

Component Spotlight

New & Review Appointments component

About the component:

This component allows end users to view trends of the previous year's history of specialty-level new and review appointment trends and click through to individual doctor- and clinic-level analyses within a selected week. End users can compare selections with historical trends using SystemView's trend-calendar-trend visualisations and drill to individual patient-level appointment details.

The data captures all "Productive" appointments, that is, a patient that physically attended their appointment.

Who it's for: Nurse Unit Managers, Case Coordinators, Scheduling Officers, Administration Managers, Clinical Managers, Clinicians, Business and Finance Managers and Service Improvement and Project Officers.

Where you'll find it:

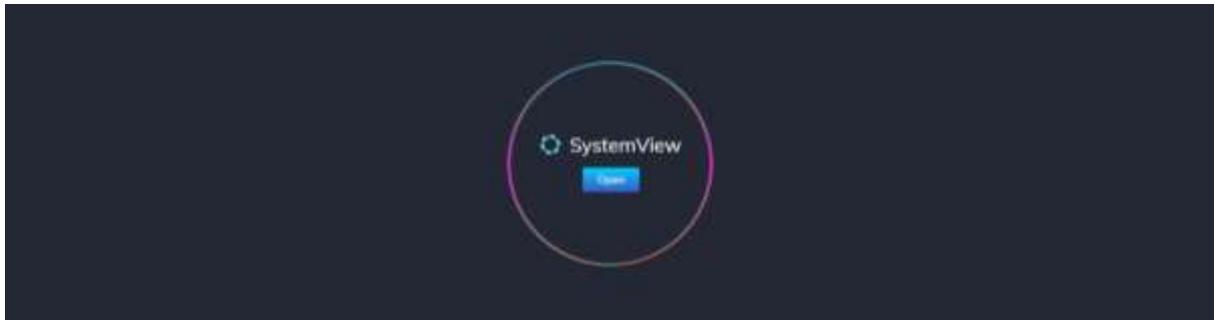
SystemView > Explore > Outpatients > Clinic Effectiveness > New & Review Appointments.

Data refresh rates:

The data within this component updates every morning.

Step 1.

Sign in to SystemView using your current hospital credentials and password



Step 2.



Navigate to
 Explore >
 Outpatients >
 Clinic
 Effectiveness >
 New & Review
 Appointments.

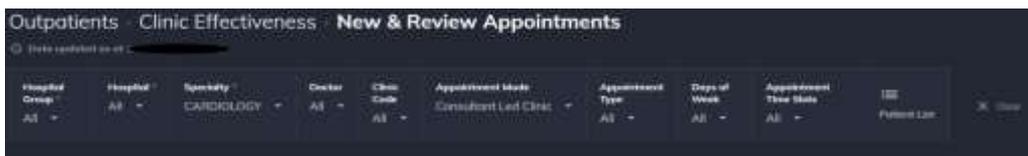
Step 3.



'Pop-up' facility, specialty selection and **Referrals by Specialty – Top 20** chart displays an overview of referrals by specialty.

Selecting a facility, specialty by filter or cohort bar in this chart will open further charts and analysis within this component.

Step 4.



Apply drop-down filters **at the top of the page to refine the data.**

Patient List – select the button located alongside the filters at the top of the component. Patient details includes an exportable table that updates daily and once activated, can be saved and referenced in **Interact – MyLists or MyHubs**.

Step 5.



Summary tiles display the New: Review Ratio and average Productive New and Review appointments per week.



Productive Appointments Trend chart displays the number of productive new appointments in comparison to the number of productive review appointments over a rolling 52-week period.

Selecting a bar in this chart will generate further analysis for individual doctors and clinics or days and times of the week.



Productive Appointments by Doctor and calendar view charts display a summary of productive activity by clinician and their corresponding clinics in a calendar view.

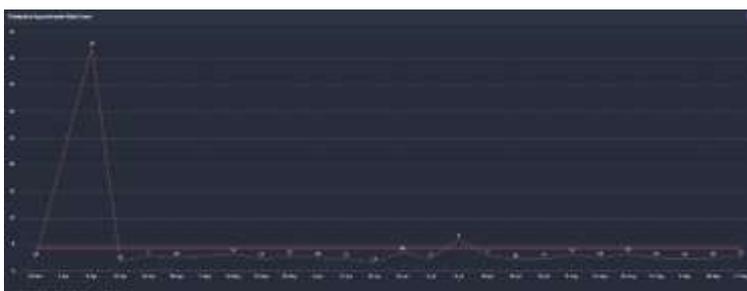
Selecting a clinician or calendar slot in these charts will generate further analysis for clinic activity.



Productive Appointments by Clinic and Productive Appointments Trend charts display a summary of productive activity by clinic and their corresponding clinics trended over the previous 12 months.

Selecting a clinic will filter the Trend and selecting a date bar in the Trend chart will open a patient table with individual appointment details, including status and other information related to the activity.

Productive Appointments											Filter	All	Refresh
Appt Date	Appt Shift	Appt Time	Appointment Type	Appointment Mode	Date of Booking	MRN	Patient Surname	Patient Given Names	Ethnicity	Out Of Catchment			



Productive Appointments Ratio Trend chart displays a summary of the difference in productive Review appointments compared to New appointments from the preceding charts and provides a trend average.