Analytics Dashboard: Metrics, Definitions, and Logic

Jay-Ileen (Ai) - 2026-02-20 - VSee Clinic for Admins

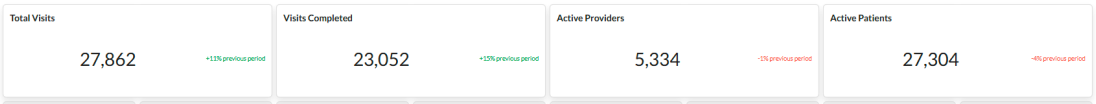
This document serves as a central knowledge base for all metrics, calculations, and data points available within the Telehealth Analytics Dashboard. It is intended to align product managers, engineers, data analysts, and clinic administrators on the precise meaning and derivation of each data field.

Note: *This feature is only available for user roles (i.e., Admin, Analyst) with access to Reports.*

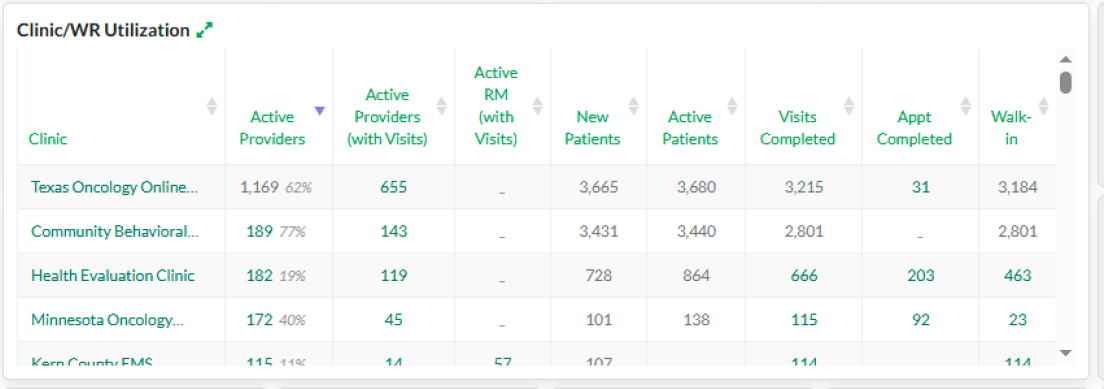
1. Introduction to the Dashboard Modules

The analytics dashboard is designed to provide multi-faceted insights into clinic operations, provider activity, patient behavior, and visit quality. It is organized into several key modules:

Number Widgets: A high-level overview displaying key performance indicators (KPIs) as individual cards, often with trend comparisons.

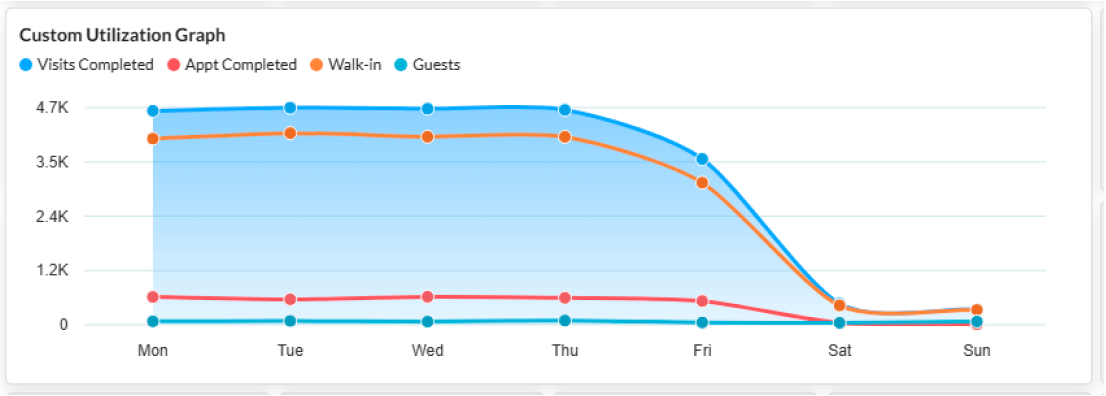


Clinic / WR (Waiting Room) Utilization: A detailed view that breaks down the core Number Widget metrics by individual Clinic or Waiting Room.

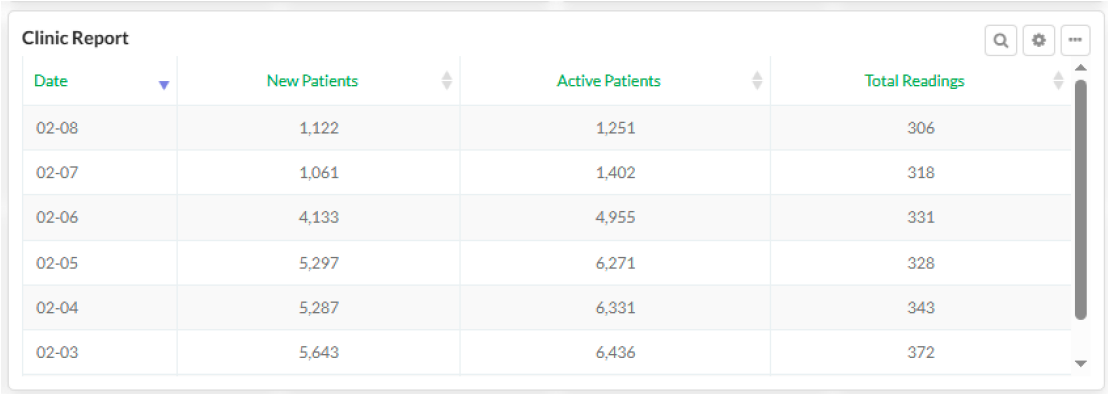


Clinic	Active Providers	Active Providers (with Visits)	Active RM (with Visits)	New Patients	Active Patients	Visits Completed	Appt Completed	Walk-in
Texas Oncology Online...	1,169 62%	655	_	3,665	3,680	3,215	31	3,184
Community Behavioral...	189 77%	143	_	3,431	3,440	2,801	_	2,801
Health Evaluation Clinic	182 19%	119	_	728	864	666	203	463
Minnesota Oncology...	172 40%	45	_	101	138	115	92	23
Kern County EMS	115 11%	14	57	107		114		114

Utilization Graph: A time-series visualization (hourly, daily, monthly) of the core metrics, allowing for trend analysis over time.



Clinic Report: A specialized report focusing on clinic-level data, including health readings from patient devices.



Clinic Report

Date	New Patients	Active Patients	Total Readings
02-08	1,122	1,251	306
02-07	1,061	1,402	318
02-06	4,133	4,955	331
02-05	5,297	6,271	328
02-04	5,287	6,331	343
02-03	5,643	6,436	372

Patient Flow & Feedback Modules: A set of tools to analyze patient drop-off points, reasons for leaving, and post-visit satisfaction through surveys and ratings.

2. Core Visit Statistics

This section defines the fundamental metrics related to patient visits.

2.1. Volume and Status Metrics



Field Name	Definition / Calculation Logic	Data Type
Total Visits	The total number of visits. Group appointment: Each patient in the group is counted as an individual visit (e.g., a group of 5 patients counts as 5 visits). Note: This count does not include invited guests.	Integer
Visits Completed	The number of visits with a final status. Statuses Included: `Pending Completed` + `Finalized`.	Integer
Pending Visits	A visit is considered pending if it is not in any of the following states: Missed, Aborted, Canceled, or Completed.	Integer

Field Name	Definition / Calculation Logic	Data Type
Pending Completed Visits	Visits that are clinically finished but require additional action. Criteria: `Pending Notes` OR `Pending Survey` OR `Pending Payment`.	Integer
Visit Missed	A visit is marked as missed under two conditions: 1. Automatic: Patient is online, but the provider does not join. After the default system timeout (e.g., 4 hours), the visit is automatically marked as "Missed." 2. Manual: An admin or provider manually marks the visit as missed.	Integer
Canceled by Patient	Visits that were canceled by the patient. *(Previously labeled as "Aborted")*	Integer

Field Name	Definition / Calculation Logic	Data Type
Canceled by Provider	Visits that were canceled by the provider. *(Previously labeled as "Canceled")*	Integer
Appt Created	The number of appointments created during the selected time period.	Integer
Appt Completed	The number of appointments completed during the selected time period.	Integer

2.2. Time-Based Metrics

Field Name	Definition / Calculation Logic	Data Type
Avg Wait Time	The average time a patient waits before connecting with the first provider (e.g., Doctor, CSR, MA). Calculation: `Sum(Wait Time for all visits) / Count(Visits)`.	Time

Field Name	Definition / Calculation Logic	Data Type
Avg Wait Time (Pro)	Average wait time, filtered to only include visits where the first provider role is `Provider` or `Doctor`.	Time
Avg Wait Time (MA)	Average wait time, filtered to only include visits where the first provider role is `Medical Assistant`.	Time
Avg Wait Time (CSR)	Average wait time, filtered to only include visits where the first provider role is `Customer Service Rep`.	Time
Duration	The sum of all patient call durations. Group appointment: Each patient's time in the call is calculated individually. Definition: The time from when a patient enters a call with a provider until the patient leaves the call.	Time

Field Name	Definition / Calculation Logic	Data Type
Avg Duration	The average duration of a patient call. Calculation: `Total Duration / Number of Patients`.	Time
Avg Duration (Pro)	Average call duration, filtered to the provider role: `Provider / Doctor`.	Time
Avg Duration (MA)	Average call duration, filtered to the provider role: `Medical Assistant`.	Time
Avg Duration (CSR)	Average call duration, filtered to the provider role: `Customer Service Rep`.	Time

2.3. Visit Modality and Type (Completed Visits Only)

Field Name	Definition / Calculation Logic	Data Type
Communication Method		
Video	Count of completed visits where the communication method was `Video`.	Integer

Field Name	Definition / Calculation Logic	Data Type
Phone Visit	Count of completed visits where the communication method was `Phone`.	Integer
In-Person	Count of completed visits where the communication method was `In-Person`.	Integer
E-consult	Count of completed visits where the communication method was `E-consult`.	Integer
Visit Type		
Walk-in	Count of completed visits with the type `Walk-in`. Note: Walk-in, One to One, and Group are mutually exclusive. A walk-in session is counted here regardless of whether it was a group or individual session.	Integer
One to One	Count of completed visits with the type `One to One` (scheduled individual session).	Integer
Group	Count of completed visits with the type `Group` (scheduled group session).	Integer

Field Name	Definition / Calculation Logic	Data Type
Guests	The total number of guests who joined a call via an invite link.	Integer

3. Operational & Clinical Metrics

This section covers metrics related to clinic activity, provider availability, and clinical data.

Field Name	Definition / Calculation Logic	Data Type
Active Clinics	A clinic is counted as active if it has had at least one visit during the selected time period.	Integer
Active WRs	A Waiting Room is counted as active if it has had at least one visit during the selected time period.	Integer
Total Readings	The total count of health data readings (e.g., from blood pressure cuffs, glucose monitors). Calculation: 1. Identify active patients from the clinic. 2. Find the device IDs associated with those patients (filtered by the clinic's `device_type`) from `device_logs`. 3. Count all records in `health_data` that match either the `device_id` or `user_id` within the selected period.	Integer
Availability (Total)	The total scheduled slot time for all providers. Calculation: `Sum(slot time of provider 1 + slot time of provider 2 + ...)`. This includes slots for both 1-on-1 and group appointments.	Time

Field Name	Definition / Calculation Logic	Data Type
Availability (Occupied)	The total scheduled slot time that was filled by an appointment. Calculation: `Sum(1-on-1 appt time + group appt time)` for providers who have booked slots.	Time
Availability (Available)	The remaining available slot time. Calculation: `Availability (Total) - Availability (Occupied)`.	Time
Payment Collected ($)	The total dollar amount of payments collected. This counts every visit, regardless of its status or type.	Currency

4. Provider and Patient Analytics

This section defines metrics that focus on the users of the platform. Note: The labels for these roles are configurable per clinic (e.g., "Provider" can be "Specialist," "Physician," "Trainer"; "Patient" can be "Participant," "Client," "Trainee"). The underlying logic remains the same.

4.1. Provider Metrics

Field Name	Definition / Calculation Logic	Data Type
Total Providers	The total number of providers in the system.	Integer
Active Providers	The number of unique providers who logged in or had any activity during the specified time period.	Integer

Field Name	Definition / Calculation Logic	Data Type
Active Providers (with Visits)	The number of unique providers who were part of at least one visit (regardless of the visit's final status) during the specified time period.	Integer
Active RM (with Visits)	The number of unique Remote Medics who were part of at least one visit.	Integer
Concurrent Providers	The maximum number of providers who were active (e.g., in a call, logged in) at the same time during the specified time period.	Integer

4.2. Patient Metrics

Field Name	Definition / Calculation Logic	Data Type
New Patients	The number of unique patients who registered during the specified time period.	Integer
Patients with Visits	The number of unique patients who were part of at least one visit (regardless of the visit's final status) during the specified time period.	Integer
Active Patients	The number of unique patients who logged in or had any activity during the specified time period.	Integer

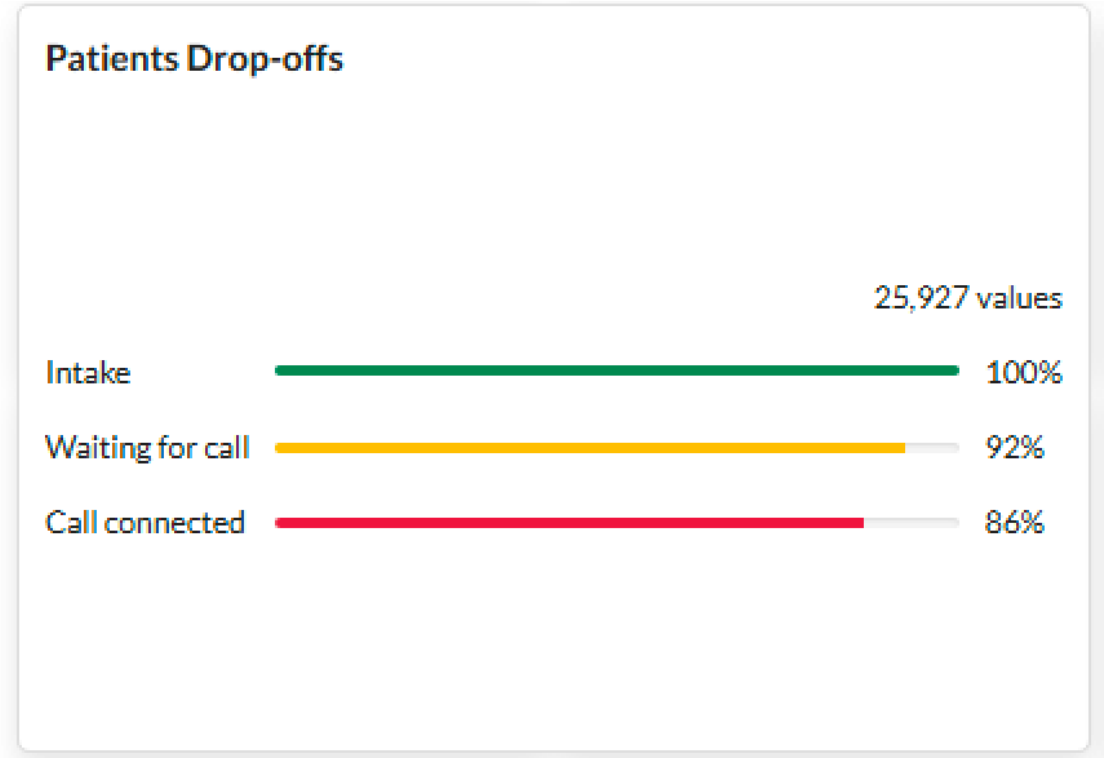
Field Name	Definition / Calculation Logic	Data Type
Concurrent Patients	The maximum number of patients who were active (e.g., in a call, in a waiting room) at the same time during the specified time period.	Integer

5. Patient Journey & Feedback Analysis

These modules provide qualitative and quantitative data on the patient experience, from intake to post-visit feedback.

5.1. Drop-off Funnel

This funnel chart visualizes the patient journey and where drop-offs occur.



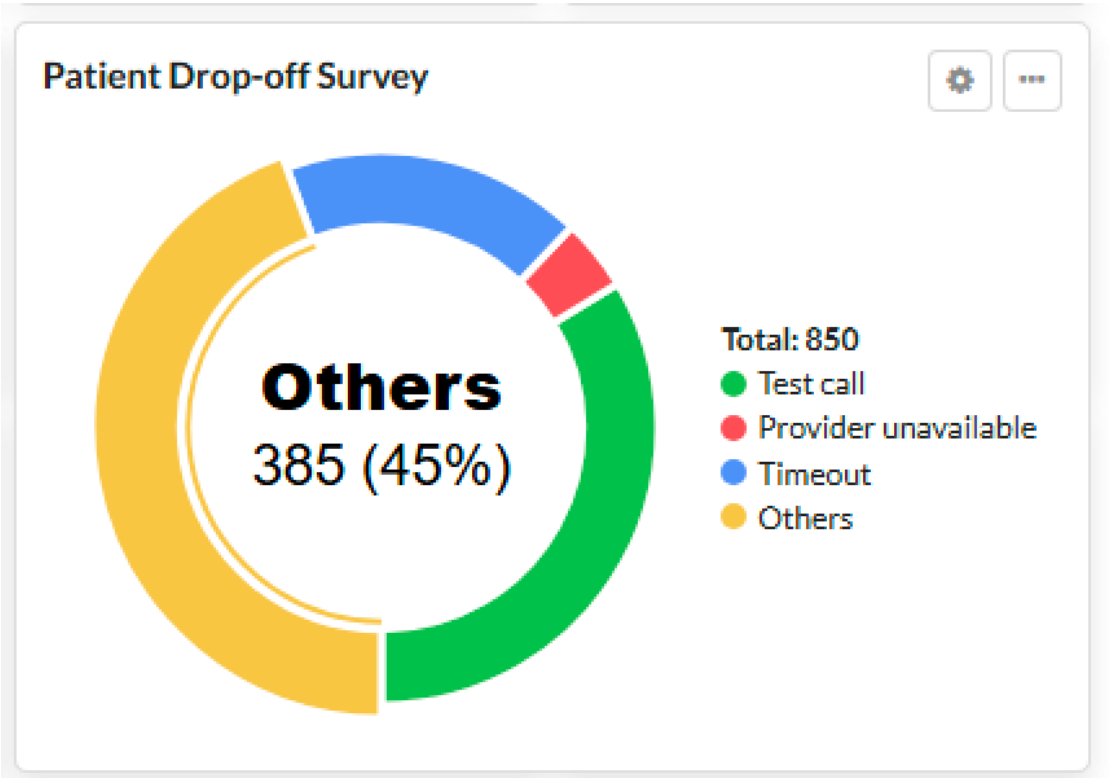
The values represent the total number of drop-offs at each stage, calculated as a percentage of the baseline

Field Name	Definition / Calculation Logic	Data Type
Intake	All drop-offs that completed the intake process. This represents the 100% baseline for the funnel.	Percentage
Waiting for Call	Out of the total drop-offs, the percentage of patients who entered the waiting room but dropped off before connecting with a provider.	Percentage
Call Connected	Out of the total drop-offs, the percentage of patients who connected with a provider but then voluntarily or involuntarily canceled before the session was completed.	Percentage

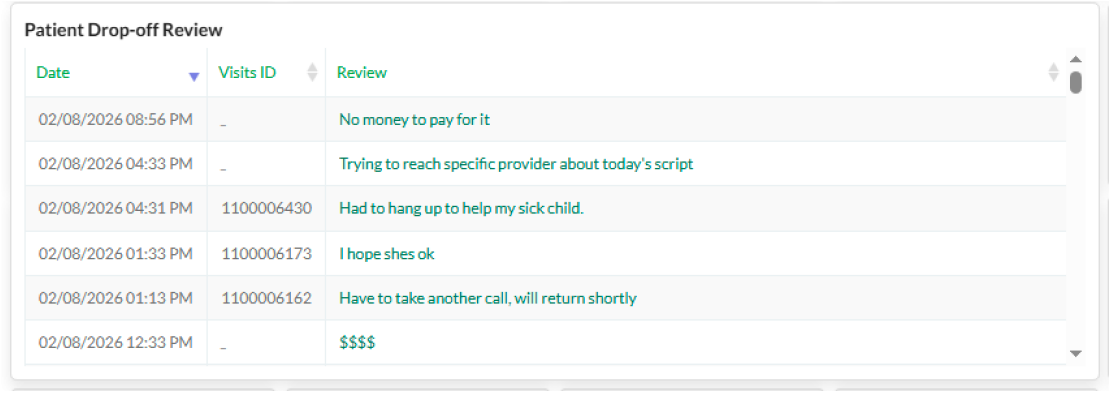
5.2. Patient Drop-off Survey

This module captures feedback from patients who voluntarily cancel a call before connecting with a provider. A pop-up survey appears at the point of cancellation.

Donut Chart (Radio Responses): Displays the distribution of structured feedback. Results show the proportional breakdown of selected radio-button options (e.g., "Changed my mind," "Technical issues").



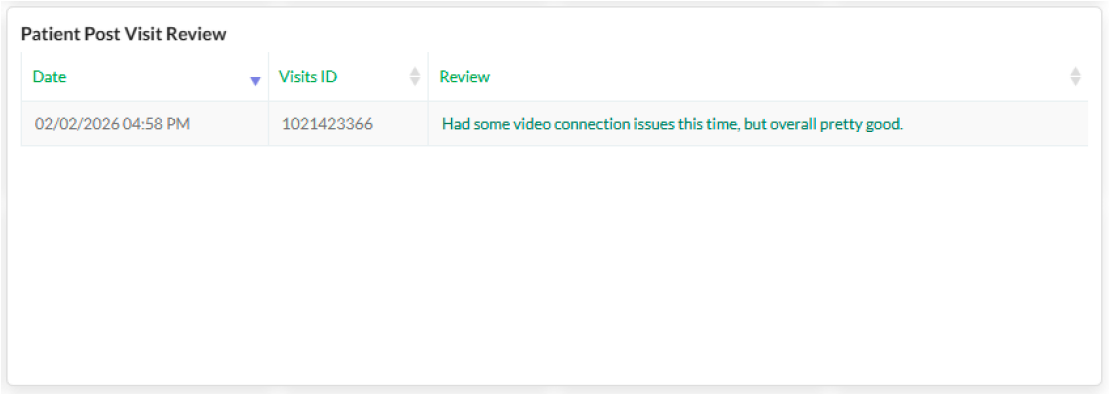
Spreadsheet (Free-Text): A tabular view of the free-text responses entered by patients in the survey, providing unstructured, qualitative insights.



5.3. Post-Visit Feedback & Ratings

These widgets capture feedback after a visit has ended.

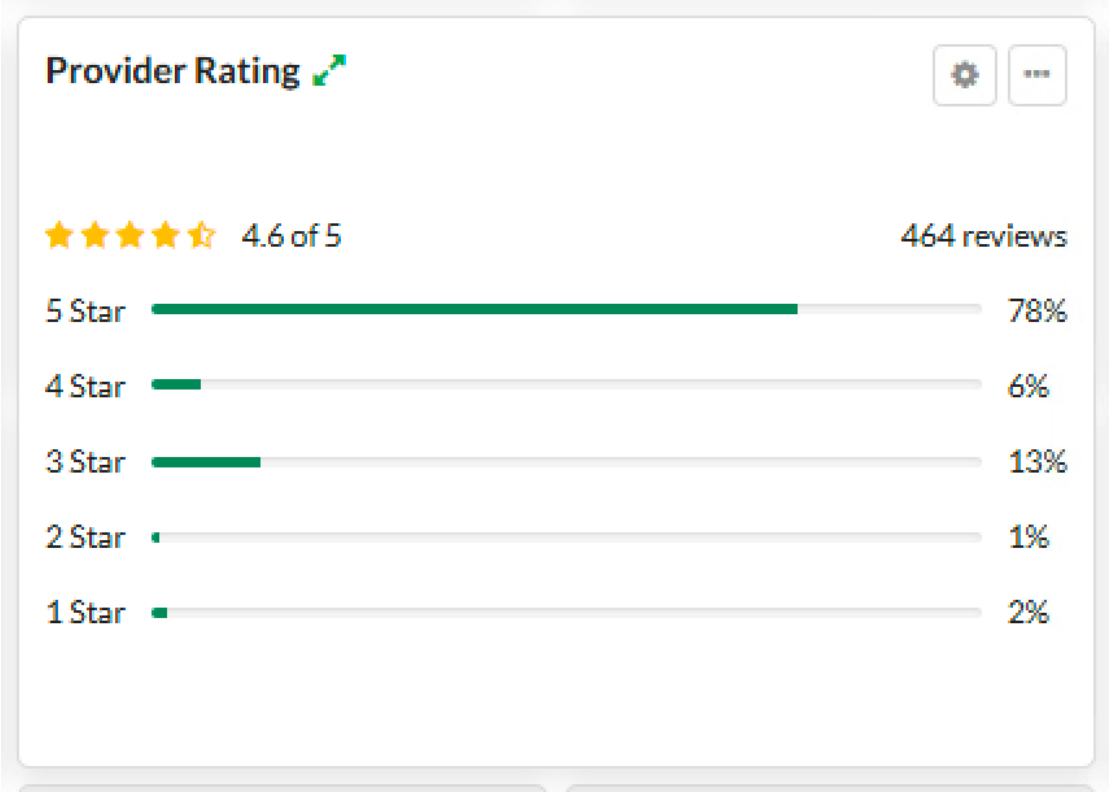
Patient Post-Visit Review (Spreadsheet): A spreadsheet view of free-text feedback provided by the patient in a post-visit pop-up survey.



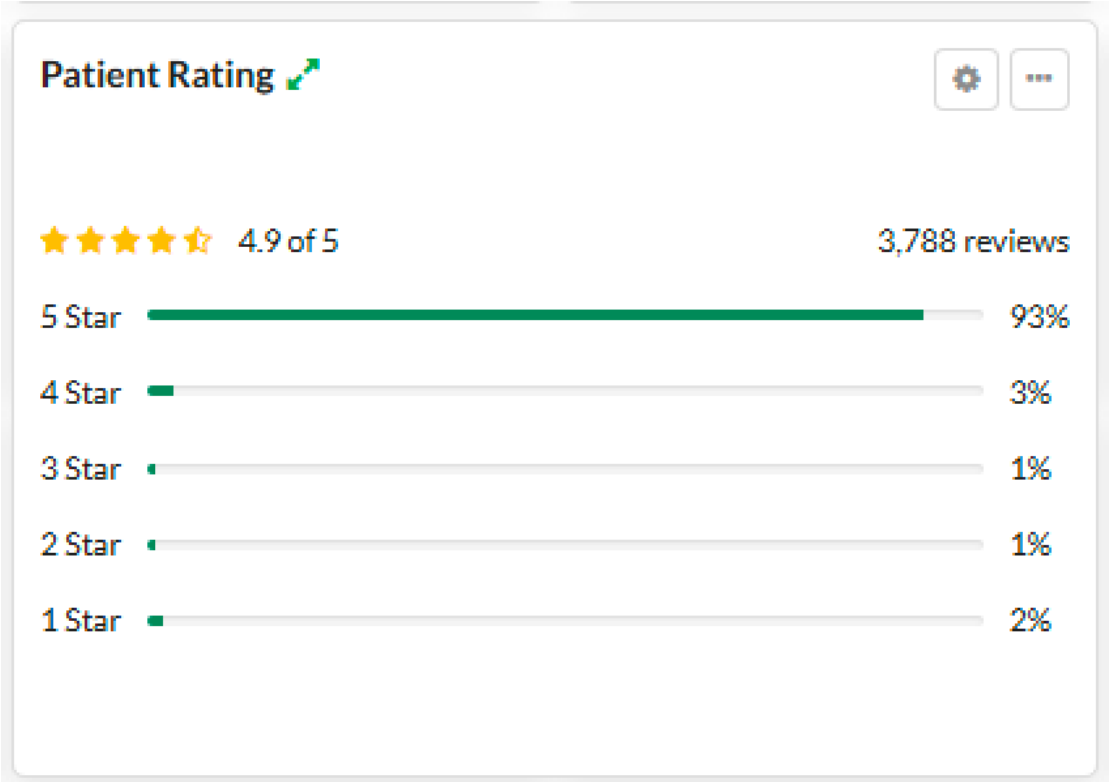
This widget captures only text-box responses.

Provider Post-Visit Review (Spreadsheet): A spreadsheet view of free-text feedback provided by the provider in a post-visit pop-up survey.

Provider Rating: A star rating or score given by the provider about their experience during the video call.



Patient Rating: A star rating or score given by the patient about their experience during the video call.



Related Article:

How to Use the Analytics Dashboard

For further assistance, please contact us here.