

Name of the Company
A tele-health Company

GROUP 3 REPORT

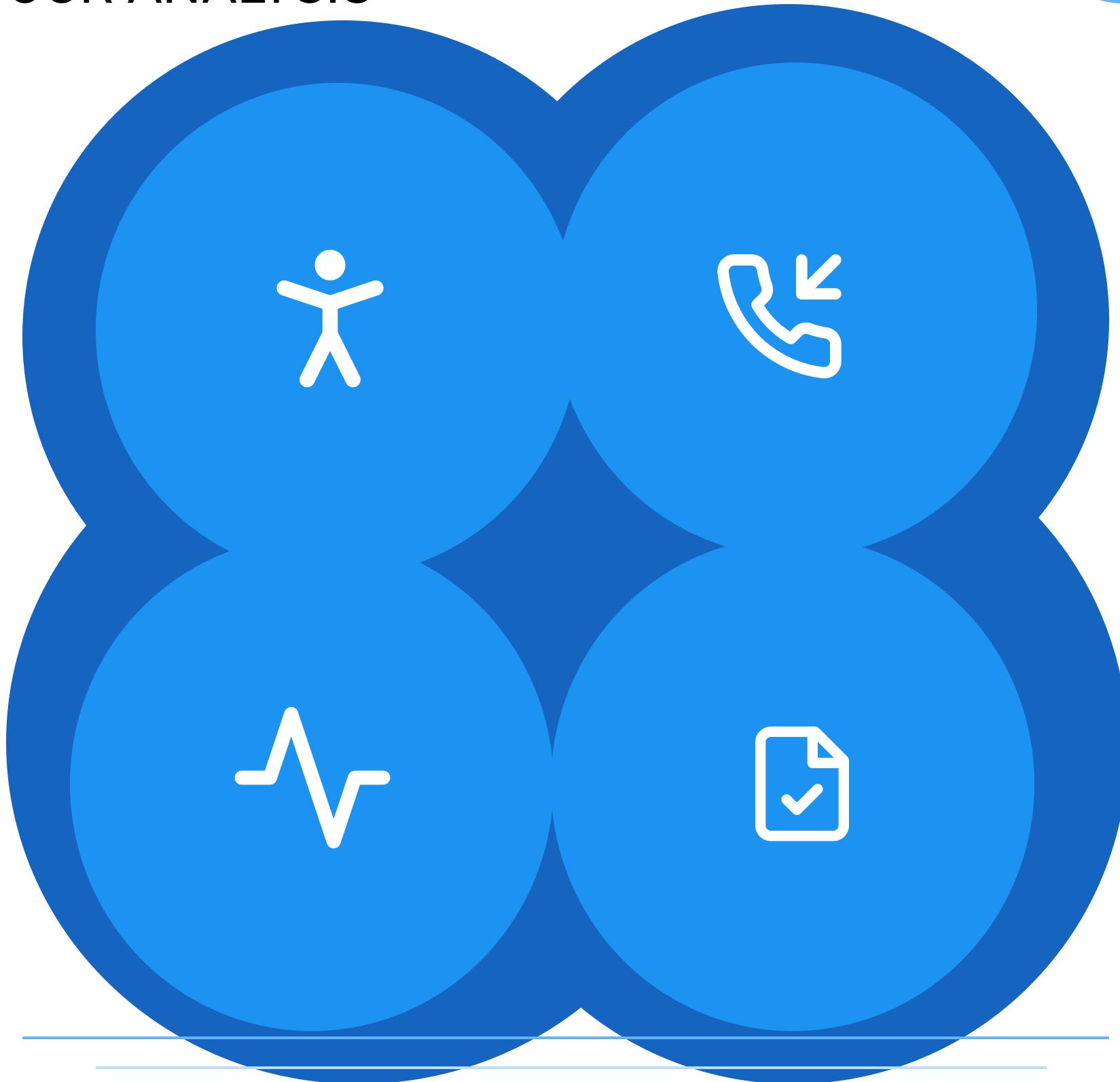


Presenting...

ARRIC LIGHT
JOMEL SEVILLO
ELAINE ERNO
SHEENA LOTIVIO

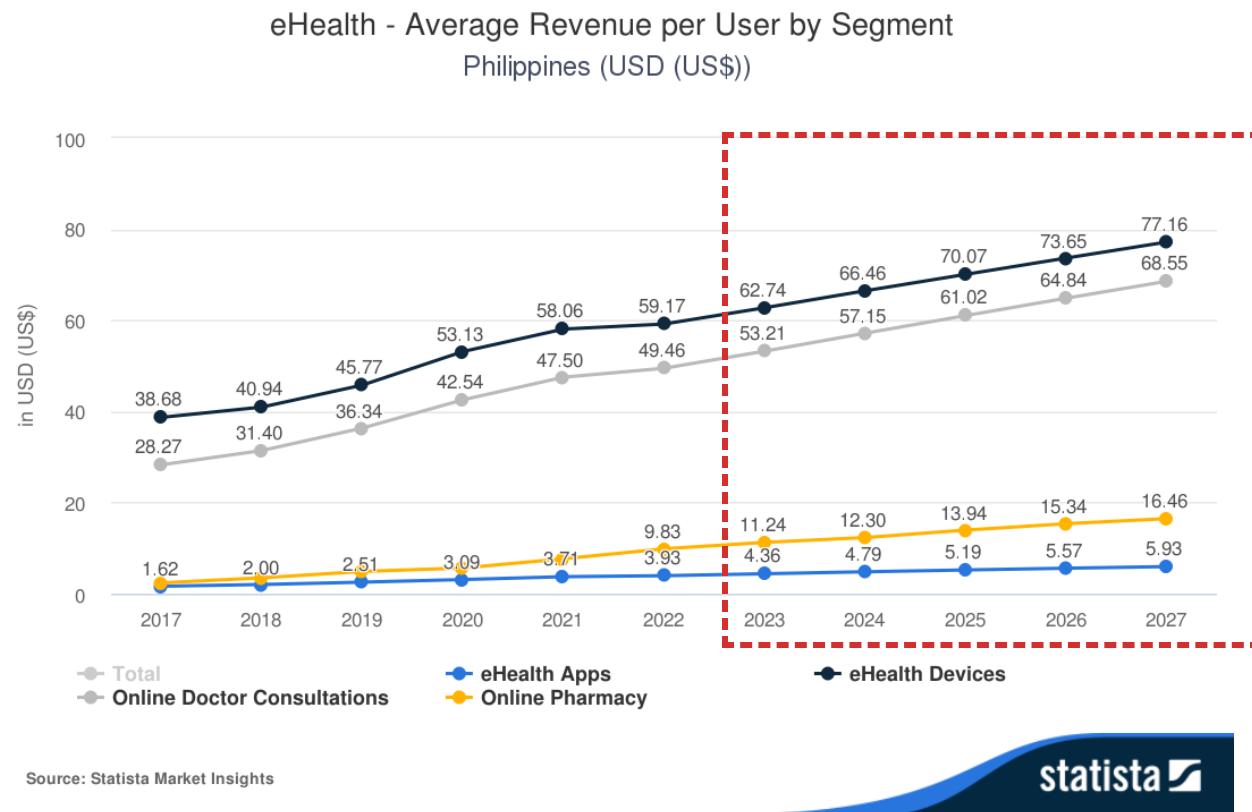
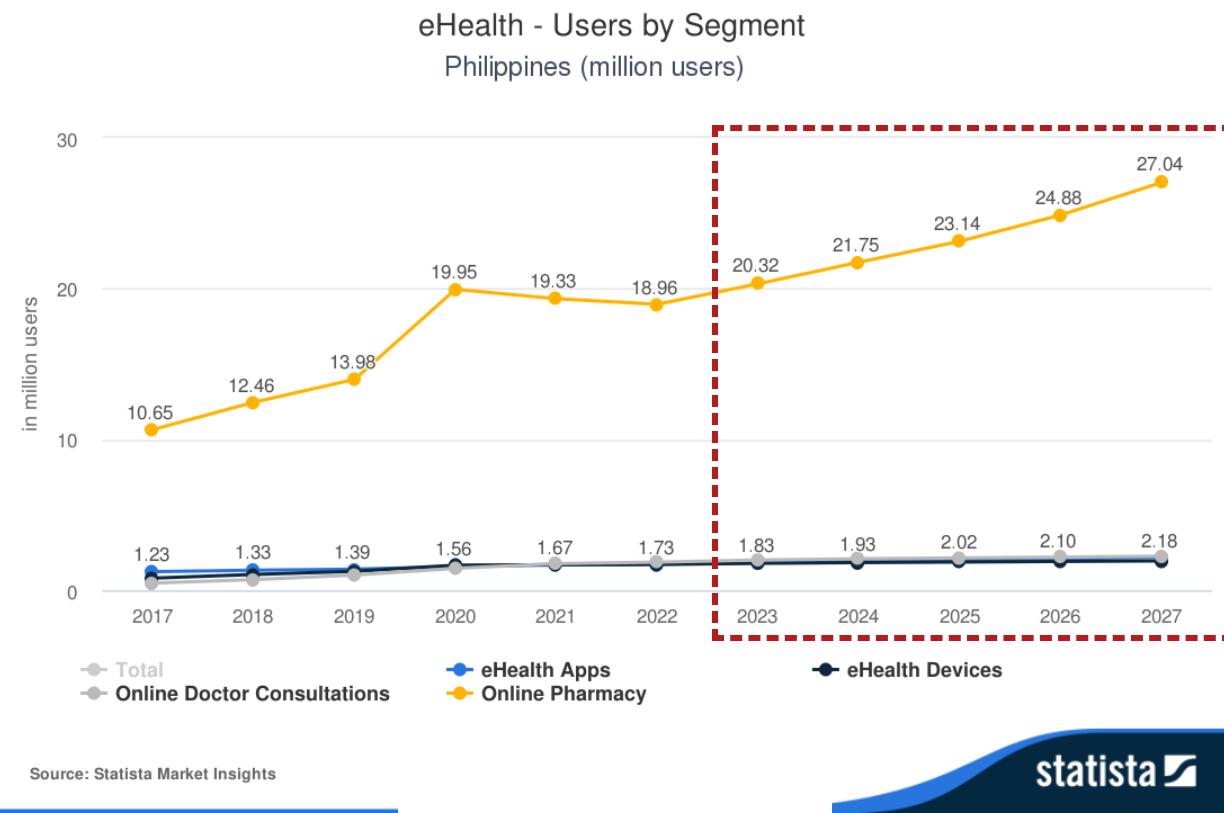
GETTING USERS TO DECIDE BETTER

WITH OUR ANALYSIS



DIGITAL HEALTH USERS & MARKET REVENUE

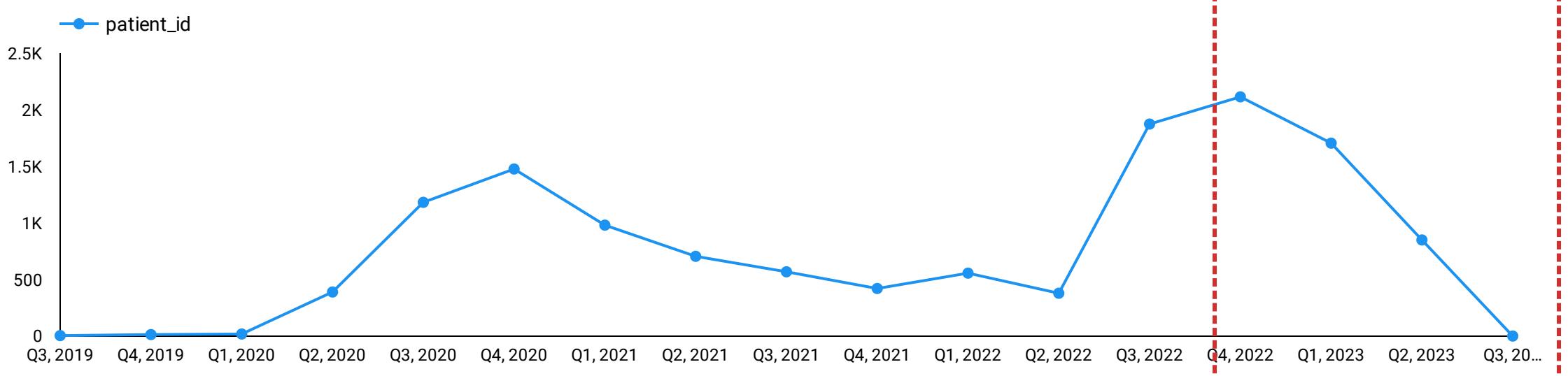
Is predicted to increase from now on nationally



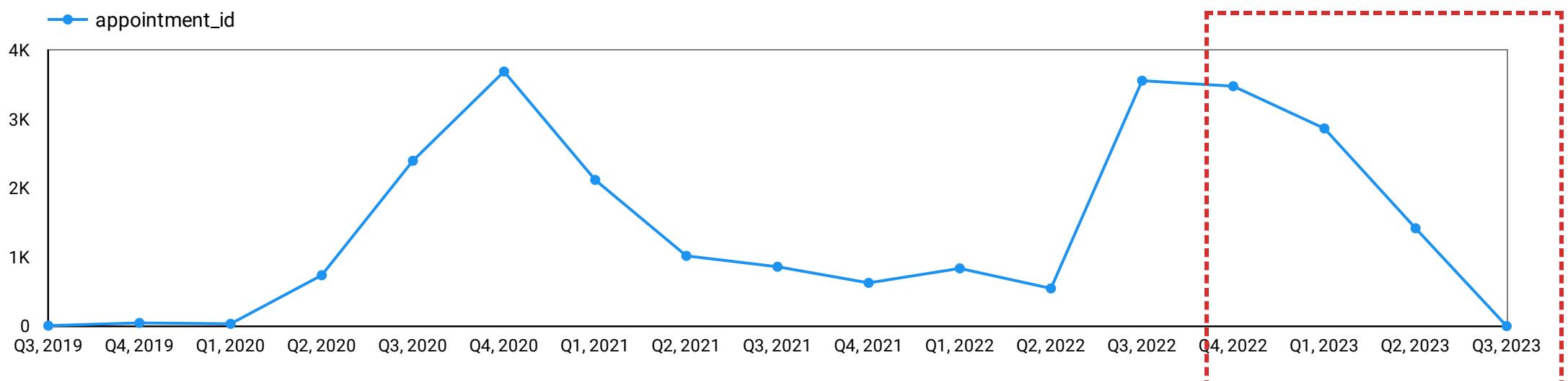
ACTIVE POPULATION



Patients

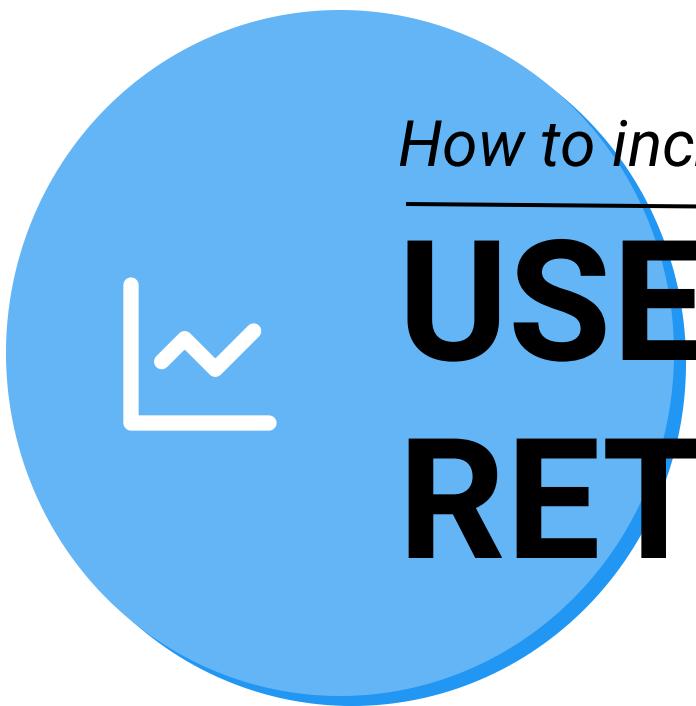


Appointments



Observation:

- On both graphs, they inclined on Q4 2020 and Q3 2022, and both decreased afterwards.

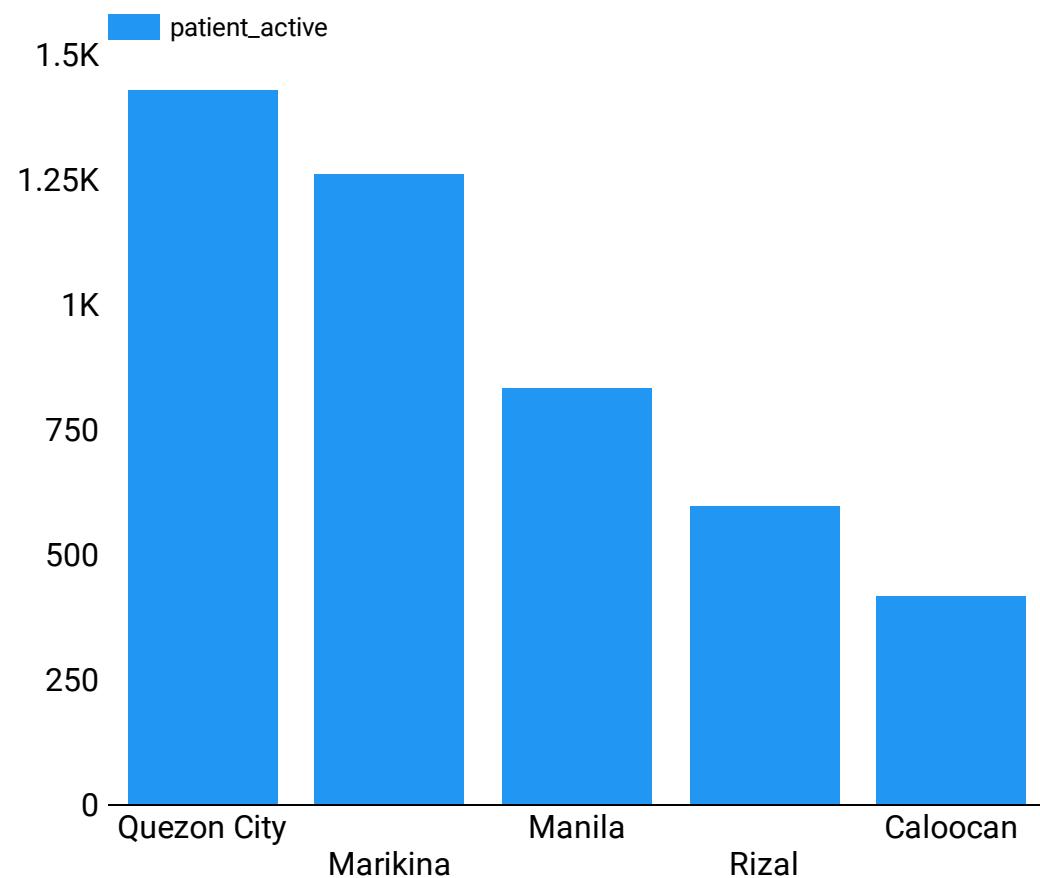


How to increase

USER & RETENTION RATE?

"The goal is to increase the user and retention rate of name of company by 20% for the next 2 years."

Top 5 City with active patients

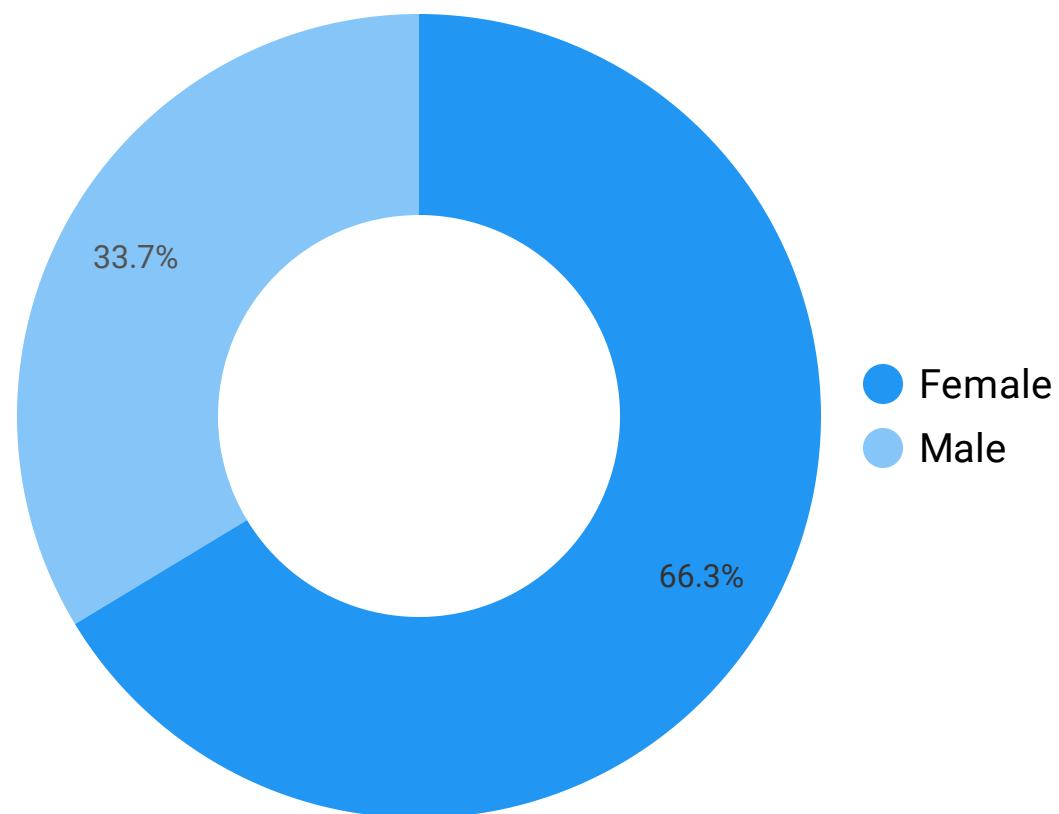


Which top cities have the most active patients?

- The 4 cities in the Top 5 cities are from Metro Manila.

Quezon City being the highest followed by Marikina has the most active patients users of Name of Company.

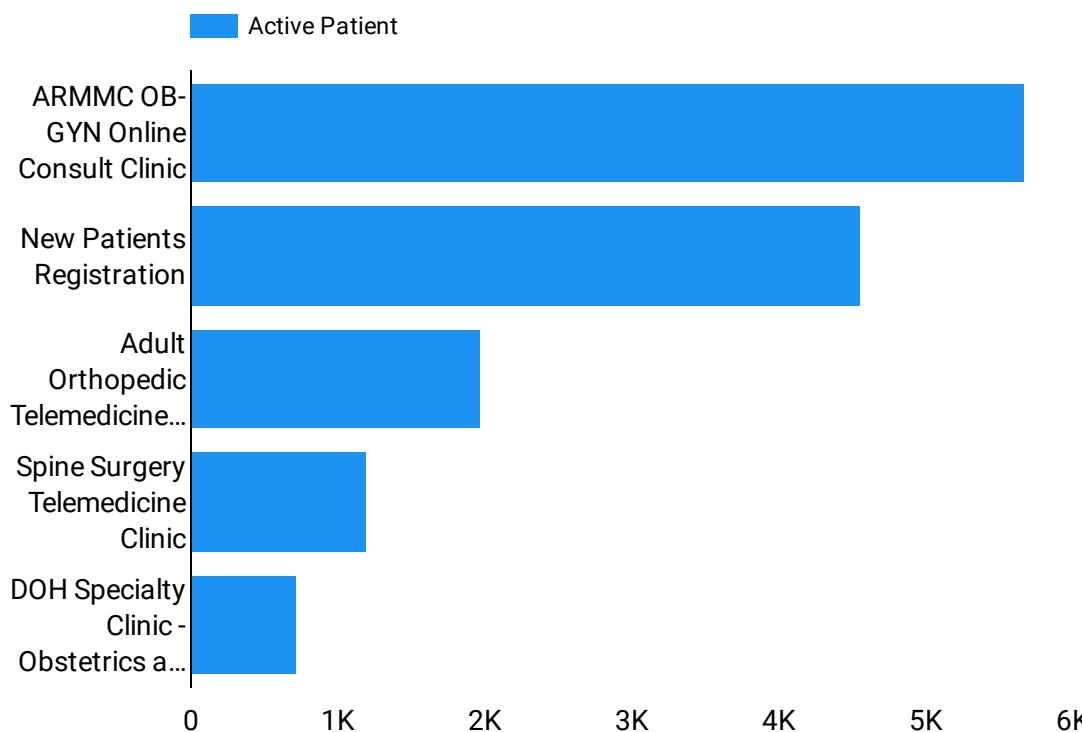
Gender



Which gender uses the most?

- 66.3% of the females used the services of Name of Company

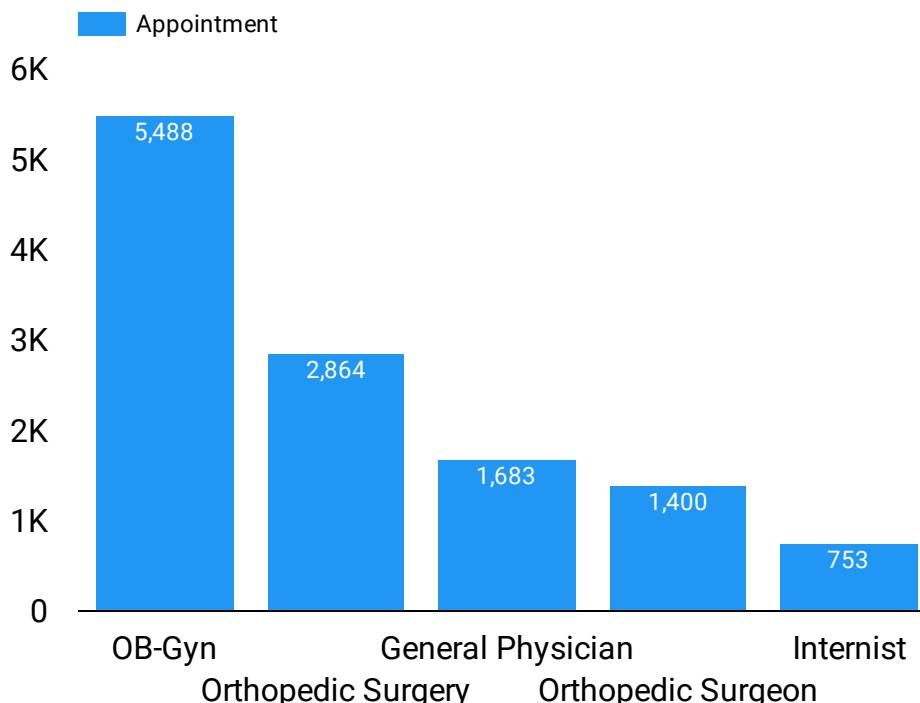
Most active hospitals



Which top hospitals/clinics have the most active patients?

- ARMMC-OBGYN Online Consult Clinic and Philippine Orthopedic have the most active patients.

Highest appointments

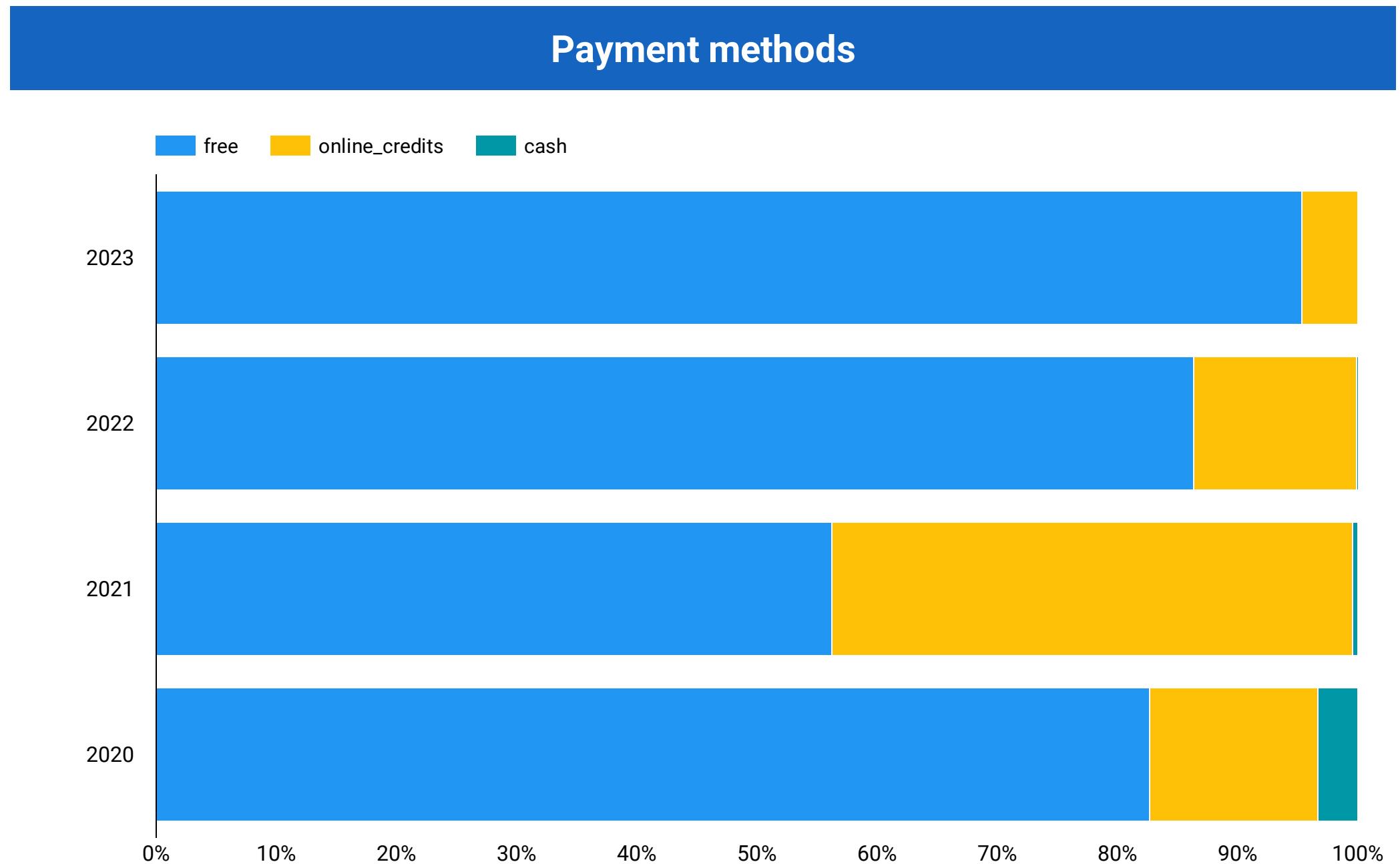


Which specialization gets to be booked the most?

- Obstetrician-gynecologists have the highest number of appointments followed by Orthopedist.

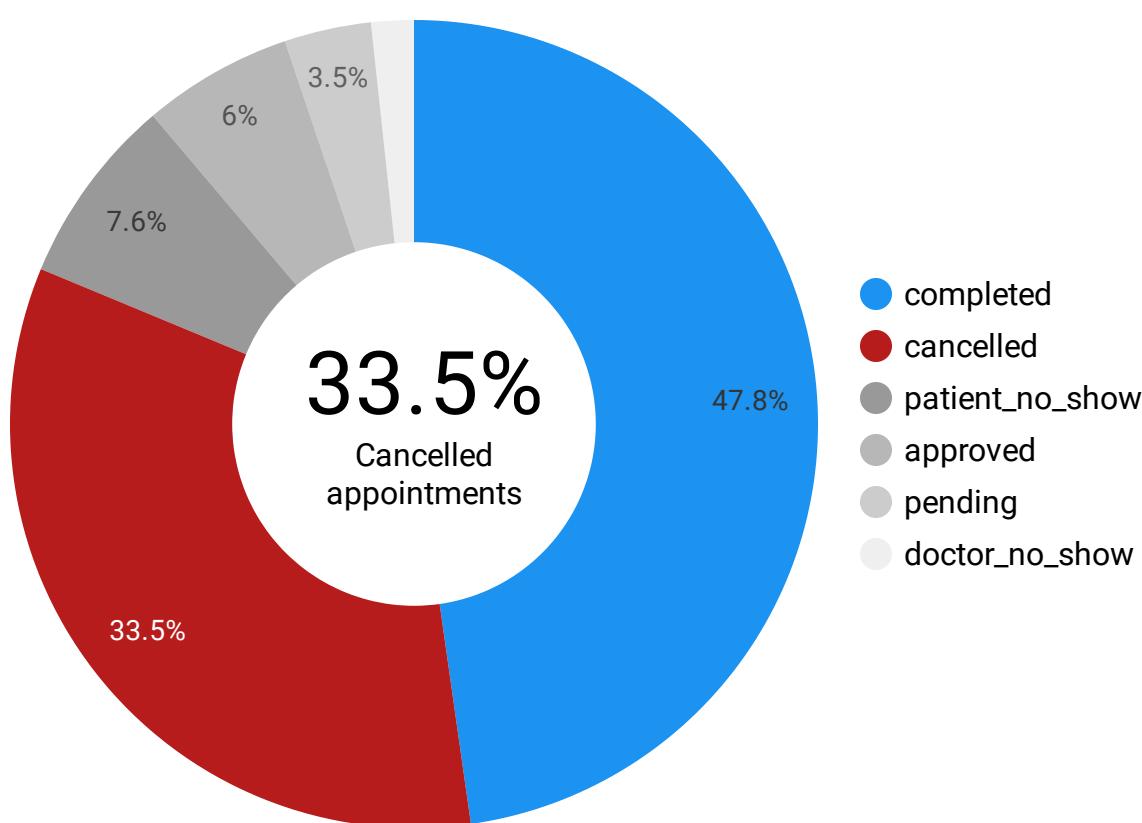
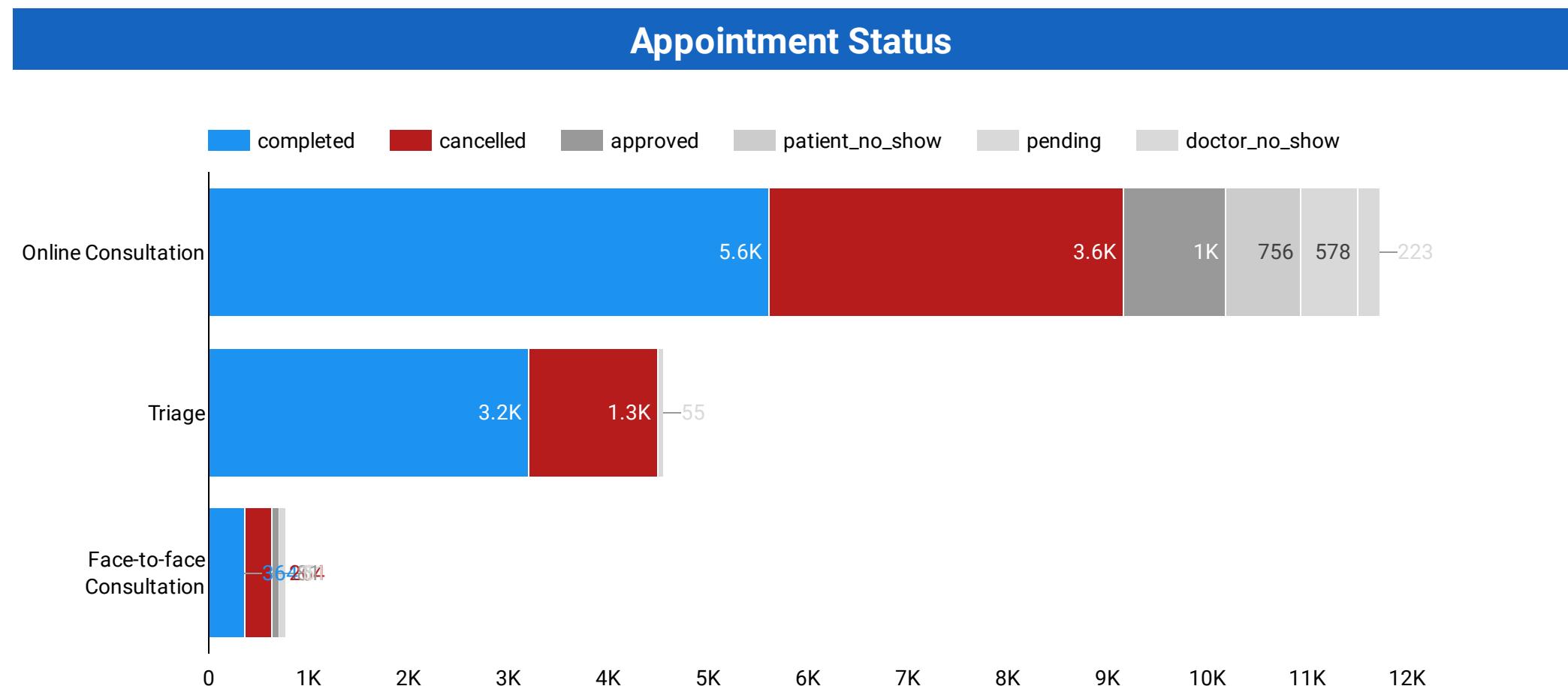
Which payment method is commonly used by the users?

- In 2023, 95.36% of users book for free.

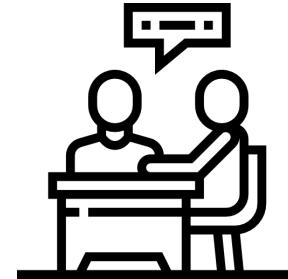


How completed and canceled appointments share?

- 47.8% are completed while 33.5% are canceled.



To recap...



Quezon City and **Marikina** have the highest active patients.

ARMMMC OBGYN (Marikina), and **Philippine Orthopedic Center (QC)** are have the most service offered.

Obstetrician-Gynecologists and **Orthopedists** have the most appointments

66.3% of females use SeeYouDoc

Most users book for **free**.

Recommendations

1

Attract more government-partnered clinics and hospitals which best offer orthopedics, and pregnancy related medical concerns within Quezon City, and Marikina.

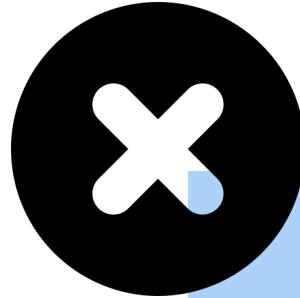
2

Attract more Obstetrician-Gynecologists, and Orthopedists to register in the name of company as practitioner.

3

Consider to expand and strengthen the reach of service outside Metro Manila.

To recap...



33.5%

of appointments are
canceled

1

There should be a **cancellation policy** either the doctors or the patients do the cancellation. **Allow rescheduling** given that reason is **grounded on the cancellation policy**.

2

A **reminder and 3 initial questions** can be given to patients a *day before the appointment*. The 3 initial questions will prompt the patient on what to expect during the consultation.

More recommendations

Improve the UX design of website through **categorizing the doctors by specialty** for it to be **more organized and easier to use**.

Select patient gender

Select date range

What are you booking for?

Specialty

Mind Health

Laboratory

Emergency

Active Doctors

390



Chart configuration incomplete

Count of Hospitals

245

Patients' Ratings



Chart configuration



Chart configuration

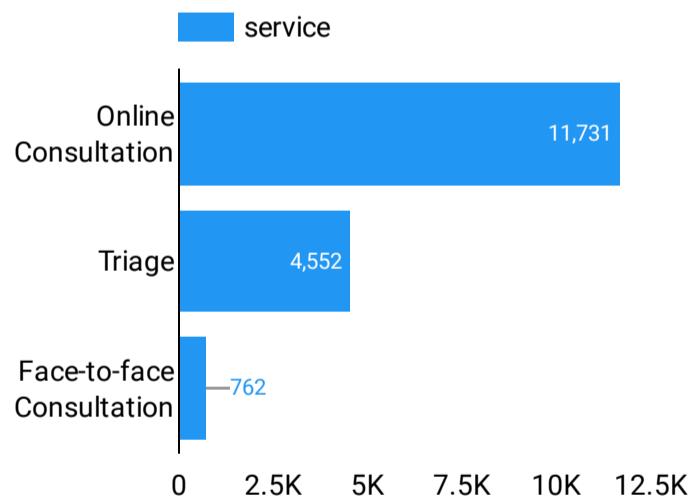


Chart configuration



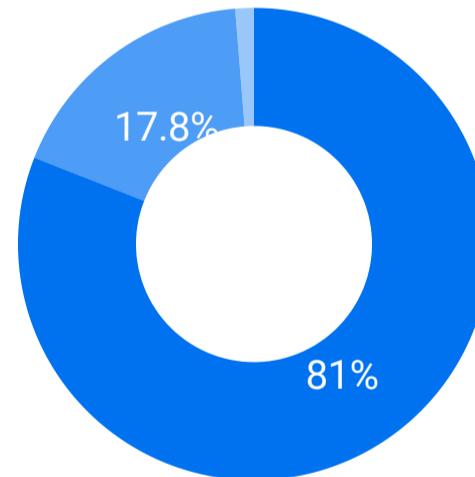
Chart configuration

Top 3 Services

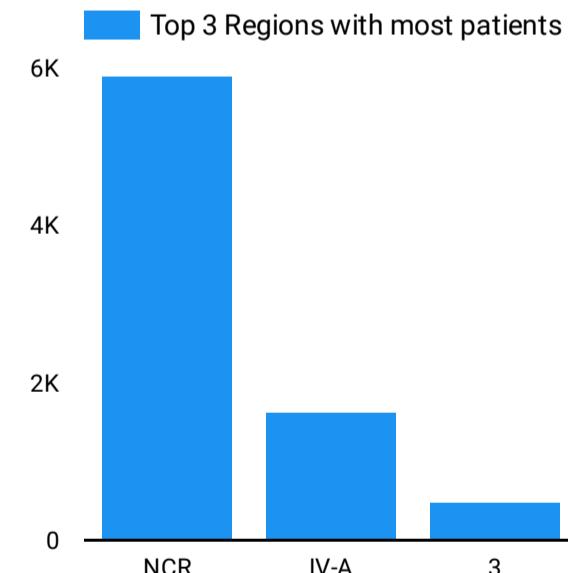


Payment Method

● free ● online_credits ● cash



Top 3 Regions



Most Common Comments:

1. 5 stars!!! No complaints at all. I am 100% comfortable with Dr.....:) the app is very user friendly too! Will recommend to my family and friends for sure.
2. Very accommodating and patient to all my queries and concerns
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Tampered due to Non Disclosure Agreement

Congratulations!

Patient's Guide

Select patient gender

Select date range

What are you booking for?

Specialty

Mind Health

Laboratory

Emergency

Active Doctors

339

Avg. Overall Satisfaction

3.47

Count of Hospitals

191

Patients' Ratings



Comfort level

3.54



Convenience

3.47



Privacy concern

3.3



Contactless diagnosis

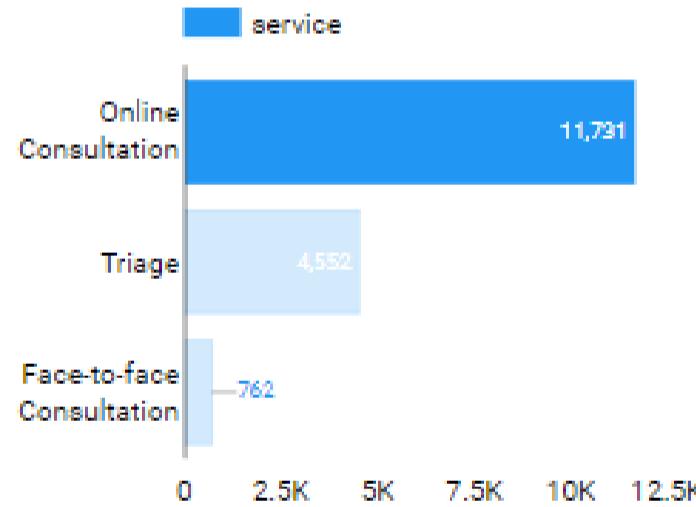
3.36



Likeliness to repeat

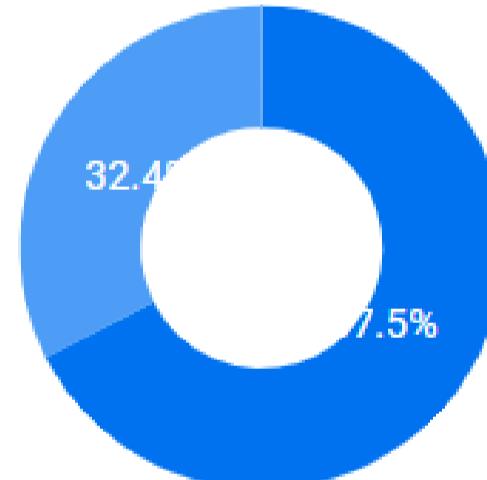
3.28

Top 3 Services

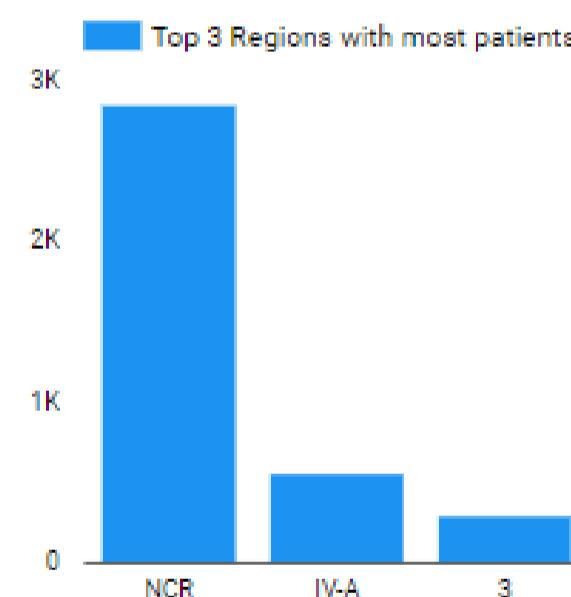


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Specialty

Select Hospital

Select specialization

Active Doctors

538



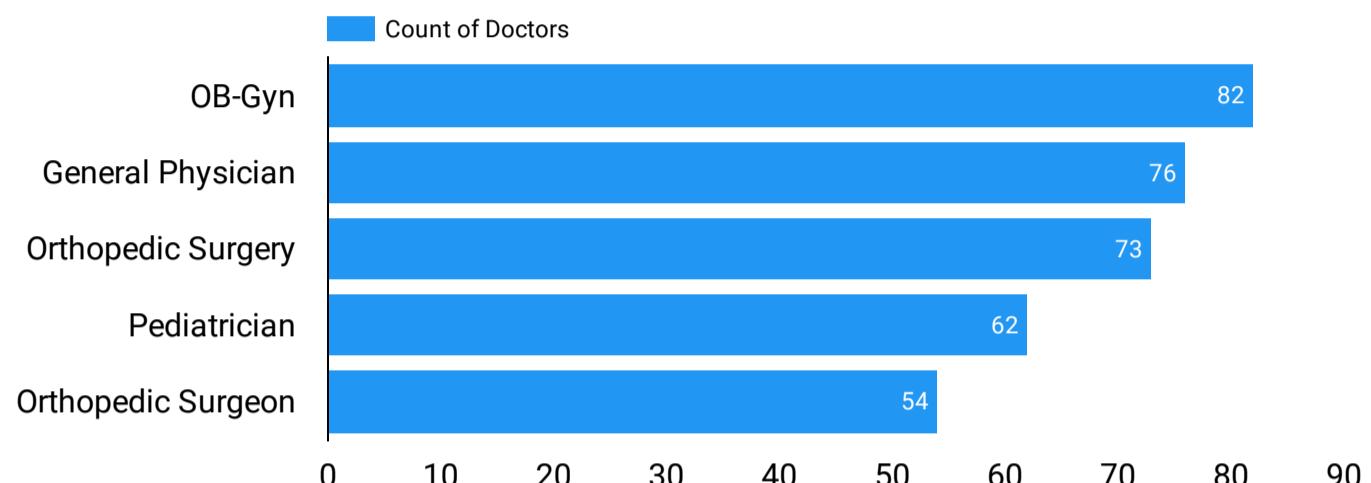
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Count of Hospitals

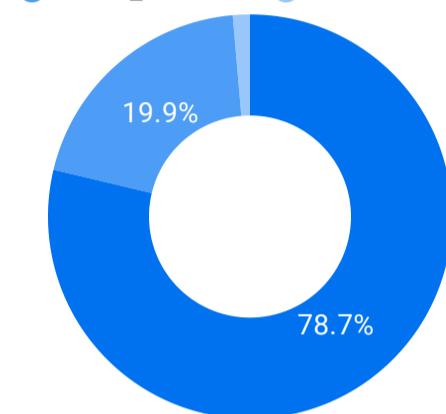
245

Active Doctors per Specialization

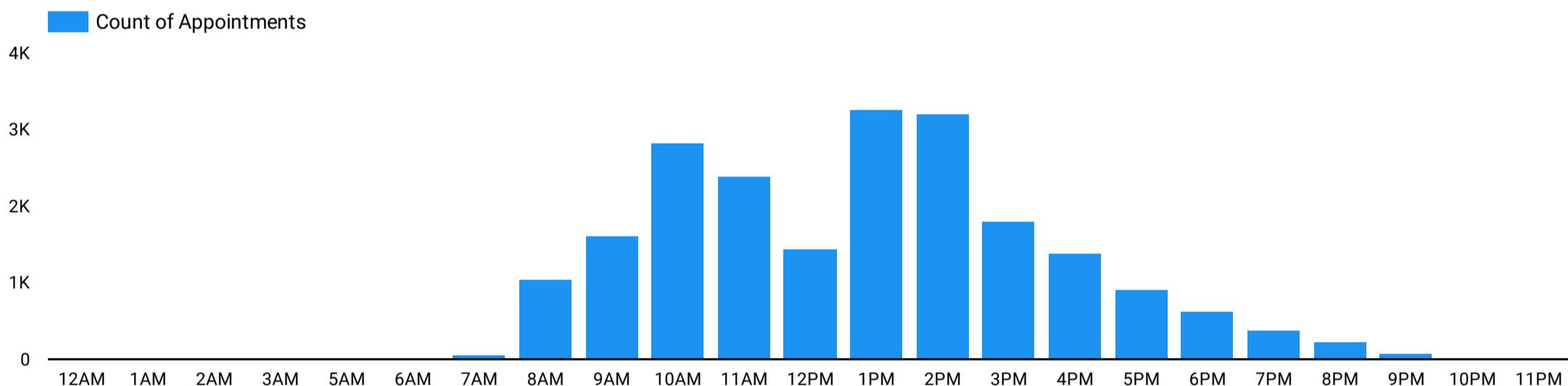


Payment Method

free online_credits cash



Popular Times



Hospital's Overall Rating

Satisfaction rates per specialization

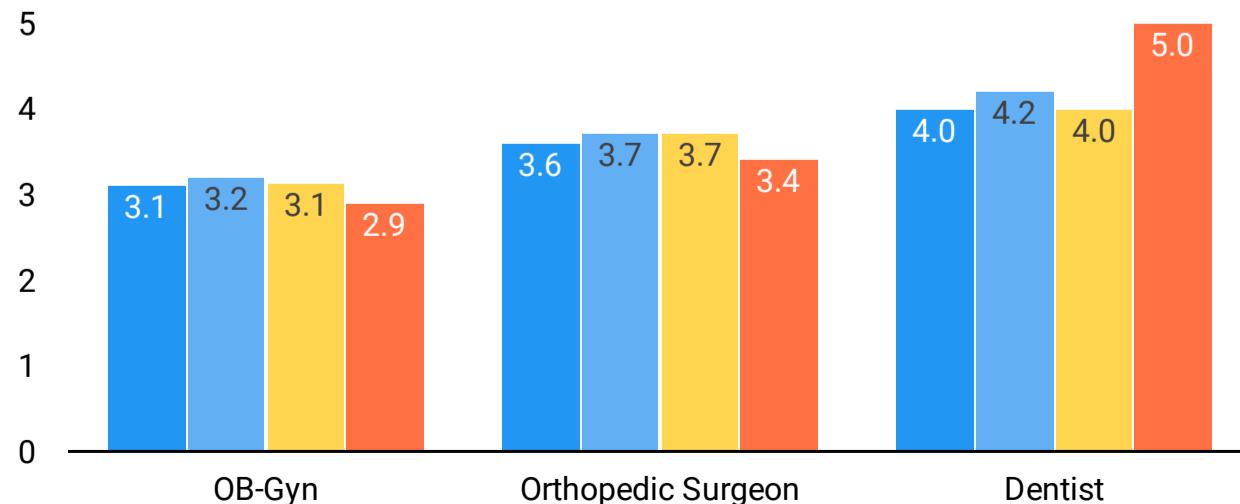


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overall_satisfacti... comfort_level convenience likeliness_repeat...



Patient's Guide

Select patient gender

Select date range

What are you booking for?

Specialty

Mind Health

Laboratory

Emergency

Active Doctors

339

Avg. Overall Satisfaction

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Count of Hospitals

191

Patients' Ratings



Comfort level

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Convenience

3.47



Privacy concern

3.3



Contactless diagnosis

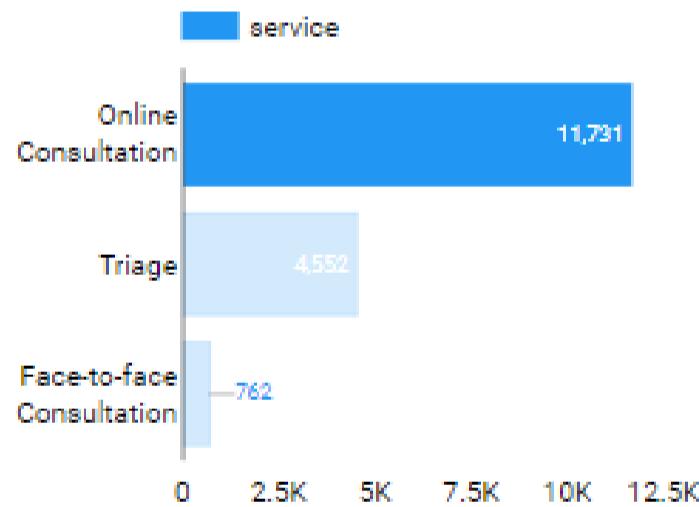
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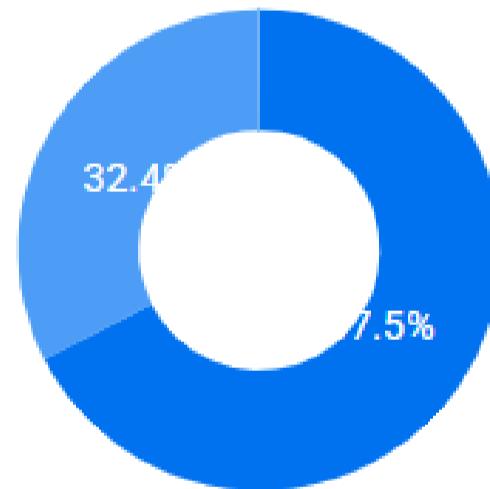
3.28

Top 3 Services

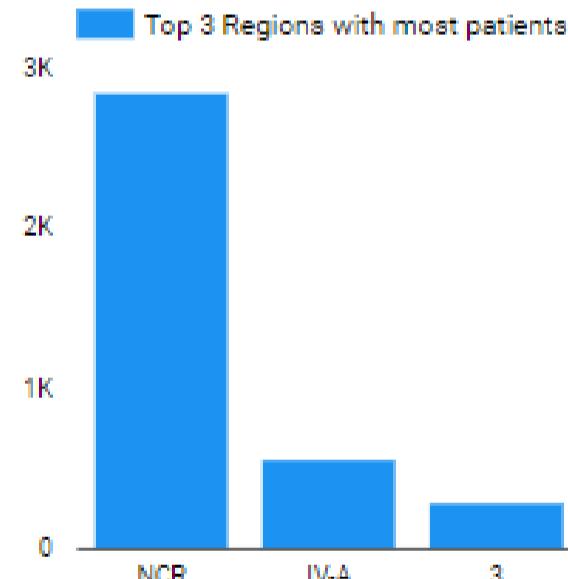


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Congratulations!



Mind Health

Select Hospital

Select specialization

Active Doctors

10



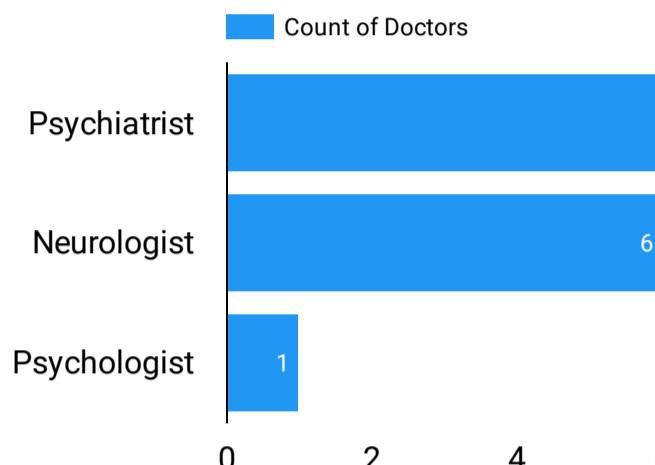
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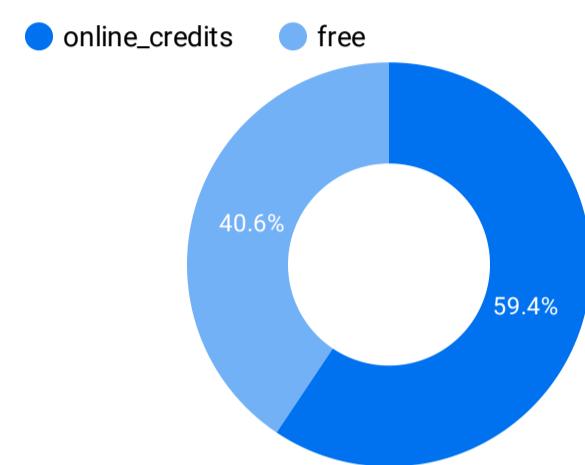
Count of Hospitals

7

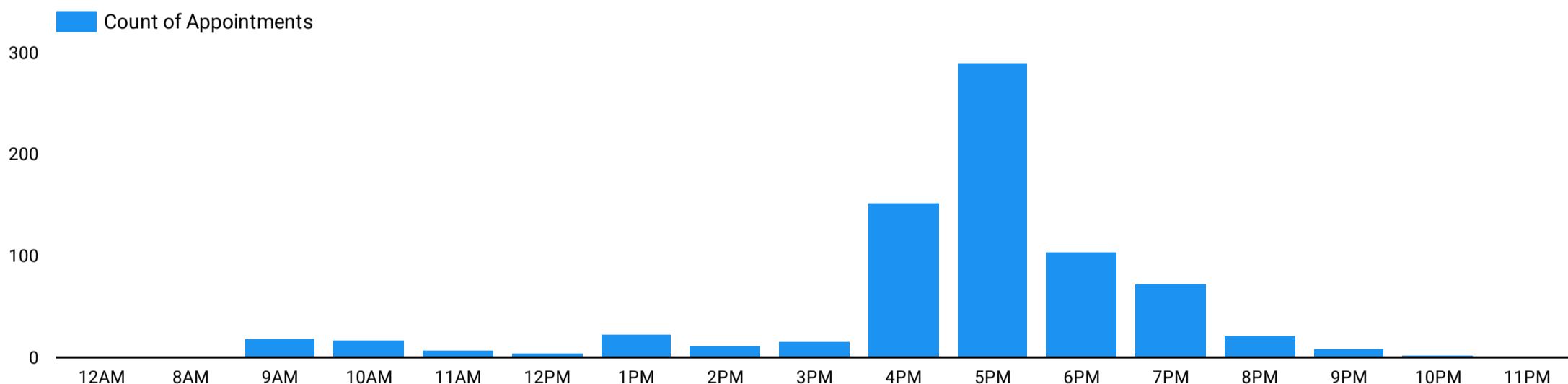
Active Doctors per Specialization



Payment Method



Popular Times



Hospital's Overall Rating

Satisfaction rates per specialization

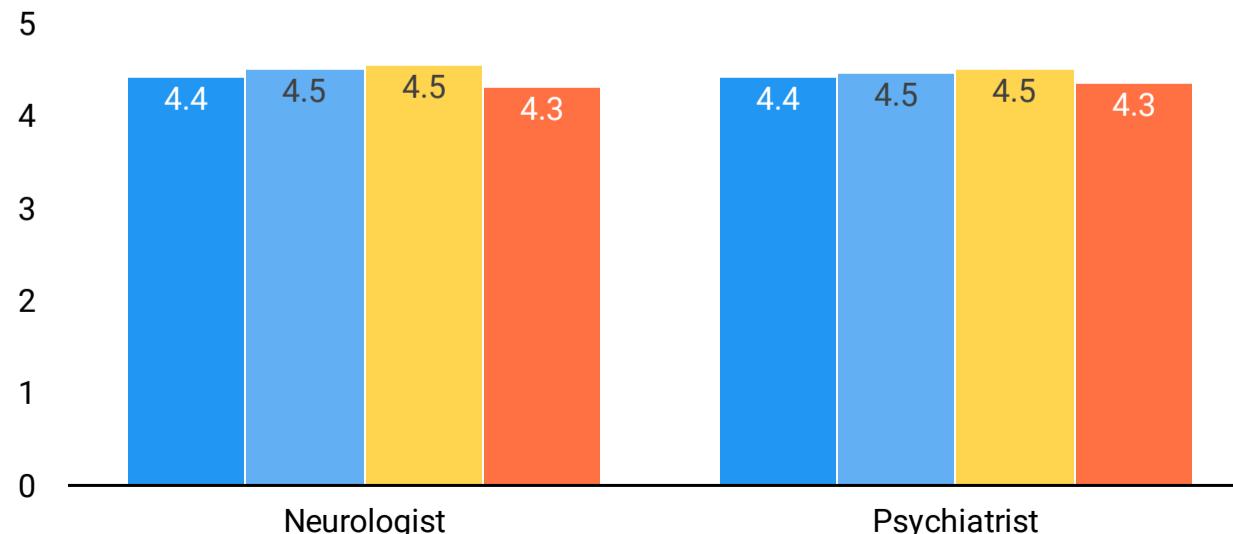


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[See details](#)

overall_satisfaction comfort_level convenience likeliness_repeat...



Patient's Guide

Select patient gender

Select date range

What are you booking for?

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Mind Health

Laboratory

Emergency

Active Doctors

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Count of Hospitals

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Patients' Ratings



Comfort level

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Convenience

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Privacy concern

3.3



Contactless diagnosis

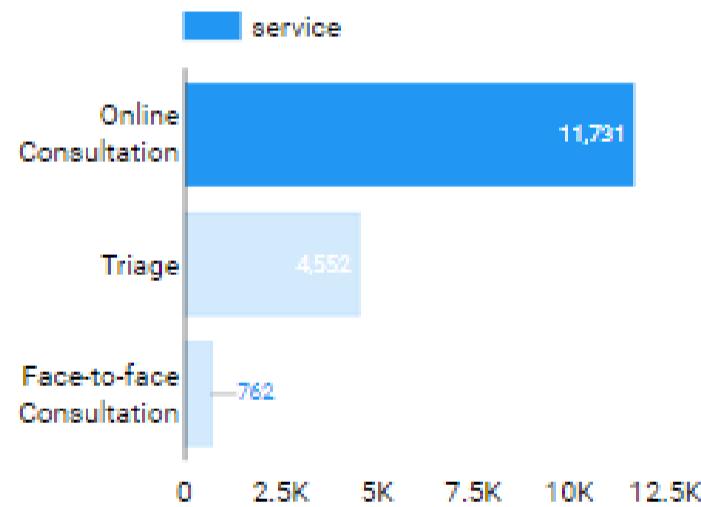
3.36



Likeliness to repeat

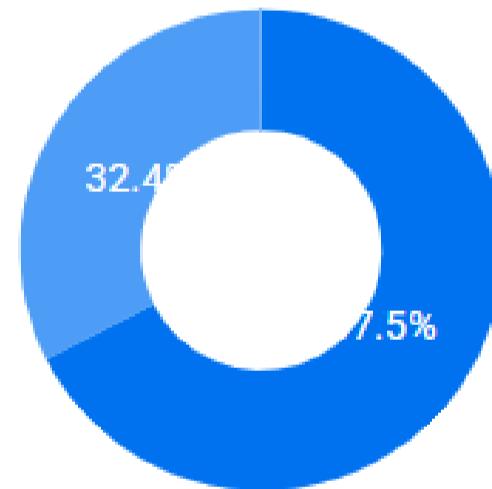
3.28

Top 3 Services

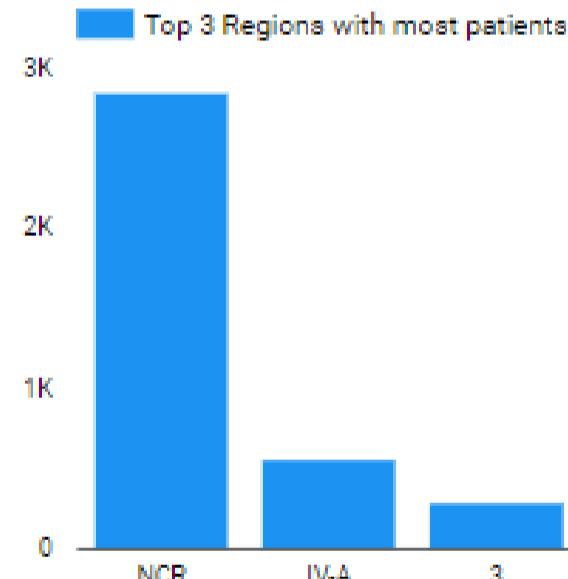


Payment Method

● free ● online_credits ● cash



Top 3 Regions

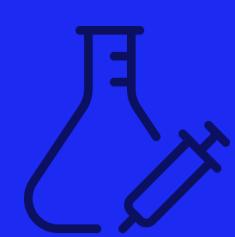


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Laboratory

Select Hospital

Select specialization

Active Doctors

5

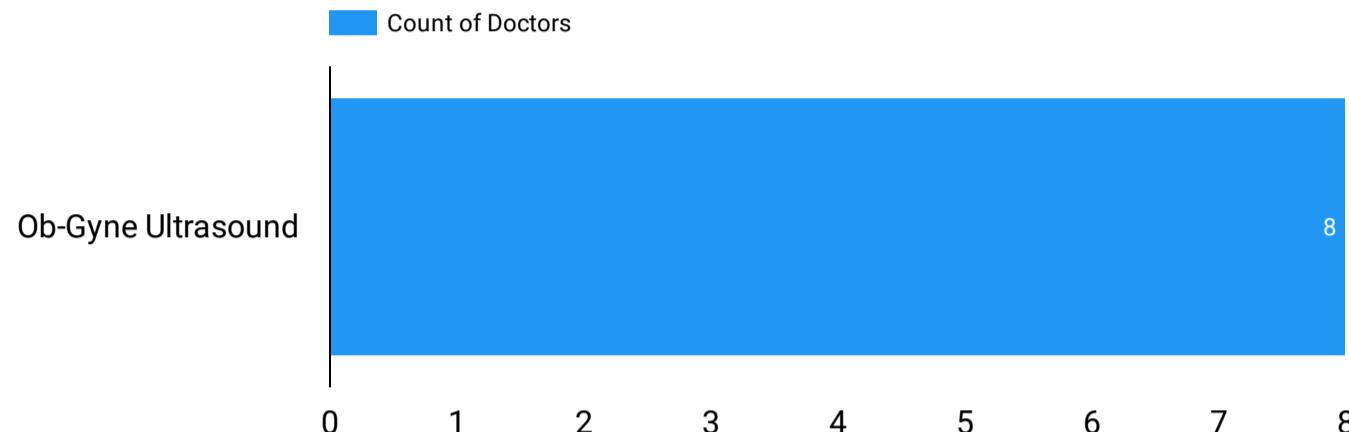


Chart configuration incomplete

Count of Hospitals

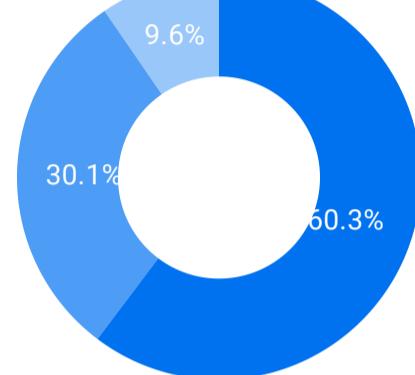
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Active Doctors per Specialization

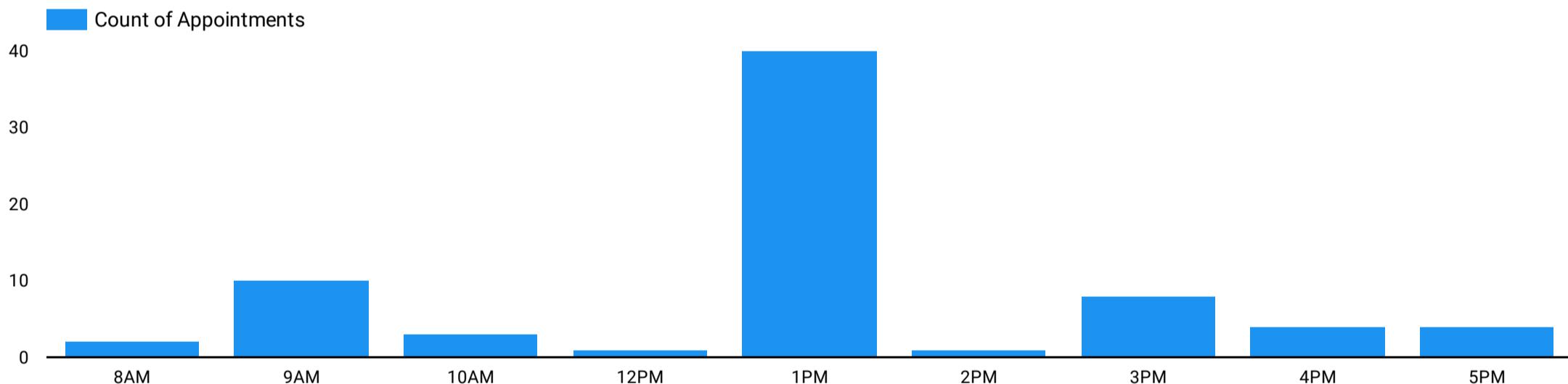


Payment Method

free online_credits cash



Popular Times



Hospital's Overall Rating

Satisfaction rates per specialization

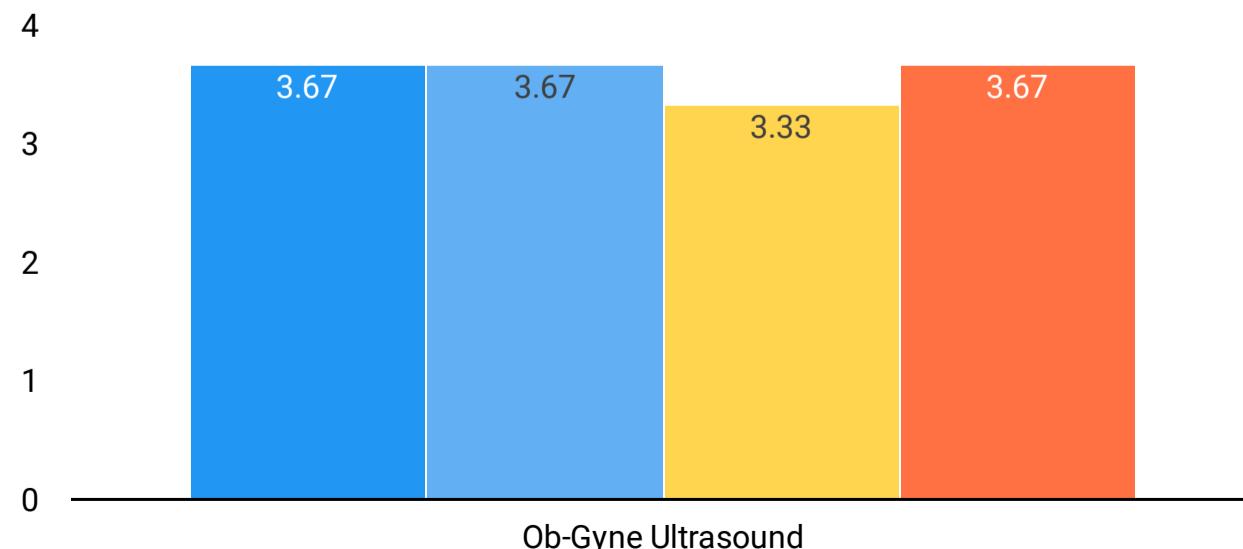


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overall_satisfaction comfort_level convenience likeliness_repeat...



Patient's Guide

Select patient gender

Select date range

What are you booking for?

Specialty

Mind Health

Laboratory

Emergency

Active Doctors

339

Avg. Overall Satisfaction

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Count of Hospitals

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Comfort level

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Convenience

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Privacy concern

3.3



Contactless diagnosis

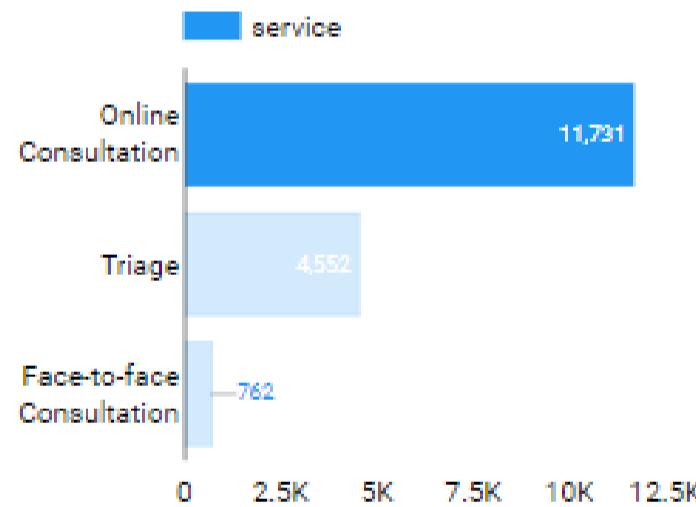
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Likeliness to repeat

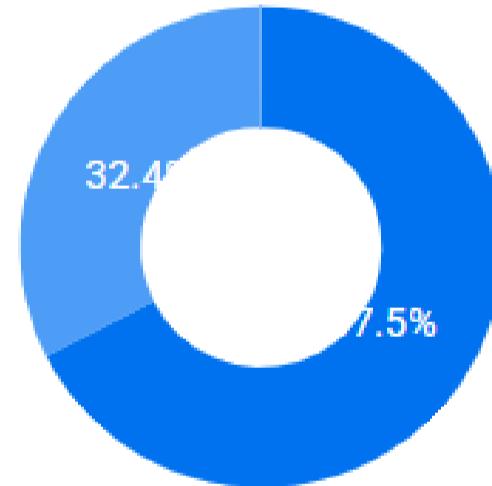
3.28

Top 3 Services

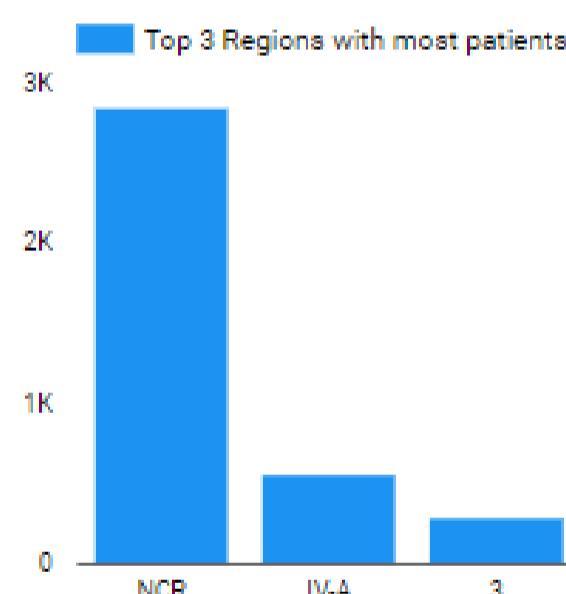


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Emergency

Select Hospital

Select specialization

Active Doctors

29



Chart configuration incomplete

Count of Hospitals

20

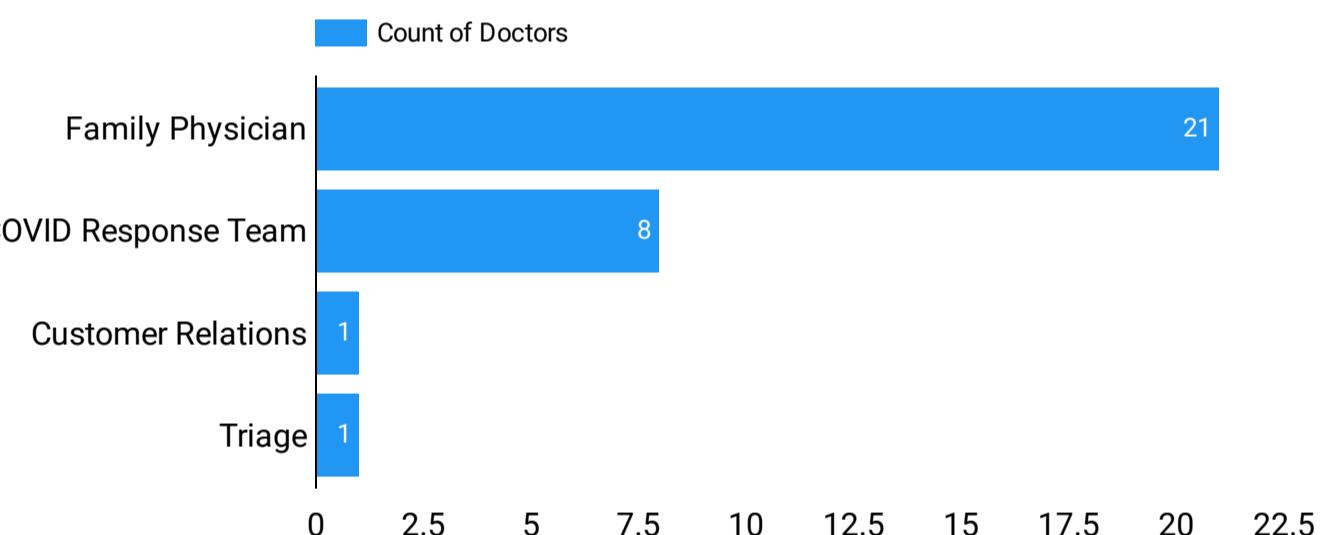


Emergency Response

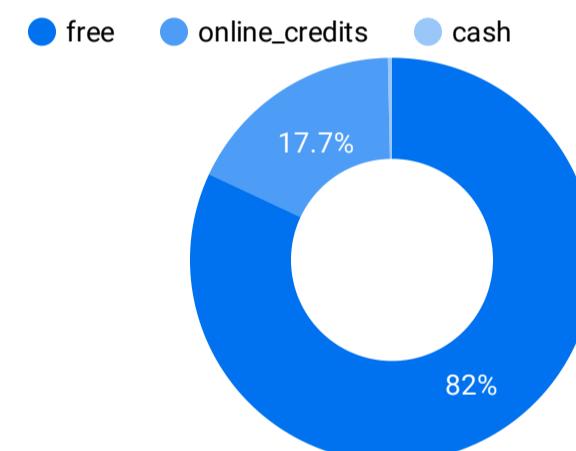
Lifeline 16-911 Hotline

Contact 16-911 immediately for emergency. If lifeline 16-911 missed your call, please expect a callback from mobile number ending with 16-911. Your mobile number and location will be shared to a Lifeline 16-911 for a prompt response.

Active Doctors per Specialization



Payment Method



Hospital's Overall Rating

Satisfaction rates per specialization

Chart configuration incomplete
Invalid/Missing dimensions, metrics, or filters.

[See details](#)

