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How to Use the Analytics Dashboard

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The Analytics Dashboard is a smart tool available for the Admin and Analyst user roles to help you understand your Clinic data.

[What can I do with the Analytics Dashboard?](#)

[What are the different kinds of supported widgets?](#)

Note: This feature is only available for user roles (i.e. Admin, Analyst) with access to Reports. Please [Contact Sales](#) or your Account Manager to enable this feature in your Clinic.

Features of the Analytics Dashboard

- Self-customize your Data Analytics Dashboard with easy drag-and-drop data widgets. Control how you want to display and organize data that's most important to you. Choose from the options to present data through numbers, spreadsheet and chart widgets. Fast export only the data displayed in a widget with a single click.

Supported Widgets

There are 3 kinds of supported widgets - numbers, spreadsheet, and chart widgets.

1. Number Widgets

Total Visit

Counts **In-progress & Completed visits** only (*regardless visit type: appointment, walkin, invite, e-consult*)

Total Visit

2,993

-54% previous period

Avg Visit Duration

Counts **walk-in** and **invited visits** only (*regardless of visit status: pending, in-progress, completed, or deleted*)

Avg Visit Duration

2.6m

-40% previous period

Avg Wait Time

Counts **walk-in**, and **invited visits** only (*regardless of visit status: pending, in-progress, completed, or deleted*)

Avg Wait Time

2.5m

-18% previous period

Payment Collected

Counts every visit (*regardless of visit status, type*)

Payment Collected

\$10,345

-55% previous period

Active Clinics

Active: if there is a patient/provider active in the Clinic

Active Clinics

3,100

+22% previous period

Active Providers

The number of providers who logged in or had some activities during the specified time period (day/week/month,etc).

Active Providers

104

-31% previous period

Active Patients

The Number of patients who logged in or had some activities during the specified time period (day/week/month,etc)

Active Patients

300

+20% previous period

Patients Drop-off

Counts every **walk-in/invite** which doesn't have any "duration" data (regardless of status, even it is completed) + "**intake drop off**"

Patients Drop-off

104

-31% previous period

2. Spreadsheet Widgets

Patient reviews

Patient drop-off reviews

Q

⚙

⋮

Date

Visit ID

12/20/2021 08:02 PM

222444

✎ Edit title

📄 Export

🔄 Refresh

📊 Data

☐ Post Visit reviews
☒ Drop off reviews

➕ Move

🗑 Remove

Clinic/WR Utilization

Clinic Name	Active Providers	Active Patients	Visits Created	Visit Completed	Video	Phone
Family Medicine	12/20	128	156	121	456	34
Cardiology	3/15	114	143	102	456	34
Cardiology (2)	3/15	114	143	102	456	34
Pediatrics	24/45	88	87	87	456	34
Dermatology	9/10	79	81	76	456	34
Dermatology (2)	9/10	79	81	76	456	34

Scope: All, Clinic

- All: show list of clinics
- Clinic: show list of rooms

Average Wait Time

Average Wait Time

Mental Health (2)	5.8m
Family Medicine	4.2m
Pediatrics	4.2m
Dermatology	3.7m
Dermatology (2)	3.7m
Cardiology	2.5m
Cardiology (2)	2.5m

Scope: All, Clinic

- All: show list of clinics
- Clinic: show list of rooms

Average Call Duration

Average Call Duration

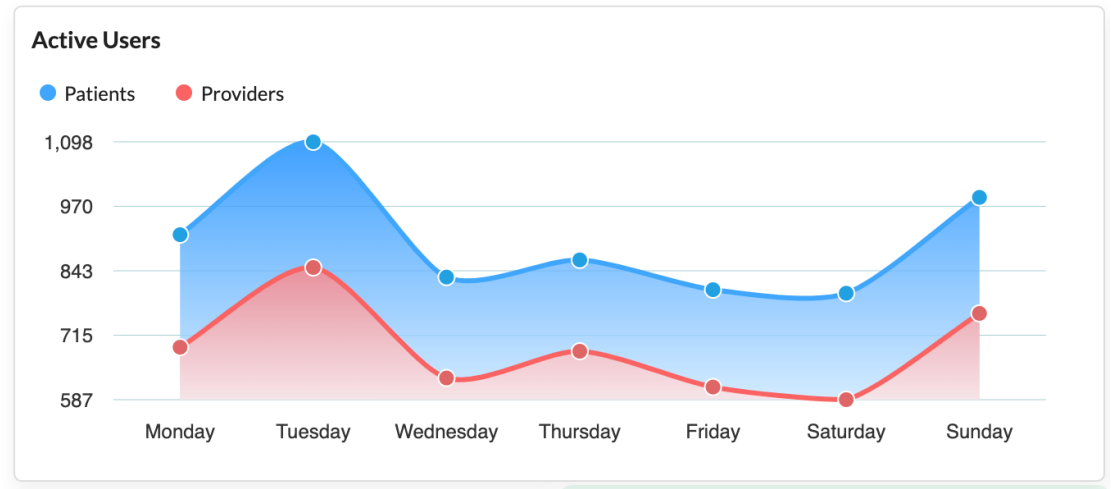
Clinic Name	Avg Duration
Mental Health (2)	12.5m
Family Medicine	10.8m
Cardiology (2)	10.8m
Pediatrics	10.7m
Dermatology	10.5m
Cardiology	10.3m

Scope: All, Clinic

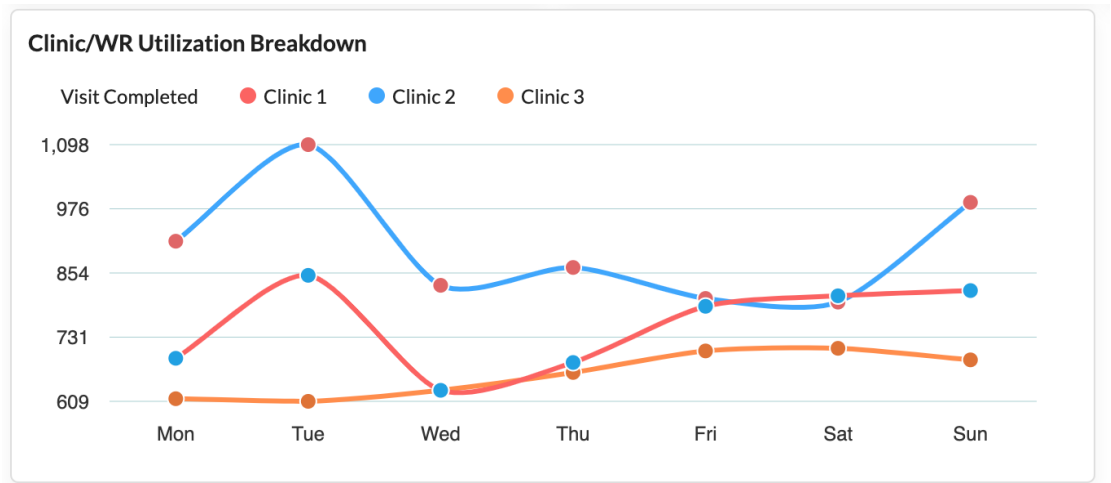
- All: show list of clinics
- Clinic: show list of rooms

3. Chart Widgets

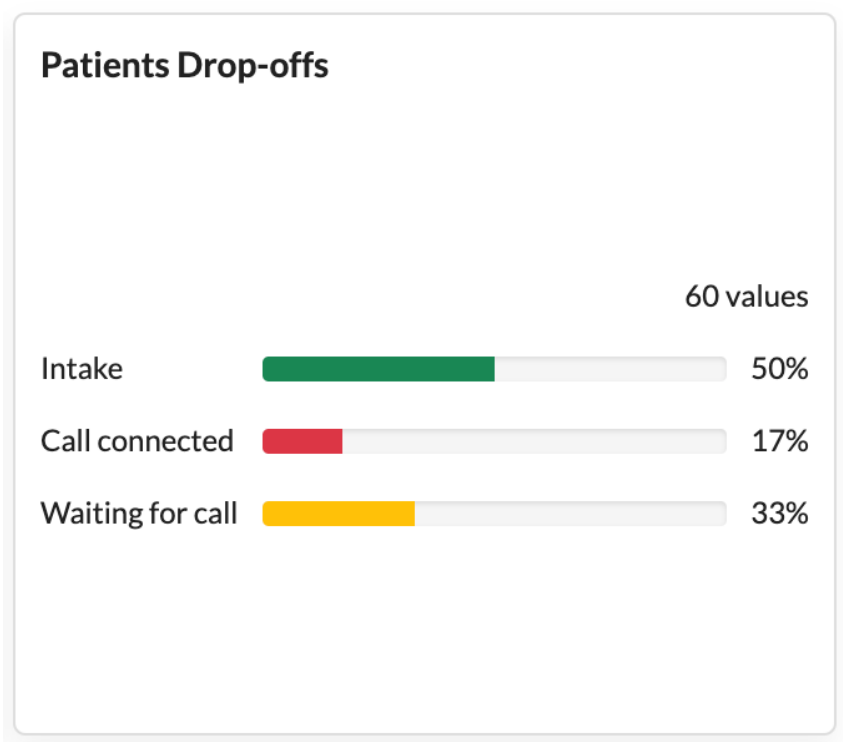
Active Users



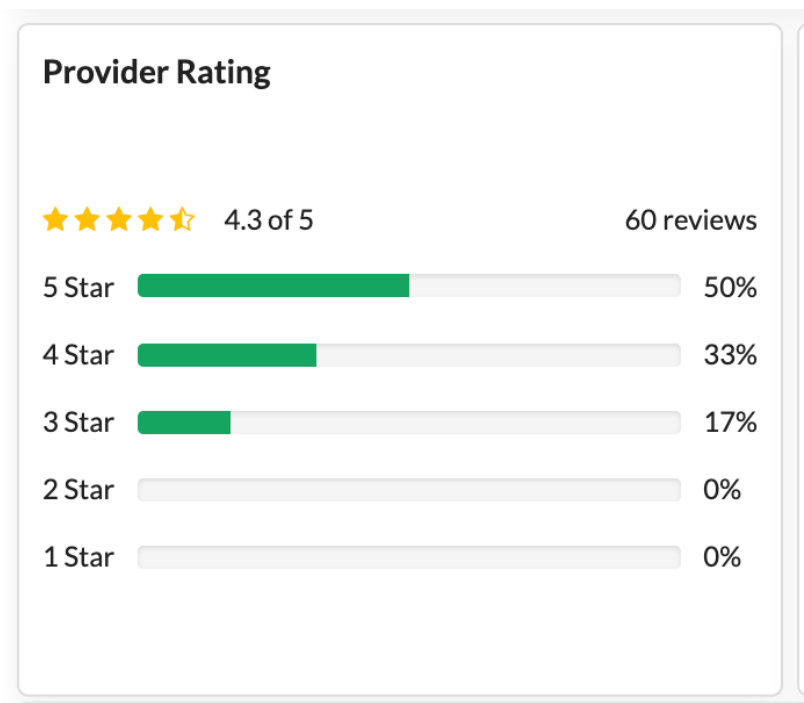
Clinic/WR Utilization Breakdown



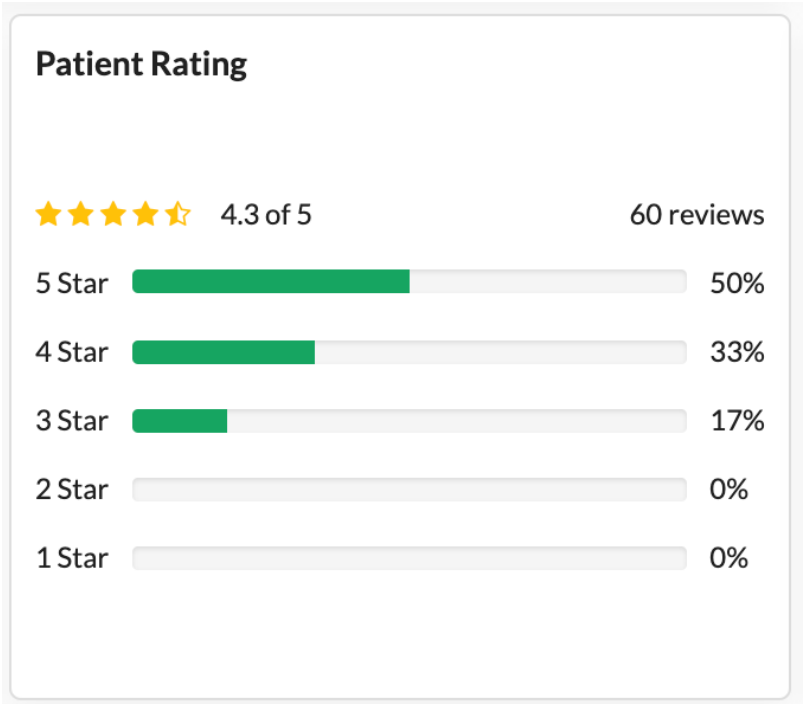
Patients Drop-offs



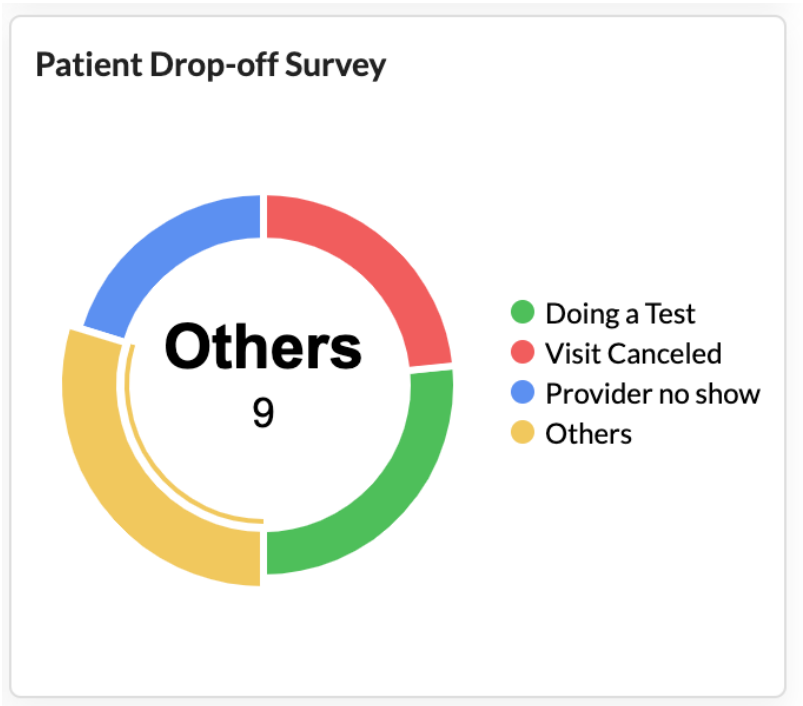
Provider Rating



Patient Rating



Patient Drop-off Survey



Related articles:

- [What can a Clinic Analyst Do?](#)
- [Clinic Admin: User Roles](#)

For further assistance, please contact us [here](#).

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