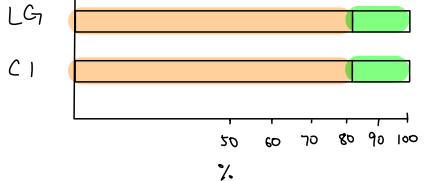
Doctor Name	Avg.	Min	Max	Avg.	Min	Max
LG						
C1						
C3						

Doctors' In-office Availability

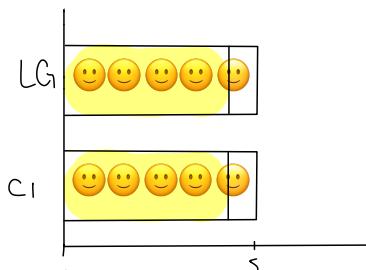


- Busy
- Available

Room Availability



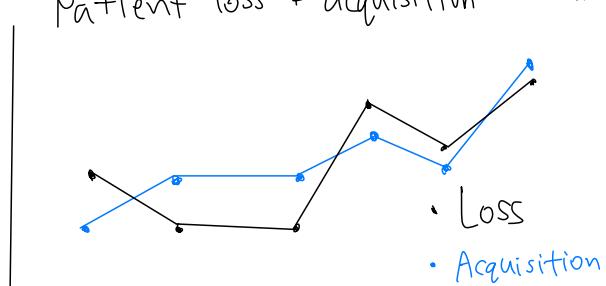
- Busy
- Available

Avg. Rating:
4.2

Top 3 Common Problems

- wait time
- clinic environment
- customer service

No. of Patients

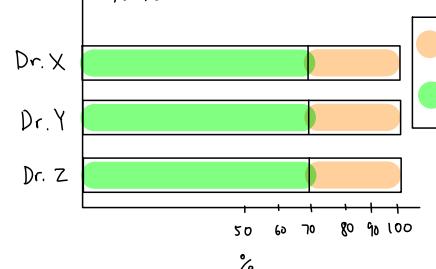


Yesterday / Last 7 days / Weekly / Monthly / Yearly

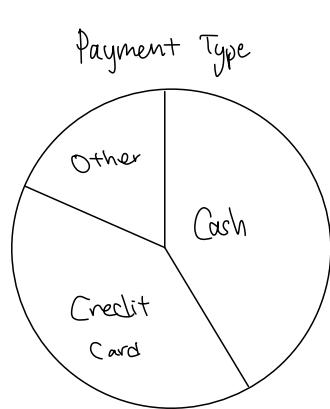
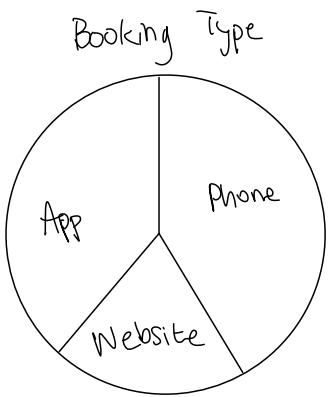
(Jun 20-29, May 29-Jun 5, Jun 12-21, Feb, Mar, Apr, May, Jun)

2020, 2021, 2022, 2023

Referrals



- Failed
- Acquired



Consultation Time (mins)

	Old patients			new patients		
Doctor Name	Avg.	Min	Max	Avg.	Min	Max
LG						
C1						
C3						

By Clinic

Consultation Time (mins)

	Old patients			new patients		
Doctor Name	Avg.	Min	Max	Avg.	Min	Max
Psychiatrist						
Psychologist						
Speech Therapist						

By Speciality

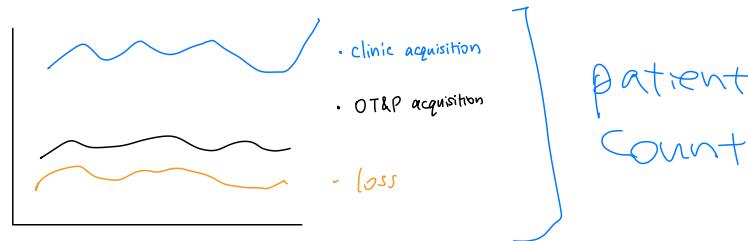
Consultation Time (mins)

	Old patients			new patients		
Doctor Name	Avg.	Min	Max	Avg.	Min	Max
Dr. X						
Dr. Y						
Dr. Z						

By Doctor

Measures

Patient count: volume, loss & acquisition



Duration: booking time / arrival time wait time, consultation time , payment time

room availability
for clinic manager & management
doctor availability

Bookings : completed , cancelled and not rescheduled , no show

Patient . Data
Satisfaction , demographics(age , gender)

referrals :	From	To
	internal	internal
	internal	satellite
	internal	external
	satellite	internal
	satellite	satellite
	satellite	external
	external	internal
	external	satellite
	external	external

Time Analysis

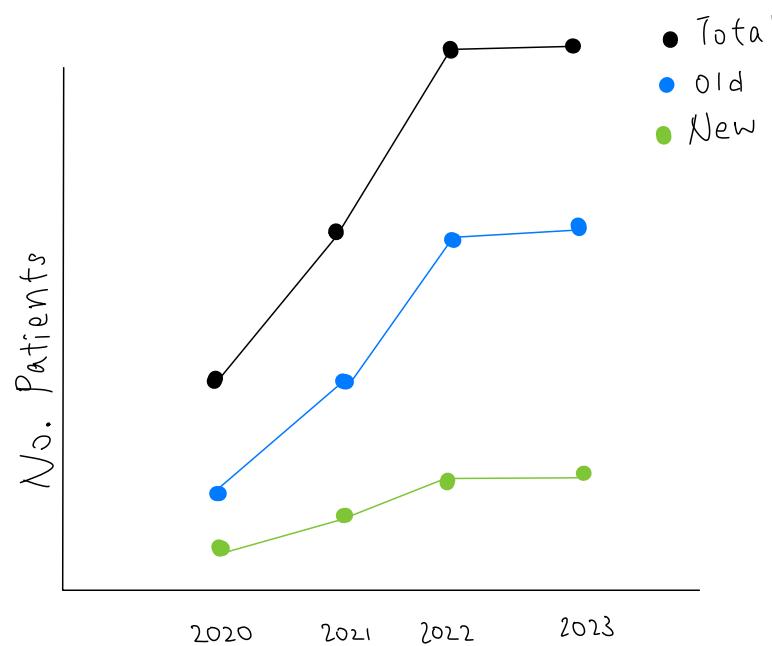
referral

miscellaneous

disease & drugs: most common diseases & drugs

booking & payment medium

Patient Volume

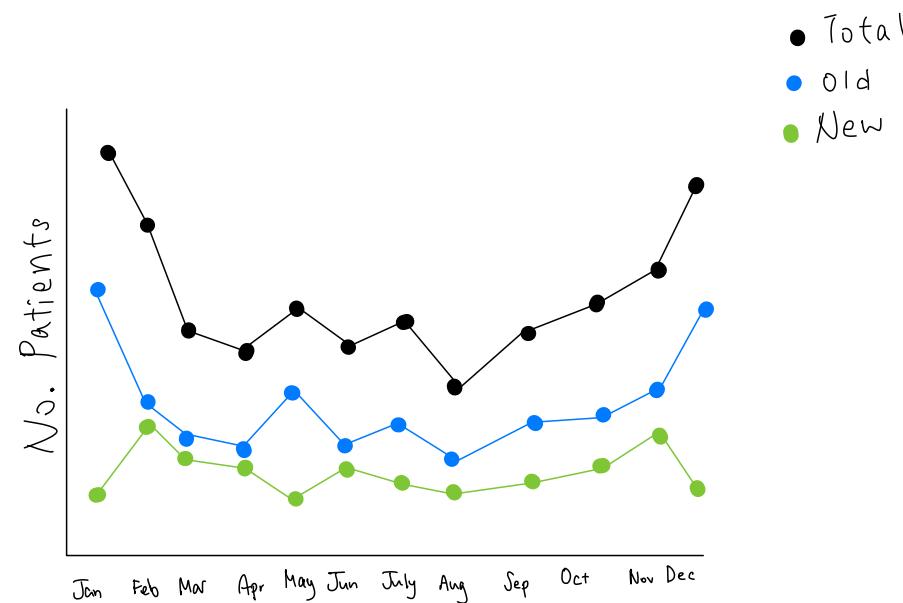


Yearly

ICD10 Diseases/Conditions

Disease Name	Count
COVID 19	21560
Flu A	2400
Flu B	1700
Common Cold	1500
Diarrhea	1090

Yearly

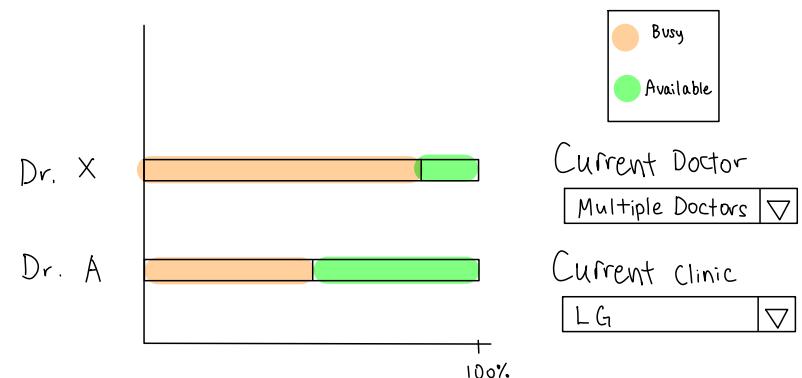
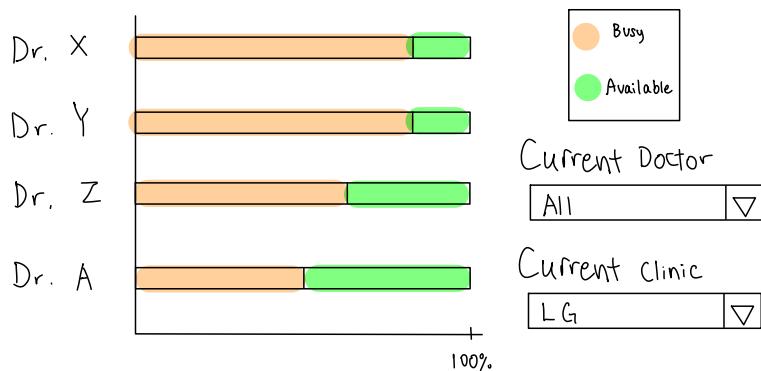


Monthly

Disease Name	Count
COVID 19	100
Flu A	50
Flu B	47
Common Cold	46
Diarrhea	29

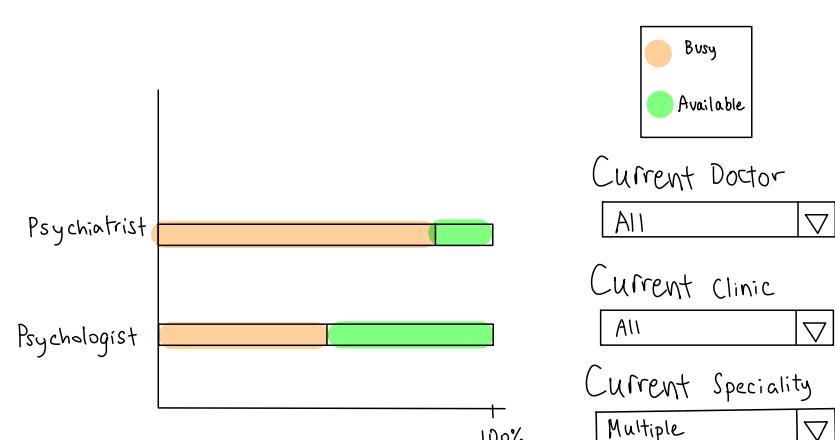
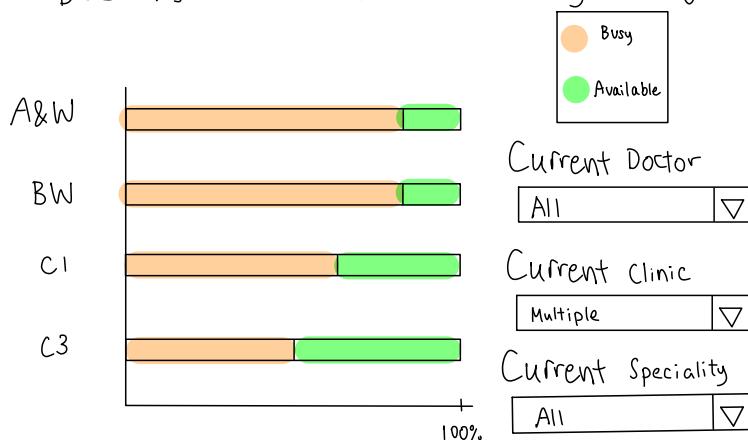
Weekly

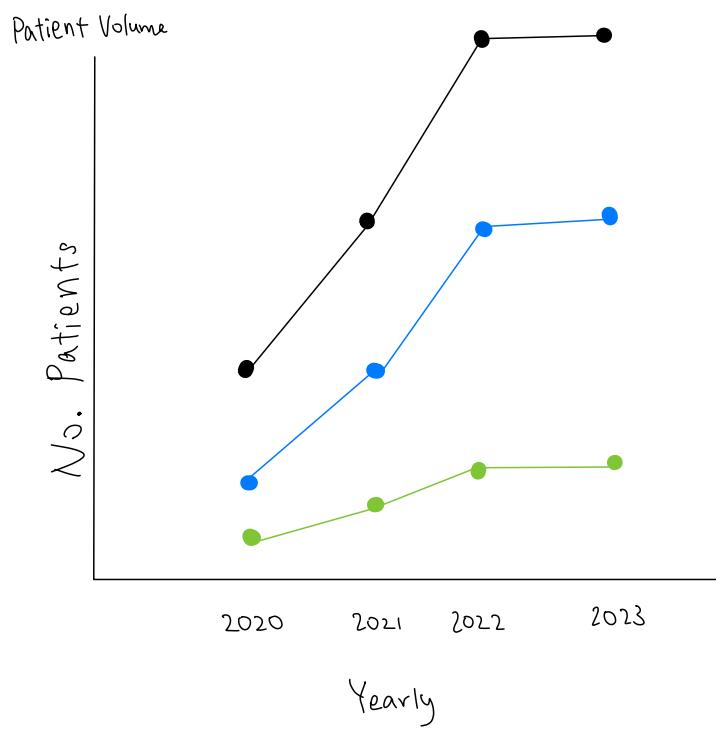
Doctors' In-Office Availability (Clinic Manager View)



Hover?

Doctors' In-Office Availability (Management View)





arrival/Wait, Consult, Payment Time

Management View (use pivot tables)

Clinic Names	Old Patient			New Patient		
	Avg	Min	Max	Avg	Min	Max
A&W						
BW						
C1						
C3						

Doctor View

Doctor Names	Old Patient			New Patient		
	Avg	Min	Max	Avg	Min	Max
Dr. X						

Clinic Manager View

Doctor Names	Old Patient			New Patient		
	Avg	Min	Max	Avg	Min	Max
Dr. X						
Dr. Y						
Dr. Z						
Dr. A						

Drill down

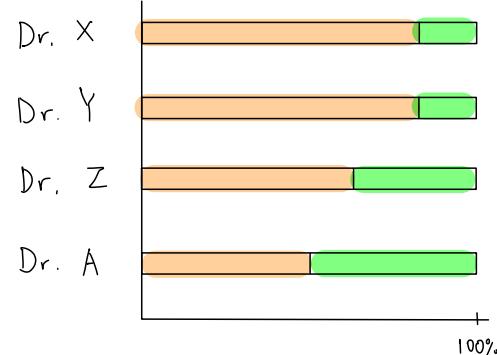
	▼
Clinic	
Speciality	
Doctor	

Management View (use pivot tables)

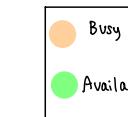
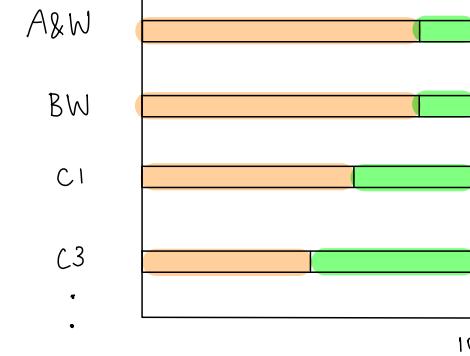
Speciality	Old Patient			New Patient		
	Avg	Min	Max	Avg	Min	Max
Anaesthetist						
Cardiologist						
Dermatologist ...						
Dietician						

Doctor Availability

Clinic Manager View



Management View



Psychiatrist

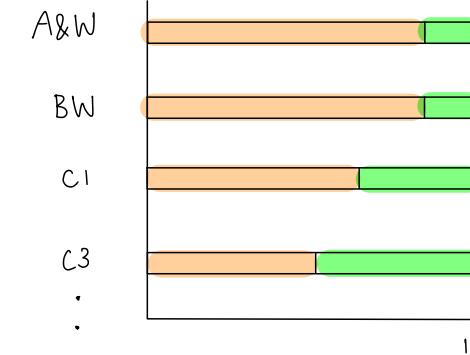
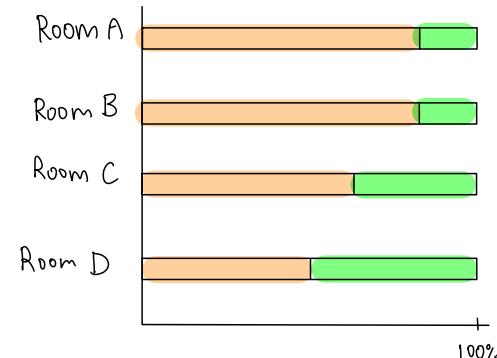
Psychologist

Cardiologist

ENT

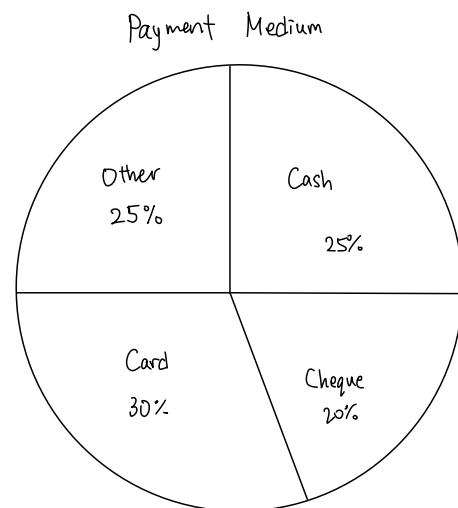
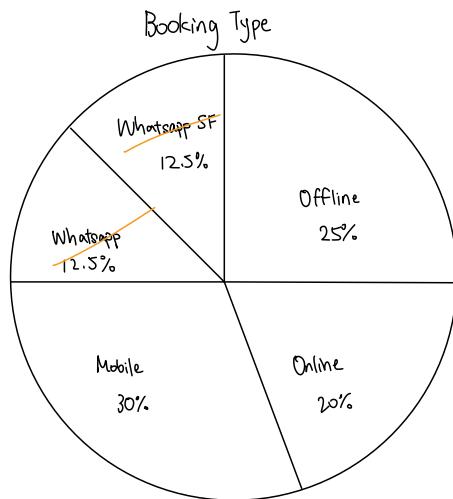
Room Availability

Clinic Manager View



Bookings

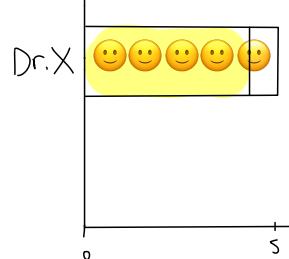
Completed	Cancelled	No Show	In Payment	Total
100	10	5	5	120
△5%	△10%	0%	0%	△5%
Completed	Cancelled	No Show	In Payment	Total
1000	100	50	50	1200
△5%	△10%	0%	0%	△5%
Completed	Cancelled	No Show	In Payment	Total
10,000	1000	500	500	12,000
△5%	△10%	0%	0%	△5%



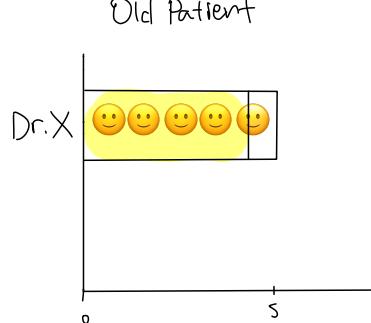
Satisfaction

Doctor View

New Patient

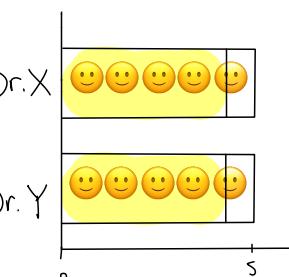


Old Patient



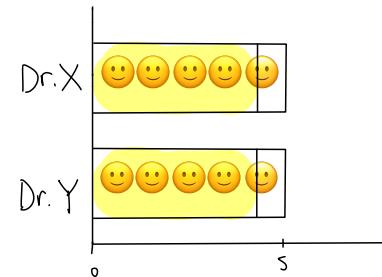
Clinic Manager View

New Patient



Dr. Y

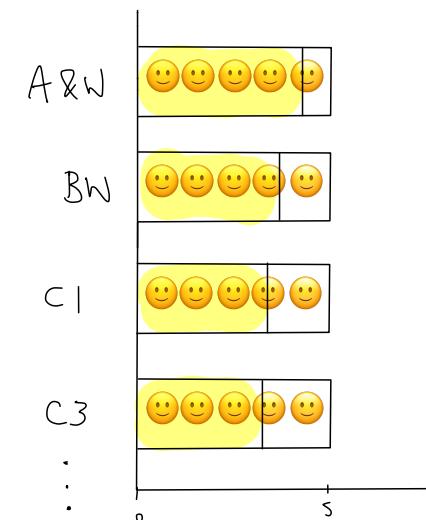
Old Patient



Dr. Y

Management View

New Patient



BW

C1

C3

⋮

Old Patient

A & W

BW

C1

C3

⋮

New Patient

Anaesthetist

Cardiologist

Osteopath

ENT

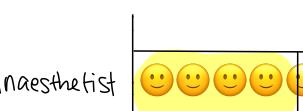
Old Patient

ENT

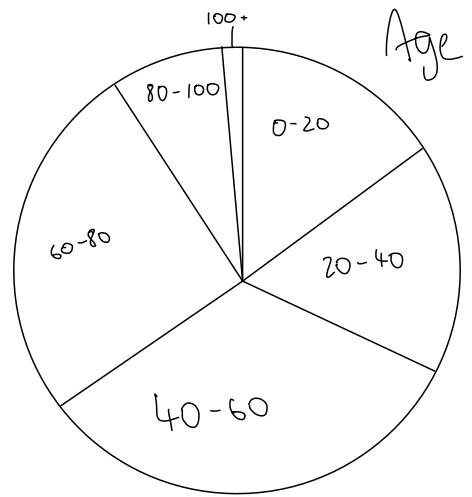
GP

General Surgeon

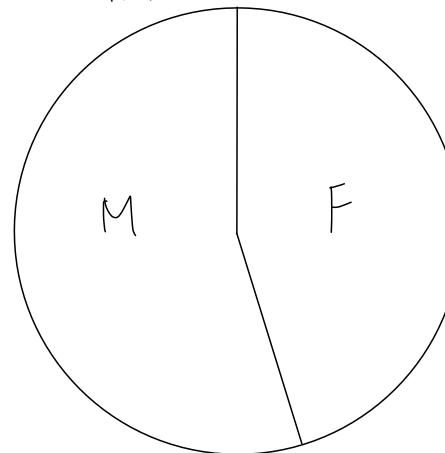
Urologist



Demographics



Gender



Drugs

Drug Name	Count
Drug A	21560
Drug B	2400
Drug C	1700
Drug D	1500
Drug E	1090

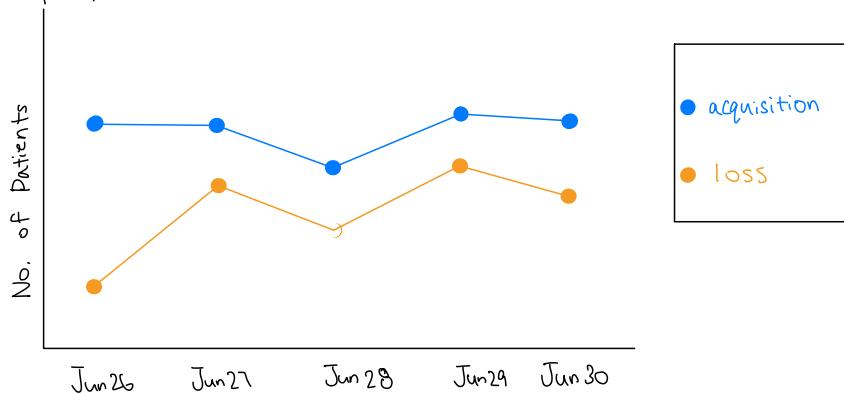
Tests

Test Name	Count
Test A	21560
Test B	2400
Test C	1700
Test D	1500
Test E	1090

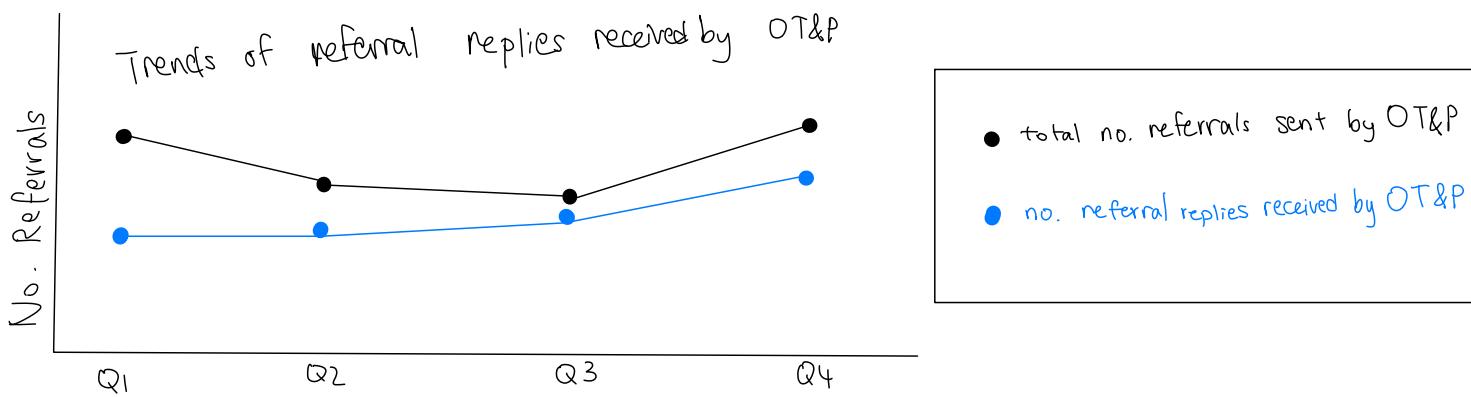
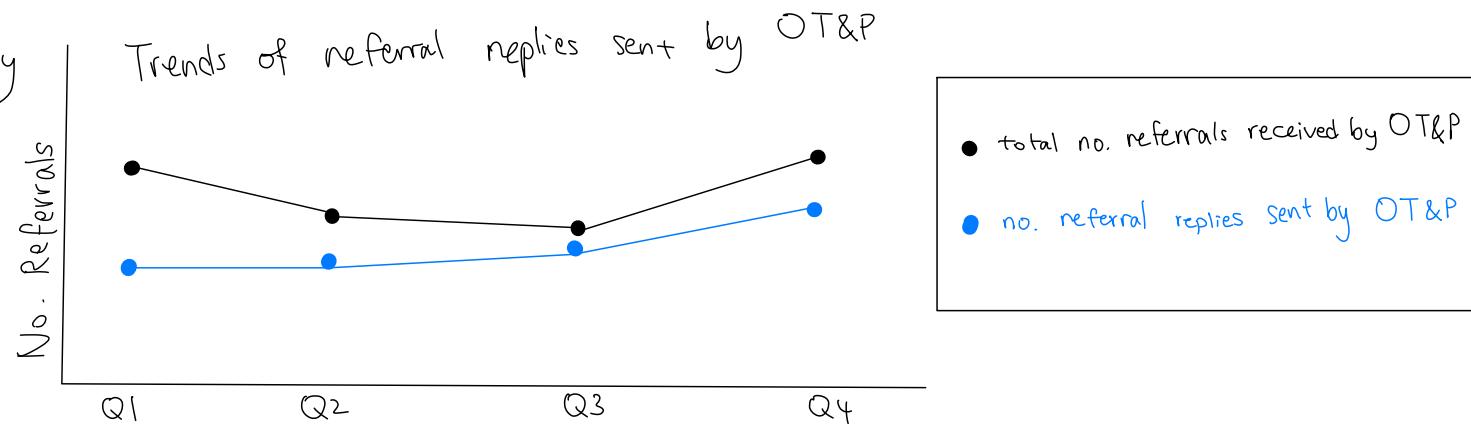
Procedure

Procedure Name	Count
Procedure A	21560
Procedure B	2400
Procedure C	1700
Procedure D	1500
Procedure E	1090

Patient Loss + Acquisition



Referral Reply



Referral

Dynamic Filter:

Sender:

Receiver:

Clinic Type

Clinic Type

Profession

Profession

Speciality

Speciality

Clinic Type

All	▼
<input checked="" type="checkbox"/> All	
<input checked="" type="checkbox"/> Internal	
<input checked="" type="checkbox"/> Satellite	
<input checked="" type="checkbox"/> External	

Profession

All	▼
<input checked="" type="checkbox"/> All	
<input checked="" type="checkbox"/> GP	
<input checked="" type="checkbox"/> SP	
<input checked="" type="checkbox"/> AH	

Speciality

All	▼
<input checked="" type="checkbox"/> GP	

All	▼
<input checked="" type="checkbox"/> All	
<input checked="" type="checkbox"/> Anaesthetist	
<input checked="" type="checkbox"/> Cardiologist	
<input checked="" type="checkbox"/> Dermatologist...	

All	▼
<input checked="" type="checkbox"/> All	
<input checked="" type="checkbox"/> Dietician	
<input checked="" type="checkbox"/> Functional Med	
<input checked="" type="checkbox"/> Midwife	

Sender by Speciality with OT&P as receivers

Receiver by speciality with OT&P as senders

receiver speciality breakdown when OT&P are referral senders

sender speciality breakdown when OT&P are referral receivers

receiver speciality breakdown
sender speciality breakdown
of referrals sent from OT&P (sender)
of referrals sent to OT&P (receiver)

Referral

Sender

Analysis

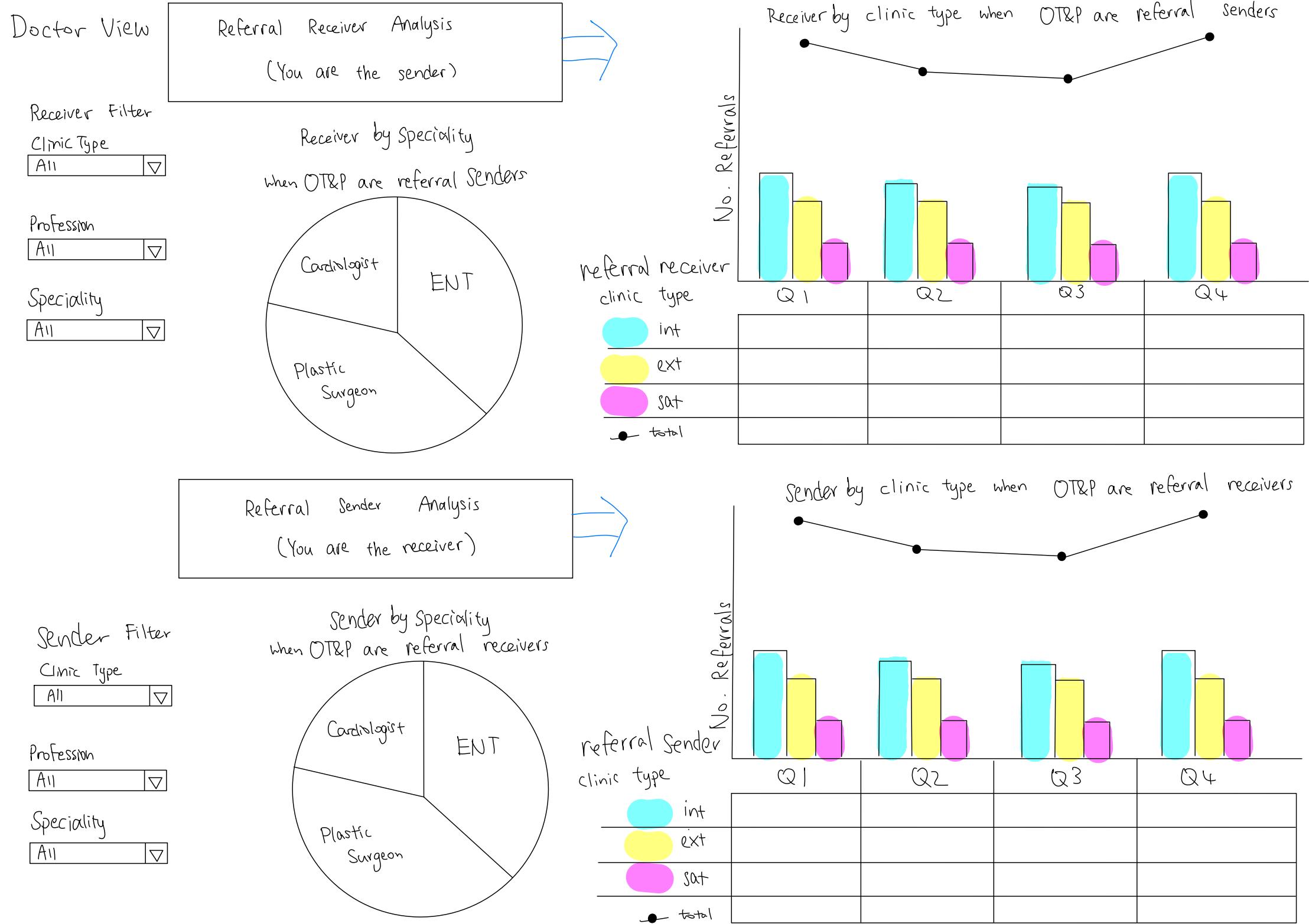
Referral

Receiver

Analysis

Referral Replies

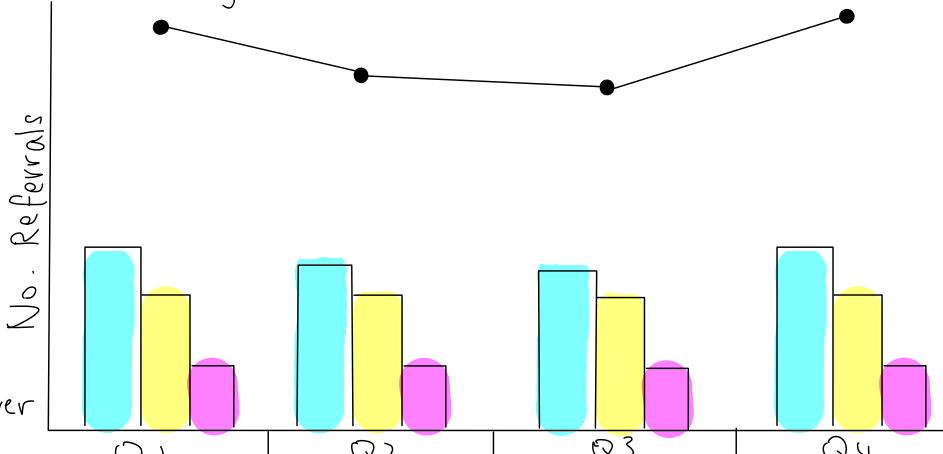
Yesterday	Last 7 days	Weekly	Monthly	Quarterly	Yearly	
U I Template	Completed Bookings 100 △ 5%	Cancelled Bookings 10 △ 10%	No Show Bookings 5 0%	In Payment Bookings 5 0%	Total Bookings 120 △ 5%	
Measures	Patient Count	Time Analysis	Referrals	Disease & Treatment	Miscellaneous	
Filters	Doctor	Dr. X <input type="button" value="▼"/>	Clinic	LG <input type="button" value="▼"/>	Speciality	General Practitioner <input type="button" value="▼"/>
			Referral Sender Analysis	Referral Receiver Analysis	Referral Replies	



Referral Receiver Analysis
(Your doctors are the sender)



Receiver by clinic type when OT&P are referral senders



Receiver Filter:

sender filter:

Clinic Type

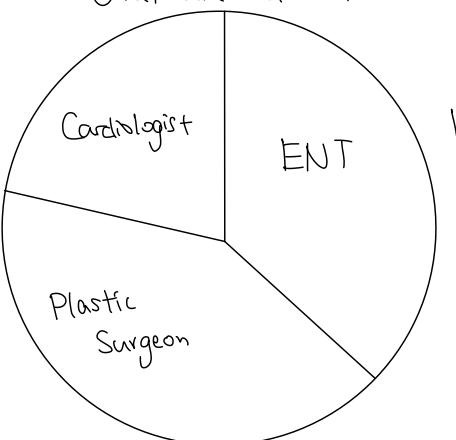
All

Current Doctor

All

Receiver by Speciality

when OT&P are referral Senders



referral receiver

clinic type



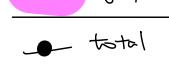
int



ext



sat



total

Profession

All

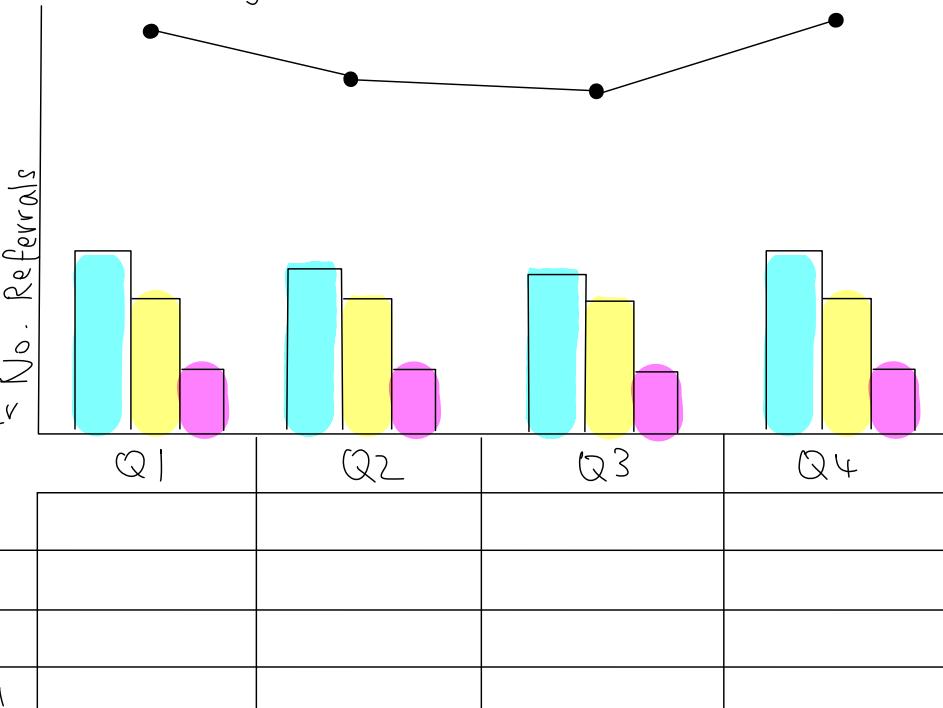
Speciality

All

Referral Sender Analysis
(Your doctors are the receivers)



Sender by clinic type when OT&P are referral receivers



Sender Filter

Receiver filter:

Clinic Type

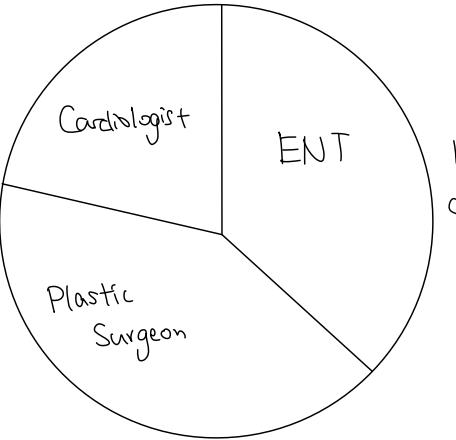
All

Current Doctor

All

Sender by Speciality

when OT&P are referral receivers



referral Sender

clinic type



int



ext



sat



total

Profession

All

Speciality

All

Management View

Referral Receiver Analysis

Sender filter: Receiver Filter:

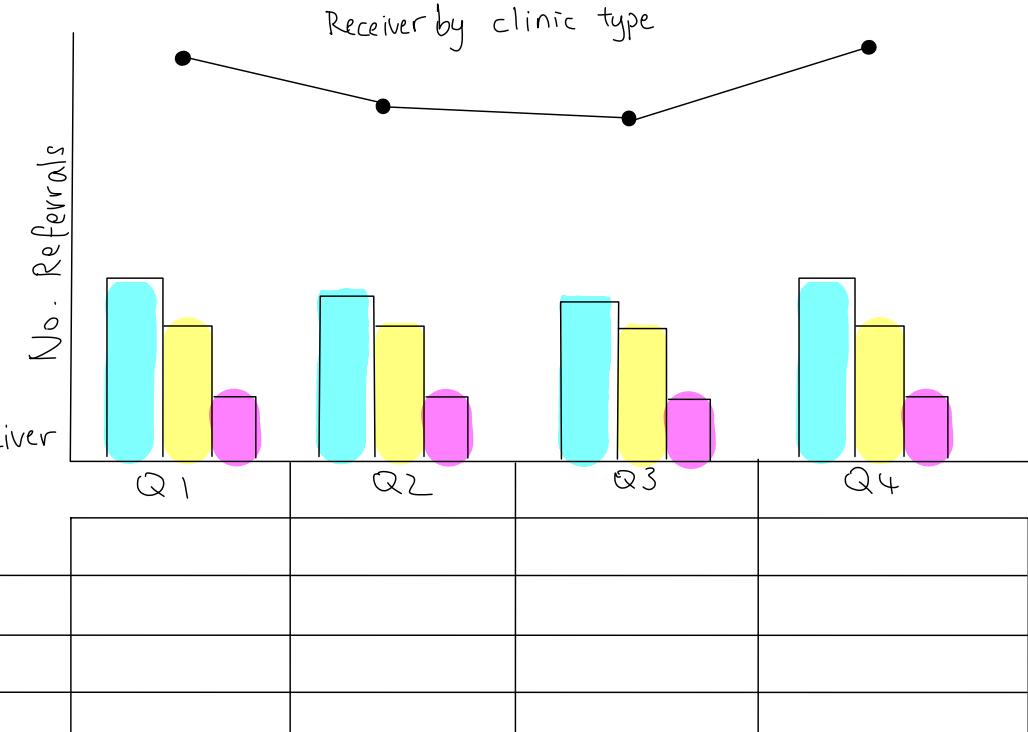
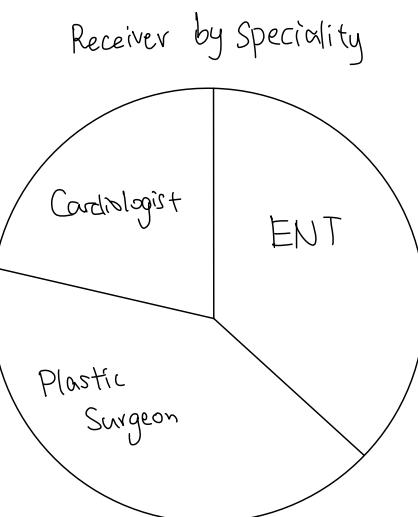
Clinic Type Clinic Type
All All

Profession Profession
All All

Speciality Speciality
All All

Current Clinic Current Clinic
All All

Current Doctor Current Doctor
All All



Referral Sender Analysis

Sender Filter Receiver filter:

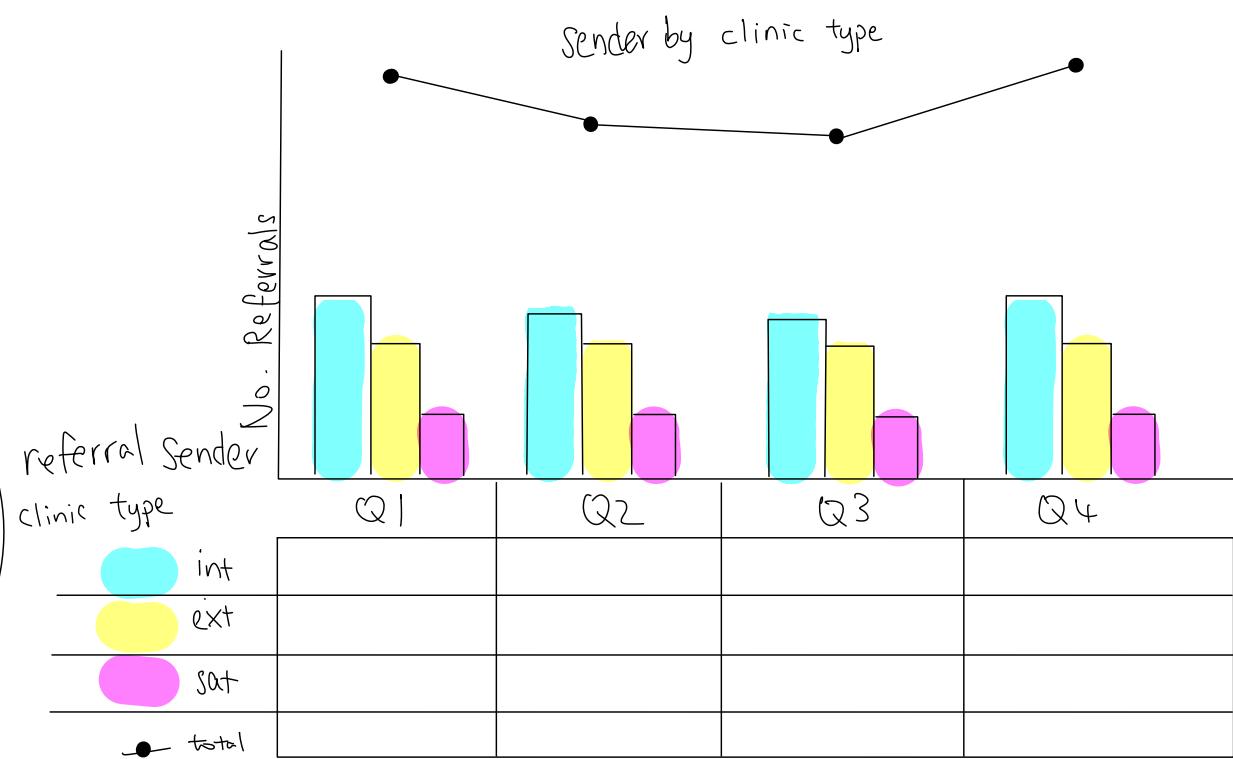
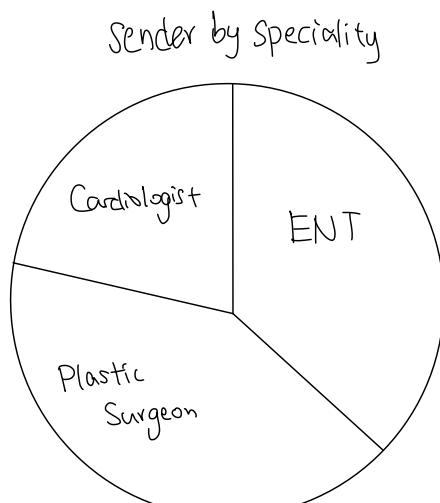
Clinic Type Clinic Type
All All

Profession Profession
All All

Speciality Speciality
All All

Current Clinic Current Clinic
All All

Current Doctor Current Doctor
All All



Yesterday	Last 7 days	Weekly	Monthly	Quarterly	Yearly	
U I Template	Completed Bookings 100 Δ 5%	Cancelled Bookings 10 Δ 10%	No Show Bookings 5 0%	In Payment Bookings 5 0%	Total Bookings 120 Δ 5%	
Measures	Patient Count	Time Analysis	Referrals	Disease & Treatment	Miscellaneous	
Filters	Doctor	Clinic	Speciality			
	Dr. X <input type="button" value="▼"/>	L G <input type="button" value="▼"/>	General Practitioner <input type="button" value="▼"/>			

Example (M&S GPs to Physios)

Referral Receiver Analysis

Sender filter: Receiver Filter:

Clinic Type

Multiple values

Clinic Type

All

Profession

GP

Profession

All

Speciality

All

Speciality

Physiotherapist

Current Clinic

All

Current Clinic

All

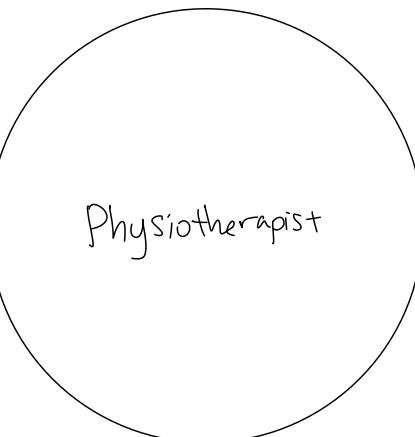
Current Doctor

All

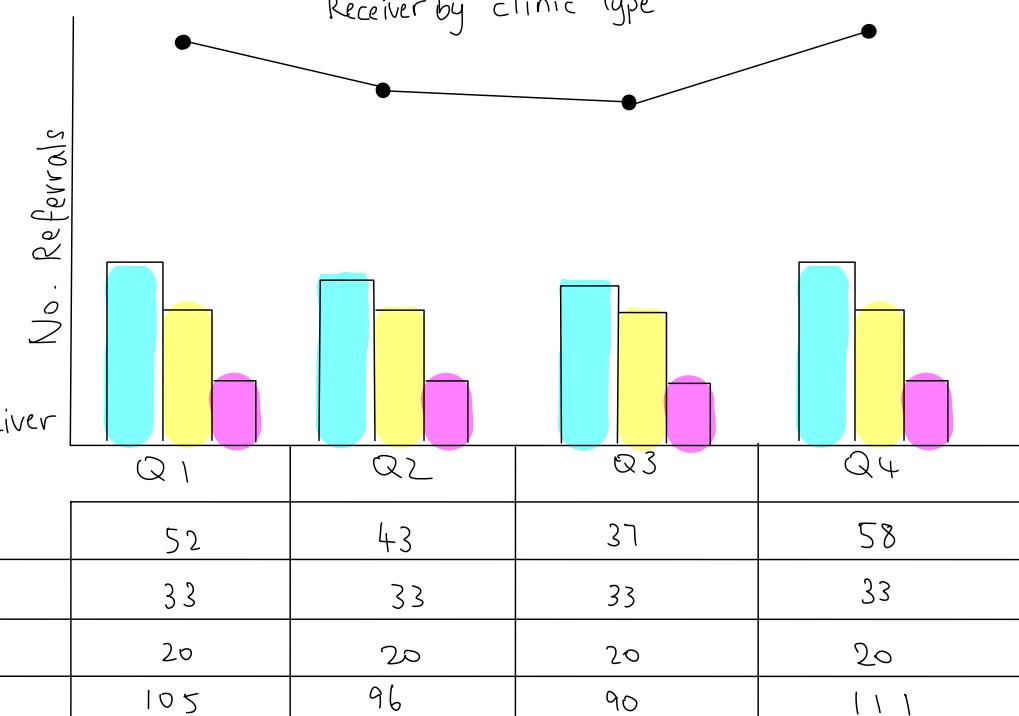
Current Doctor

All

Receiver by Speciality



Receiver by clinic type



Referral Sender Analysis

Sender Filter Receiver filter:

Clinic Type

All

Clinic Type

All

Profession

GP

Profession

All

Speciality

All

Speciality

Physiotherapist

Current Clinic

All

Current Clinic

All

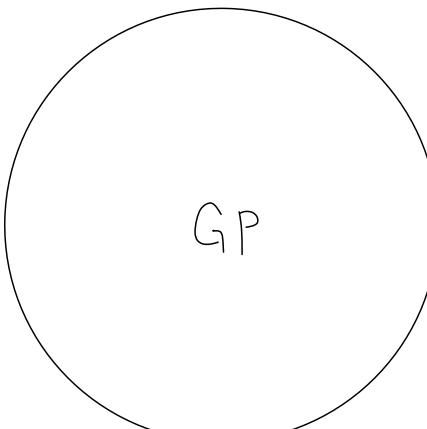
Current Doctor

All

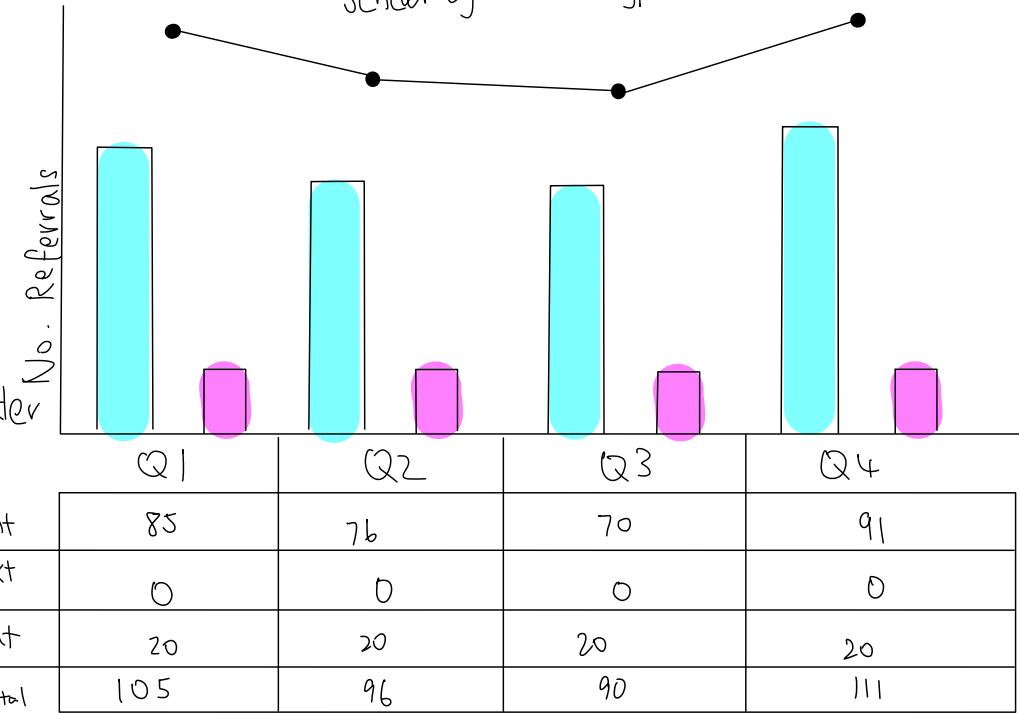
Current Doctor

All

Sender by Speciality



Sender by clinic type



Example(SP to A&W)

Referral Receiver Analysis

Sender filter: Receiver Filter:

Clinic Type	All	▼	Clinic Type	All	▼
-------------	-----	---	-------------	-----	---

Profession	SP	▼	Profession	All	▼
------------	----	---	------------	-----	---

Speciality	All	▼	Speciality	All	▼
------------	-----	---	------------	-----	---

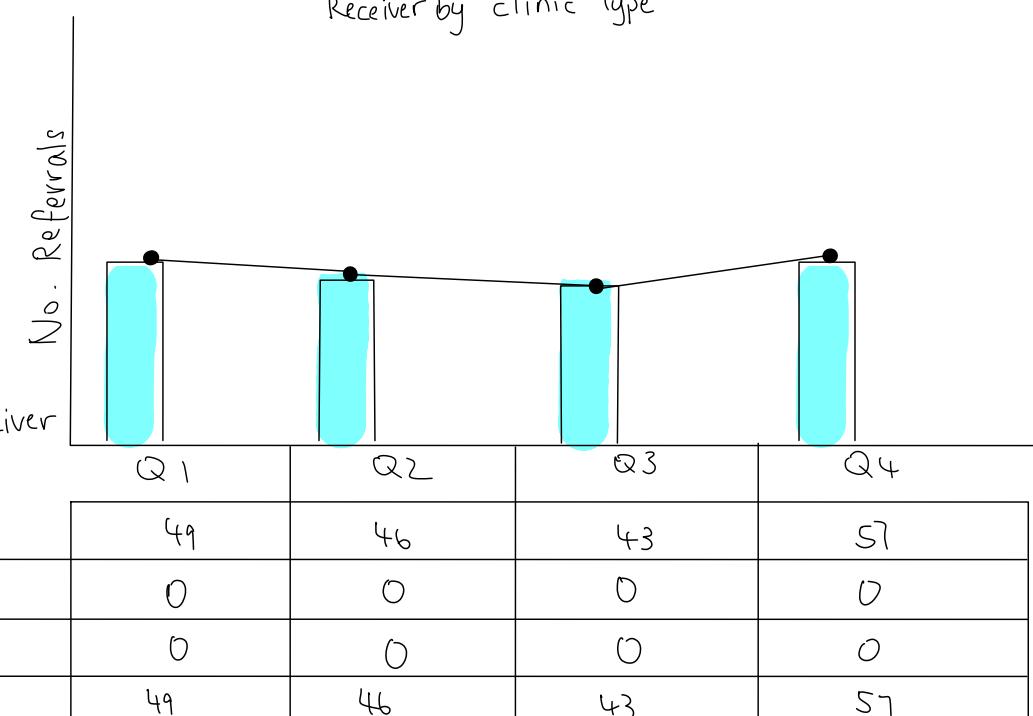
Current Clinic	All	▼	Current Clinic	A&W	▼
----------------	-----	---	----------------	-----	---

Current Doctor	All	▼	Current Doctor	All	▼
----------------	-----	---	----------------	-----	---



referral receiver
clinic type

- int
- ext
- sat
- total



Referral Sender Analysis

Sender Filter Receiver filter:

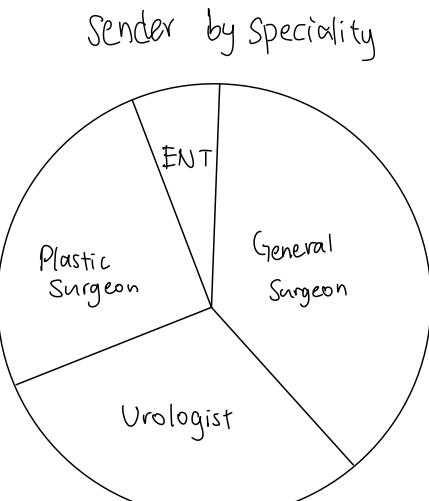
Clinic Type	All	▼	Clinic Type	All	▼
-------------	-----	---	-------------	-----	---

Profession	SP	▼	Profession	All	▼
------------	----	---	------------	-----	---

Speciality	All	▼	Speciality	All	▼
------------	-----	---	------------	-----	---

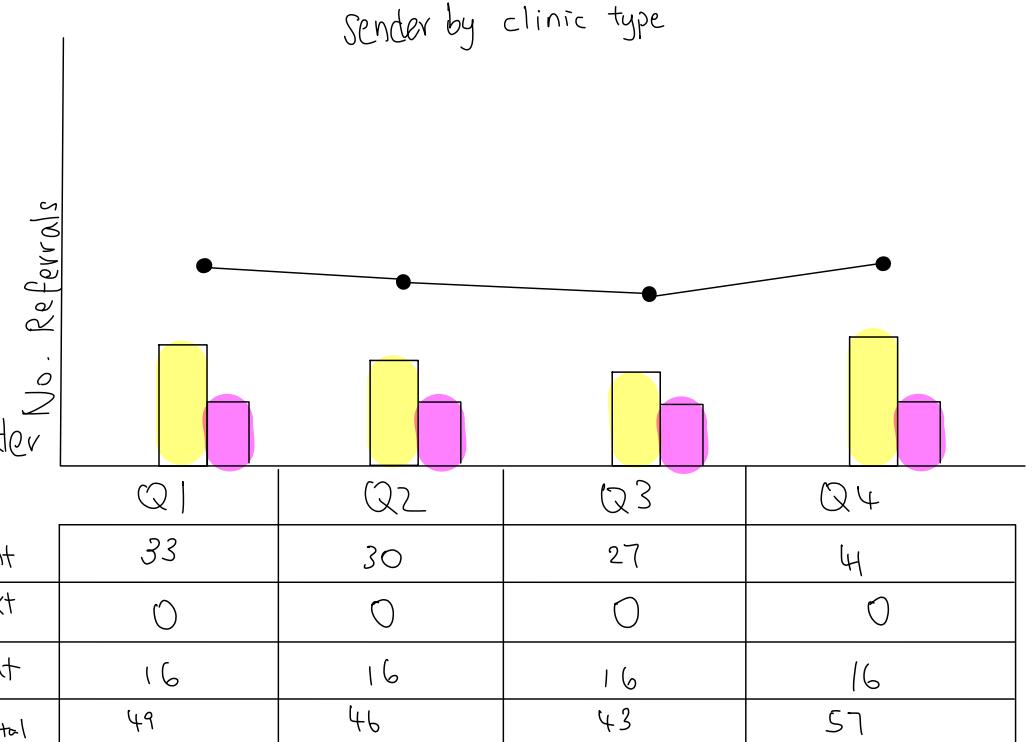
Current Clinic	All	▼	Current Clinic	A&W	▼
----------------	-----	---	----------------	-----	---

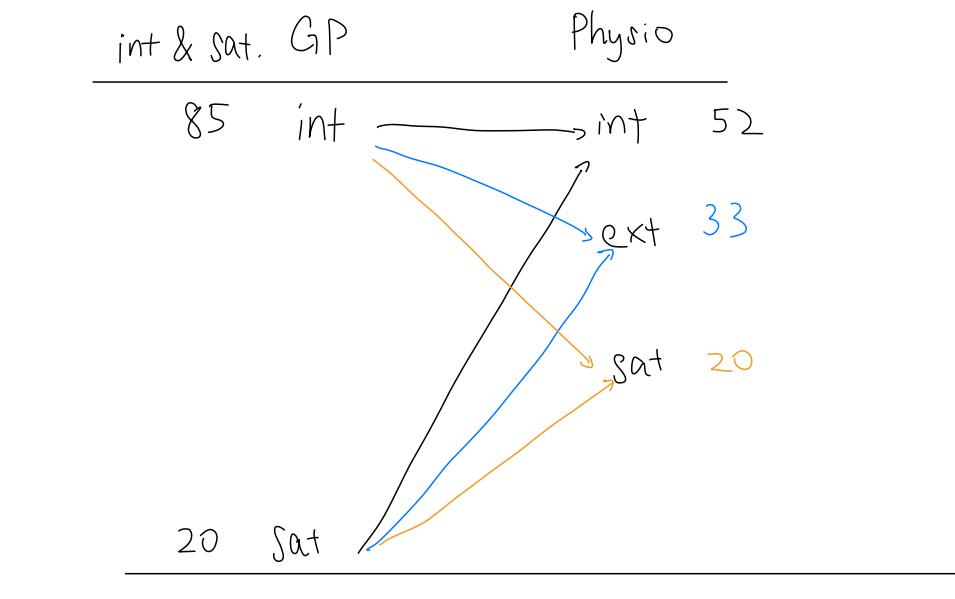
Current Doctor	All	▼	Current Doctor	All	▼
----------------	-----	---	----------------	-----	---



referral Sender
clinic type

- int
- ext
- sat
- total





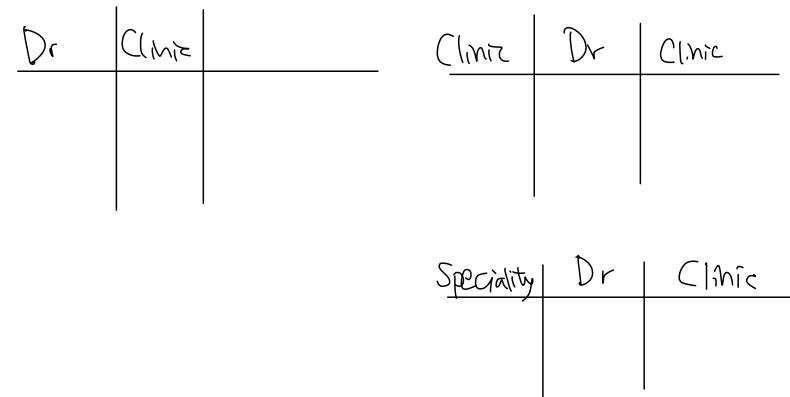
Dy

1

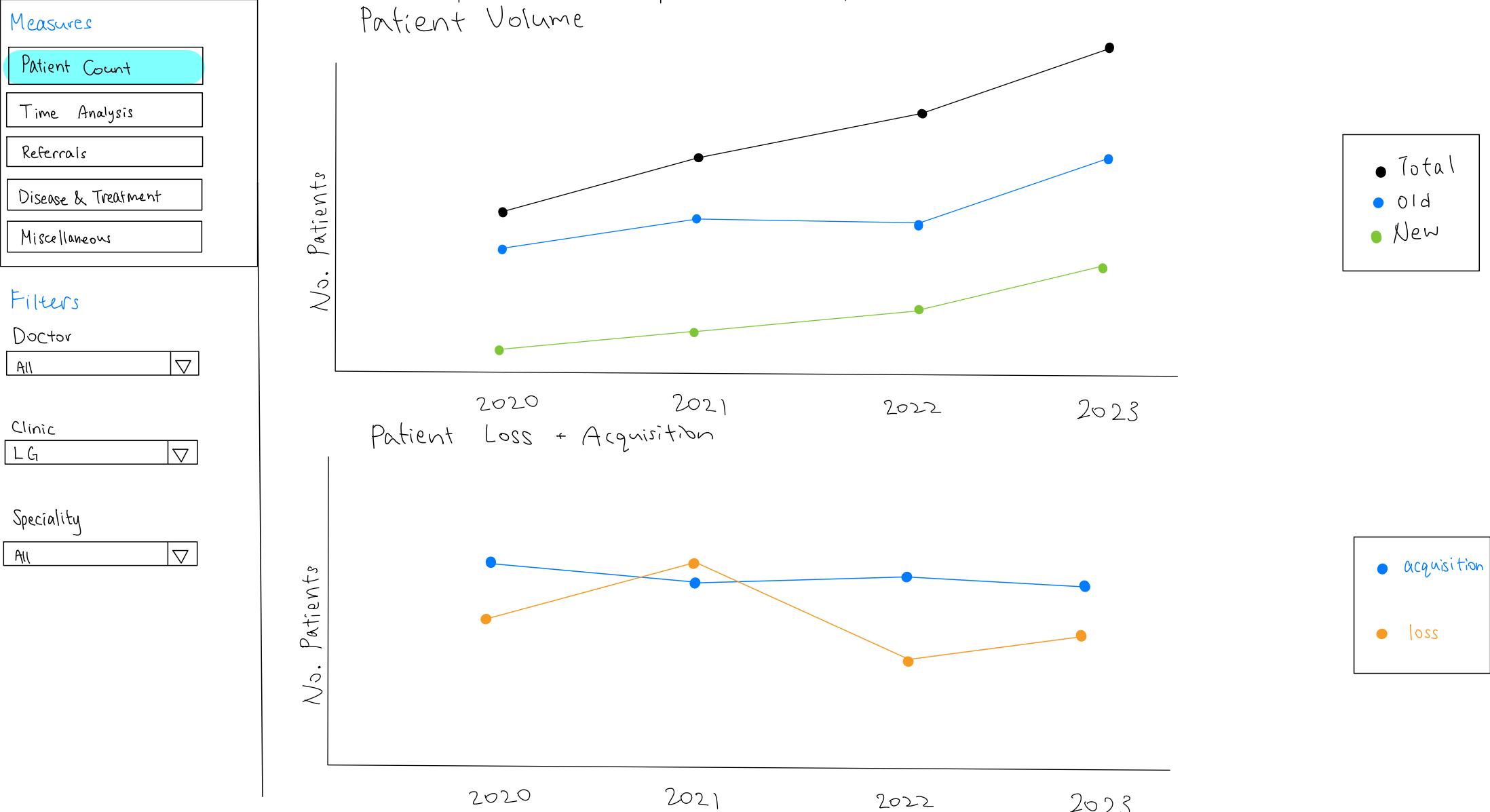
Clinic

Dr Vien

CM View



Yesterday	Last 7 days	Weekly	Monthly	Quarterly	Yearly	
UI Template	Completed Bookings 100 Δ 5%	Cancelled Bookings 10 Δ 10%	No Show Bookings 5 0%	In Payment Bookings 5 0%	Total Bookings 120 Δ 5%	



Yesterday	Last 7 days	Weekly	Monthly	Quarterly	Yearly	
U I Template		Completed Bookings 100 Δ 5%	Cancelled Bookings 10 Δ 10%	No Show Bookings 5 0%	In Payment Bookings 5 0%	Total Bookings 120 Δ 5%



Measures
Patient Count
Time Analysis
Referrals
Disease & Treatment
Miscellaneous

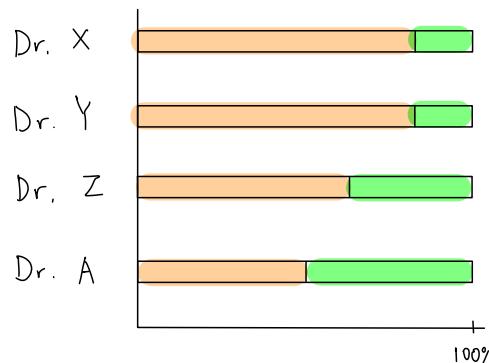
Filters
Doctor
All
Clinic
LG
Speciality
All

Doctor Names	Old Patient			New Patient		
	Avg	Min	Max	Avg	Min	Max
Dr. X						
Dr. Y						
Dr. Z						
Dr. A						

Doctor Names	Old Patient			New Patient		
	Avg	Min	Max	Avg	Min	Max
Dr. X						
Dr. Y						
Dr. Z						
Dr. A						

Doctor Names	Old Patient			New Patient		
	Avg	Min	Max	Avg	Min	Max
Dr. X						
Dr. Y						
Dr. Z						
Dr. A						

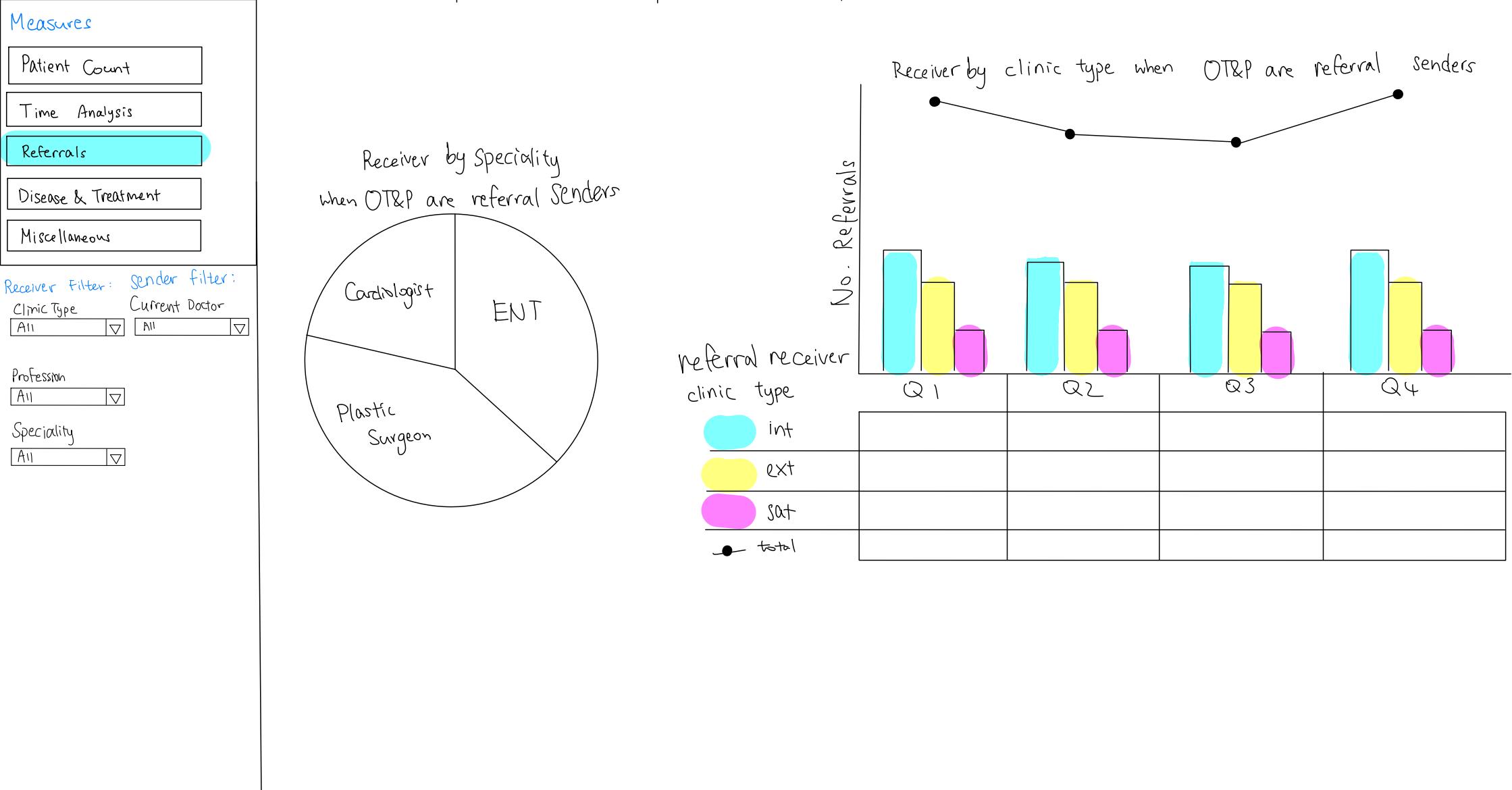
Doctor Availability



+

100%

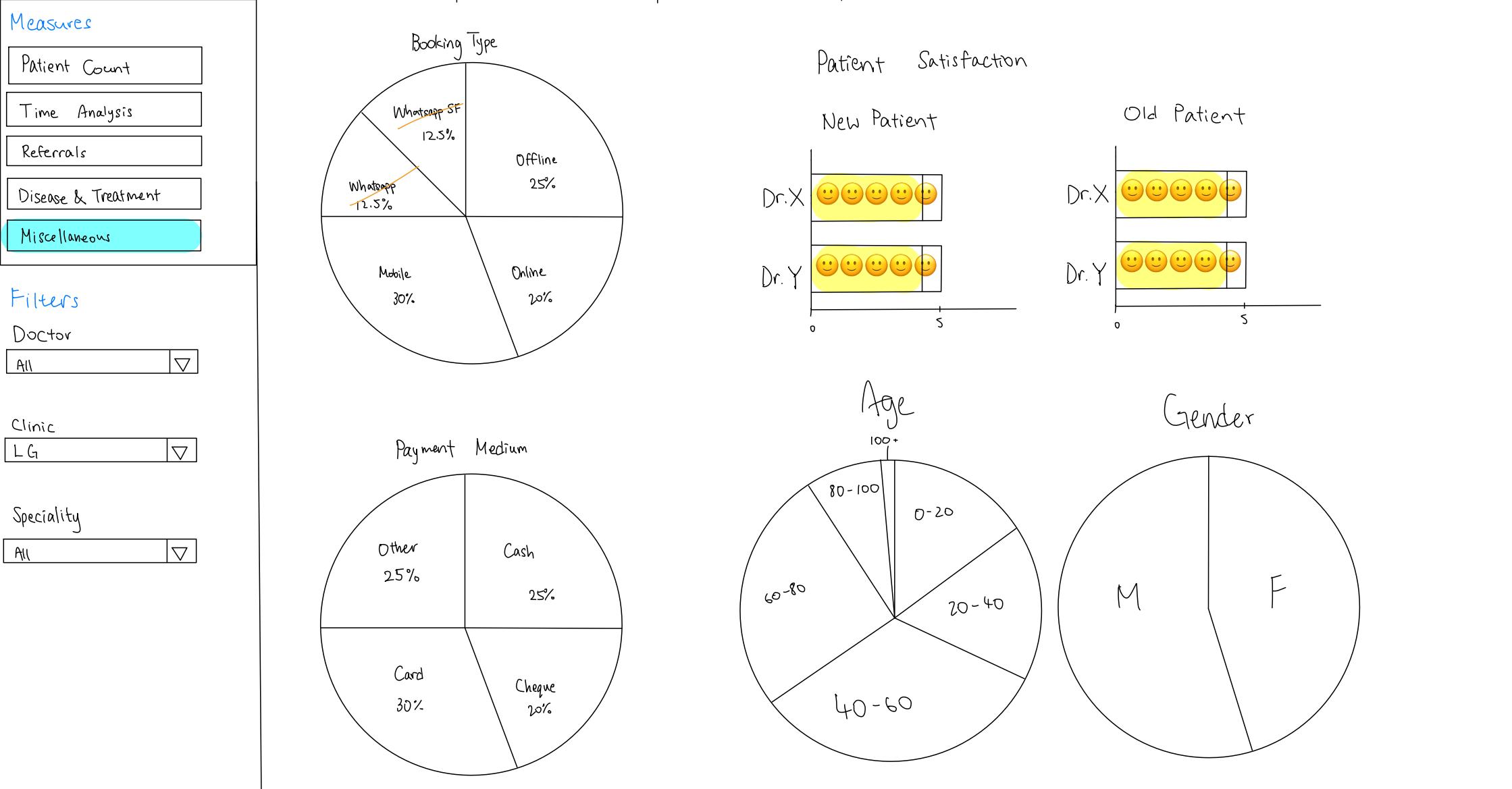
Yesterday	Last 7 days	Weekly	Monthly	Quarterly	Yearly	
U I Template	Completed Bookings 100 Δ 5%	Cancelled Bookings 10 Δ 10%	No Show Bookings 5 0%	In Payment Bookings 5 0%	Total Bookings 120 Δ 5%	



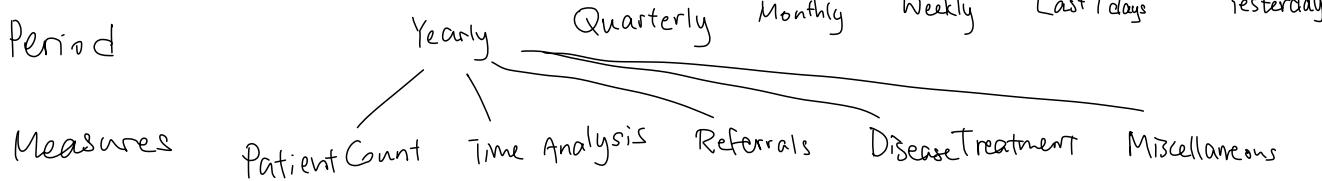
Yesterday	Last 7 days	Weekly	Monthly	Quarterly	Yearly	
U I Template	Completed Bookings 100 Δ 5%	Cancelled Bookings 10 Δ 10%	No Show Bookings 5 0%	In Payment Bookings 5 0%	Total Bookings 120 Δ 5%	

Measures <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Patient Count</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Time Analysis</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Referrals</div> <div style="background-color: #00FFFF; border: 1px solid #ccc; padding: 2px; color: black; margin-bottom: 5px;">Disease & Treatment</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Miscellaneous</div> Filters <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Doctor</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">All ▼</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Clinic</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">LG ▼</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Speciality</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">All ▼</div>	ICD 10 Diseases/Conditions <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Disease Name</th><th>Count</th></tr> </thead> <tbody> <tr> <td>COVID 19</td><td>21560</td></tr> <tr> <td>Flu A</td><td>2400</td></tr> <tr> <td>Flu B</td><td>1700</td></tr> <tr> <td>Common Cold</td><td>1500</td></tr> <tr> <td>Diarrhea</td><td>1090</td></tr> </tbody> </table>	Disease Name	Count	COVID 19	21560	Flu A	2400	Flu B	1700	Common Cold	1500	Diarrhea	1090	Drugs <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Drug Name</th><th>Count</th></tr> </thead> <tbody> <tr> <td>Drug A</td><td>21560</td></tr> <tr> <td>Drug B</td><td>2400</td></tr> <tr> <td>Drug C</td><td>1700</td></tr> <tr> <td>Drug D</td><td>1500</td></tr> <tr> <td>Drug E</td><td>1090</td></tr> </tbody> </table>	Drug Name	Count	Drug A	21560	Drug B	2400	Drug C	1700	Drug D	1500	Drug E	1090
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Yesterday	Last 7 days	Weekly	Monthly	Quarterly	Yearly	
UI Template						



Dashboard Flow Chart



Filters

	Current	period
Prior	Date	Current
	July 12	July 5

Prior Last 7 Days July 12 29 June - 5 July

Prior Week July 12 2 July - 5 July

Prior Month July 12 1 July 2022 - 12 July 2022

Prior Quarter July 12 1 July 2022 - 12 July 2022

Prior Year July 12 1 Jan 2022 - 12 July 2022

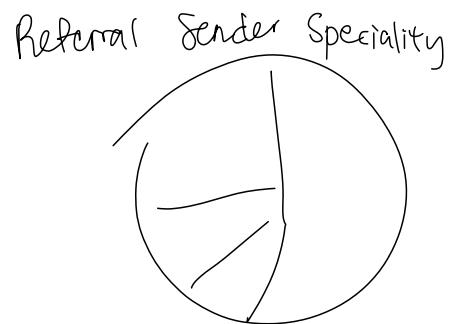
May 3rd 2023

Total	Completed	Cancelled	No-show
33319	28868	3431	1020
31535	26708	4046	781

Clinic

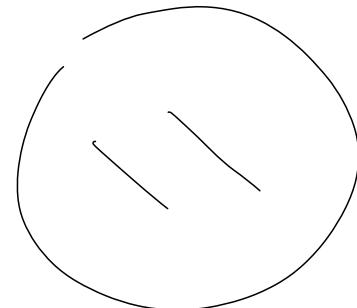
Sender : clinic

Receiver : anyone

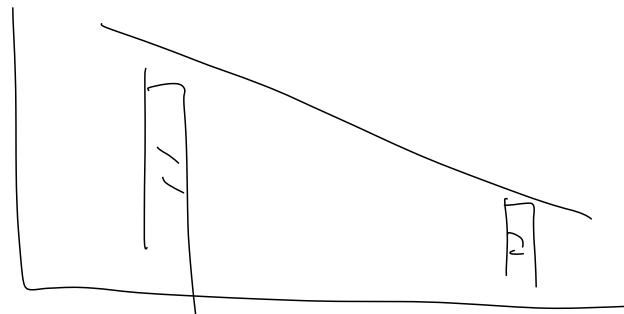


Sender : anyone

Receiver : clinic



Referral Sender Location



Referral Receiver Location

