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Admin

Assignment 2 View

- Variant Explorer
- Process Explorer
- Case Explorer
- Activities overview
- General Overview
- Appointment/Cancellations & Satisfaction Analysis
- Patient Segmentation & Revenue



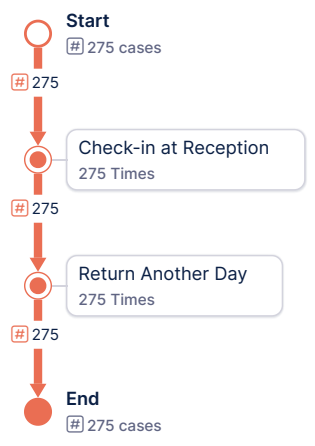
Variant Explorer



Apply Filter

	Variant	Count	Coverage	Avg TPT
<input checked="" type="checkbox"/>	#1	275	23%	6 min
<input type="checkbox"/>	#2	197	17%	42 min
<input type="checkbox"/>	#3	64	5%	52 min
<input type="checkbox"/>	#4	59	5%	58 min
<input type="checkbox"/>	#5	54	5%	53 min
<input type="checkbox"/>	#6	54	5%	55 min
<input type="checkbox"/>	#7	39	3%	42 min
<input type="checkbox"/>	#8	26	2%	36 min
<input type="checkbox"/>	#9	21	2%	6 min
<input type="checkbox"/>	#10	19	2%	49 min
<input type="checkbox"/>	Others	382	32%	60 min

Collapse Controls





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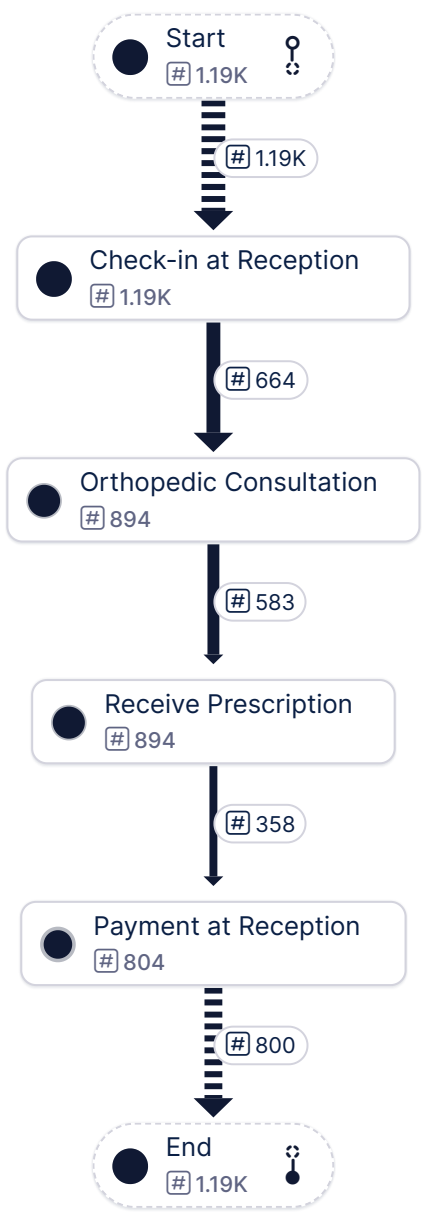
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Assignment 2 View

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Activities 15 of 15





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Case Id	# of Activities	Throughput Time	First Activity	First Activity Timestamp	
1321	6	42 min	Check-in at Reception	24/01/2025 23:00:00	Schedule New Consultation
1319	7	1 h	Check-in at Reception	16/01/2025 01:00:00	Payment via App
1318	7	1 h	Check-in at Reception	06/01/2025 04:00:00	Payment via App
1317	2	3 min	Check-in at Reception	12/01/2025 09:00:00	Return to Reception
1316	8	1 h	Check-in at Reception	01/01/2025 22:00:00	Payment via App
1315	6	1 h	Check-in at Reception	28/02/2025 15:00:00	Payment via App
1314	7	1 h	Check-in at Reception	15/03/2025 21:00:00	Payment via App
1313	2	8 min	Check-in at Reception	15/02/2025 06:00:00	Return to Reception
1312	2	4 min	Check-in at Reception	29/03/2025 02:00:00	Return to Reception
1311	2	6 min	Check-in at Reception	14/03/2025 06:00:00	Return to Reception
1310	2	7 min	Check-in at Reception	08/03/2025 17:00:00	Return to Reception
1309	5	58 min	Check-in at Reception	23/02/2025 23:00:00	Payment via App
1308	5	47 min	Check-in at Reception	28/02/2025 06:00:00	Payment via App
1307	6	54 min	Check-in at Reception	14/02/2025 21:00:00	Payment via App
1306	6	54 min	Check-in at Reception	15/02/2025 00:00:00	Payment via App
1305	6	1 h	Check-in at Reception	18/01/2025 21:00:00	Payment via App
1304	7	1 h	Check-in at Reception	07/01/2025 09:00:00	Payment via App
1303	6	56 min	Check-in at Reception	24/03/2025 08:00:00	Payment via App
1302	7	1 h	Check-in at Reception	30/01/2025 10:00:00	Payment via App
1301	7	2 h	Check-in at Reception	22/02/2025 12:00:00	Payment via App
1300	7	2 h	Check-in at Reception	05/01/2025 10:00:00	Payment via App
1299	6	43 min	Check-in at Reception	22/02/2025 01:00:00	Receive Prescription
1298	5	41 min	Check-in at Reception	09/03/2025 13:00:00	Payment via App
1297	6	1 h	Check-in at Reception	01/03/2025 16:00:00	Payment via App
1296	7	1 h	Check-in at Reception	02/02/2025 21:00:00	Payment via App
1295	7	1 h	Check-in at Reception	01/03/2025 02:00:00	Payment via App
1294	6	51 min	Check-in at Reception	06/01/2025 12:00:00	Payment via App
1293	7	1 h	Check-in at Reception	25/01/2025 22:00:00	Payment via App
1292	5	1 h	Check-in at Reception	01/02/2025 15:00:00	Payment via App
1291	6	56 min	Check-in at Reception	26/02/2025 06:00:00	Payment via App

Case details: 1321

Search

- Activities 6 Items
- Check-in at Reception 24/01/2025 23:00:00
 - Complaint 24/01/2025 23:03:00 +3m
 - Receive Prescription 24/01/2025 23:20:00 +20m
 - Orthopedic Consultation 24/01/2025 23:23:00 +23m
 - Payment via App 24/01/2025 23:42:00 +42m
 - Schedule New Consultation 24/01/2025 23:42:00 +42m

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Assignment 2 View

OverviewVariant ExplorerProcess ExplorerCase ExplorerActivities overviewGeneral OverviewAppointment/Cancellations & Satisfaction AnalysisPatient Segmentation & Revenue/Cost AnalysisMore Revenue/Cost AnalysisTime Based Analysis

Event log

Event Log Assignment 2 ActivityDefault

from

Check-in at Reception

First

to

To event

Last

↑ Activity

Check-in at Reception

Orthopedic Consultation

Receive Prescription

Payment at Reception

Return Another Day

Receive Exam Results

Complaint

Schedule New Consultation

Perform Exams

Payment via App

Waiting for Doctor

Consultation Cancelled

Missed Turn

Incomplete Information

System Error

0

200

400

600

800

1000

1200

COUNT →

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Activities overview

General Overview

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Time B

Total Cancellation Events

611

Total Unique Cancelled Appointments

380

% of Appointment Cancellation

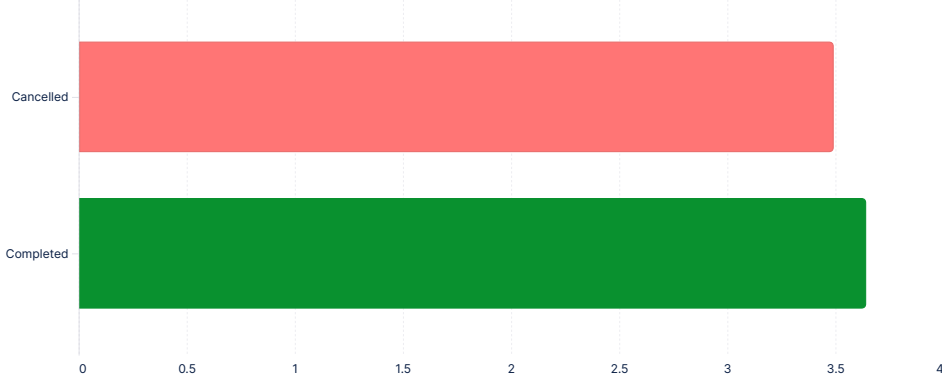
31.93%

Appointments

2,484

Avg Satisfaction Score

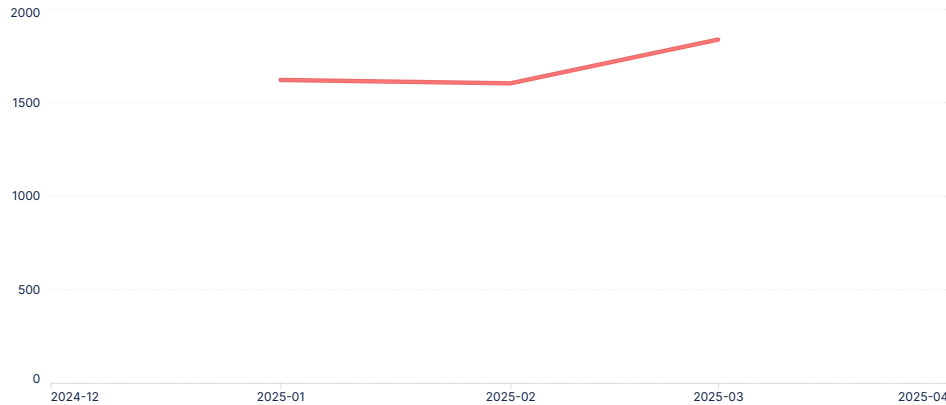
Appointment Status



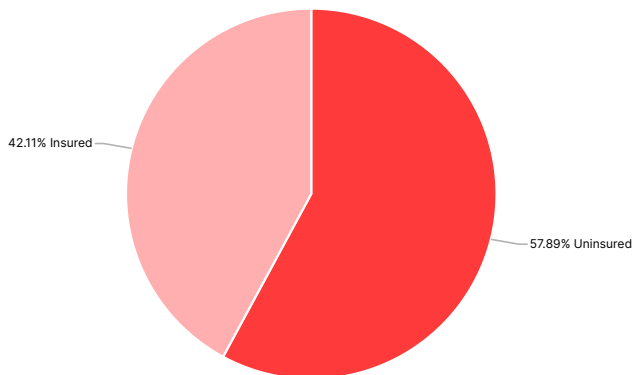
Appointment Status: Cancelled

Appointment Cancellations Trend by month

Number of Cancellations

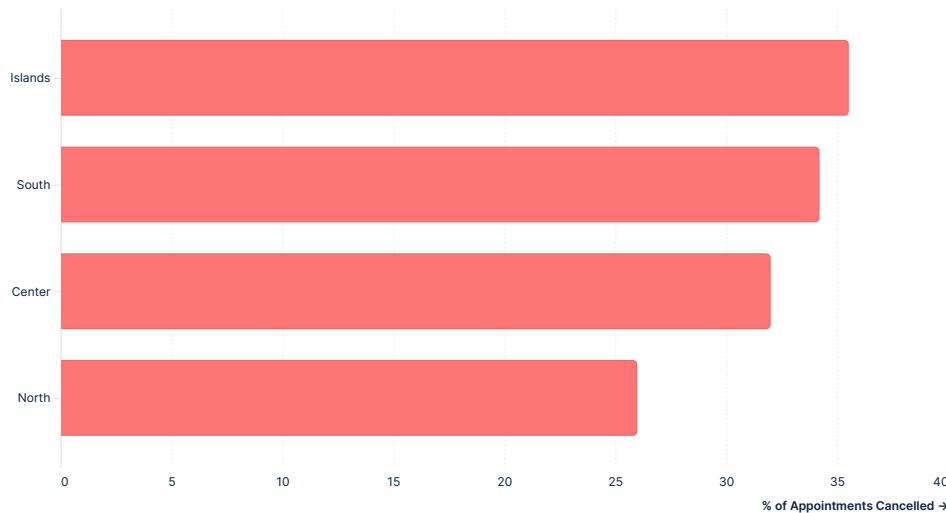


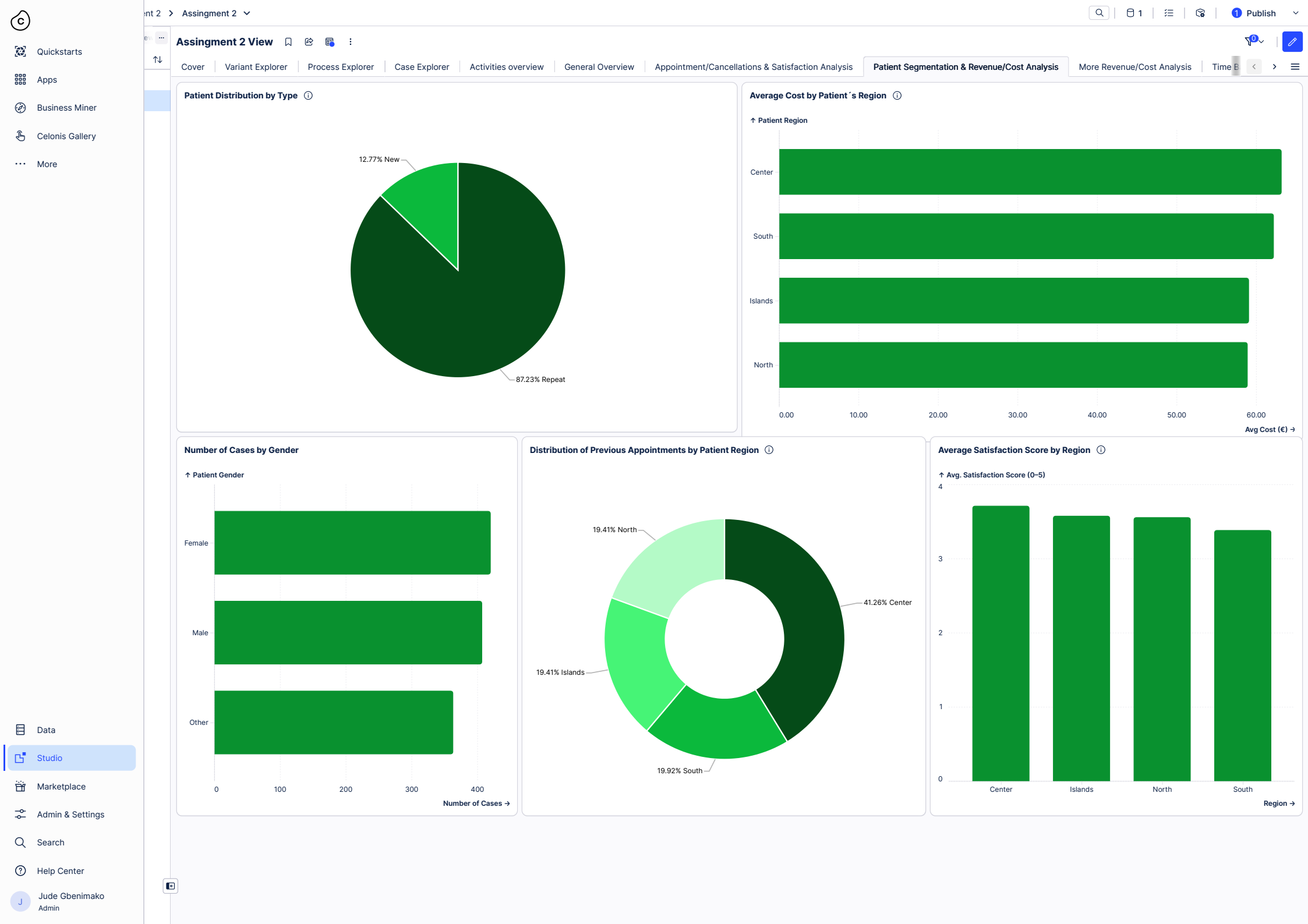
Cancelled Appointments by Insurance Status



Appointment Cancellation Rate (%) by Patient Region

Patient Region





Assingment 2

Assingment 2

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More Revenue/Cost Analysis

Time B

<

>

≡

Average Cost by Gender

↑ Patient Gender

Female

Male

Other

0

10

20

30

40

50

60

Average Cost (€) →

Scatter Plot: Total Cost vs. Satisfaction Score

↑ Satisfaction Score

5.00

4.00

3.00

2.00

1.00

0.00

0.00

20.00

40.00

60.00

80.00

100.00

120.00

Total Cost (€) →

Average Cost by Age Group

↑ Average Cost (€)

66-75

36-45

76-84

56-65

46-55

26-35

18-25

0

20

40

60

Age Group (Yrs) →

Average Cost by Chronic Condition

↑ Chronic Condition

Asthma

Diabetes

None

Hypertension

Heart Disease

0.00

10.00

20.00

30.00

40.00

50.00

60.00

Average Cost (€) →

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Case ID	Throughput Time (min)
1	40 min.
2	49 min.
3	54 min.
4	53 min.
5	23 min.
6	30 min.
7	59 min.
8	71 min.
9	56 min.
10	32 min.
11	55 min.
12	36 min.
13	52 min.
14	54 min.