HealthCare Logic

SystemView Guide

Emergency Department

Version 1.1

This material is current as of 5 May 2025.

Contents

Introduction

Healthcare Logic

HealthCare Logic develops hospital performance improvement software that automates demand and capacity analyses. Our algorithms are designed to help healthcare staff improve relationships and optimise care processes through high-frequency, patient and doctor level analytics.

HealthCare Logic is a global company with headquarters in the Gold Coast, Australia, and Dublin, Ireland. Our products are now in 150+ hospitals and 5+ jurisdictions, including Queensland, South Australia, and Ireland — with many more to come.

SystemView

SystemView is an automated hospital data analytics system for sustainable performance improvement. Our hospital management system integrates with and transforms your data into a powerful tool for performance monitoring and smart decision making.

Beds

Provides near real time views of inpatient occupancy, analyses on ward discharge trends, scheduled demand, complex patients, risk of hospitalisation, length of stay trends, ward dynamics, inpatient flow, bed capacity and ward demand.

Emergency Department

Provides near real time patient off stretcher times, national emergency access targets, near real time emergency department data, patient flow, trends, length of stay and bed capacity and treating clinician data.

Outpatients

In-depth analyses of waiting lists, daily patient list, referral management, outpatient demand and activity, wait times, future clinic booking, reviews and clinic effectiveness.

Surgery

Includes the current emergency list, daily elective surgery waiting lists, surgical demand and capacity analysis, theatre planning, theatre effectiveness, activity trends, chronological management and treated in time metrics.

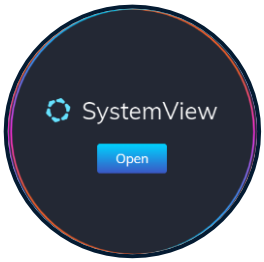
Platform Localisation & Updates

Your instance of **SystemView** is localised and customised for your facilities, workflows and terminology. The platform is also updated progressively as new improvements or enhancements are approved for release. As such, please be aware that the components and functionality outlined in this material may vary slightly from the version of **SystemView** you are currently using.

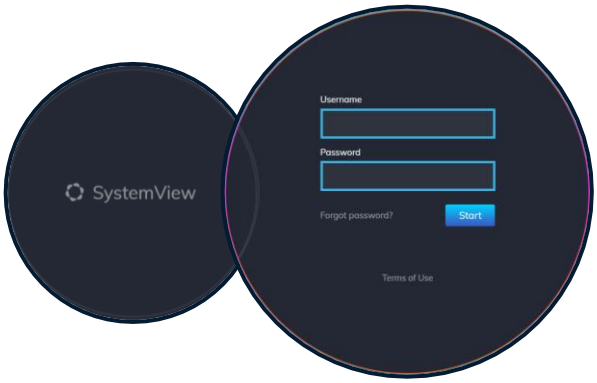
Navigation

Logging In

Navigate to the SystemView URL used by your health organisation, then click **Open** to progress to the login area for the platform.



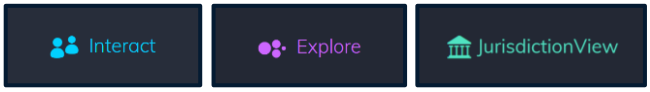
Login using the active directory credentials supplied by your organisation. These credentials are usually the same as what you would use to access key applications like your electronic medical record, health email account, etc.



Navigation Tips

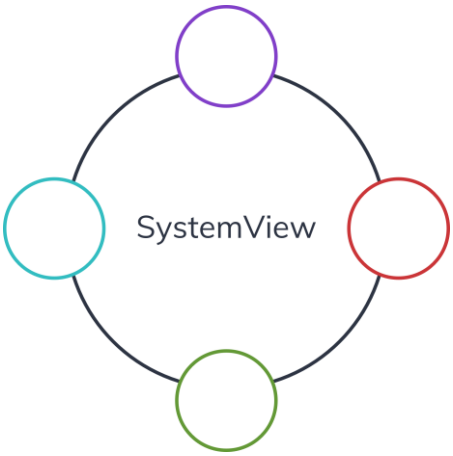
Area Buttons

Located at the top of **SystemView**. These allow for quick switching between Interact, Explore, JurisdictionView and other areas that are available for your account and organisation.



Daisy Chain

The core navigation tool in Explore that provides a methodical and structured approach to exploring the information available within SystemView. Click a Domain (e.g., Beds) to view the Component Groups and Components within.



Breadcrumbs

Located at the top-left corner of each Component page. These allow for quick navigation back to a previous point in Explore.

Beds > Ward View > Ward Overview

Data Refresh Time

Located at the top-left corner of each Component page. This indicates the data refresh time for the current component.

Data updated as at 10:09am 5 May 25

Filter Bar

Located at the top-left corner of each Component page. These allow for drilling down any information displayed to specific facilities, specialties, patient cohorts, etc.

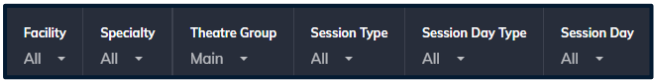
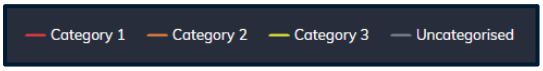


Chart Series

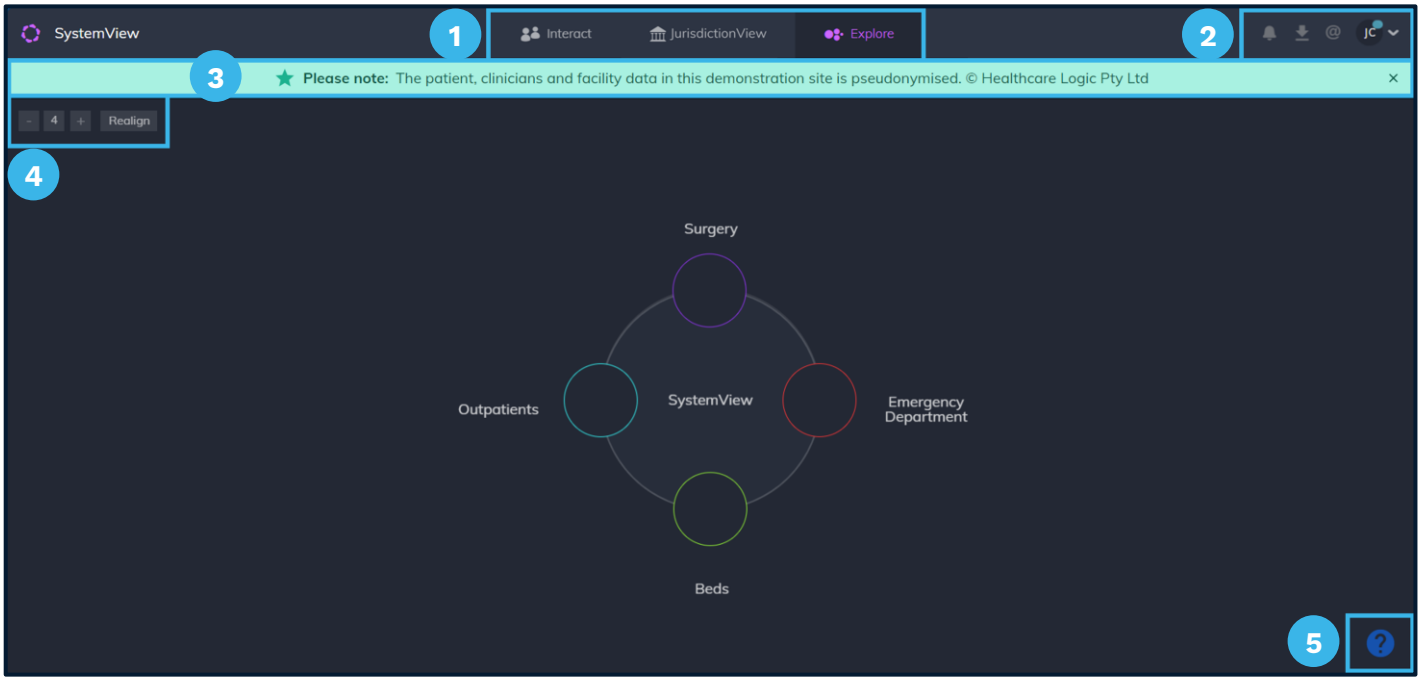
Located beneath each chart. Clicking a series will reload the chart with the series in isolation.



Activate

Interact with tiles such as tables and charts by clicking the purple Activate button in the top-right corner. Activation takes the tile full screen to provide enhanced interaction as well as additional features such as exporting, sharing and adding.

General Interface



1. Area Buttons

Buttons to toggle between Interact, Explore, JurisdictionView and other areas that are available for your account and organisation.

2. Notifications, Sharing and Account

Manage your notifications; view discussions and content shared with you; view your account settings and sign out of the platform.

3. Announcement Banners

Banners published by administrators to broadcast events, alerts and issues.

4. Zoom and Alignment

Controls to adjust the zoom and alignment of the Explore daisy chain.

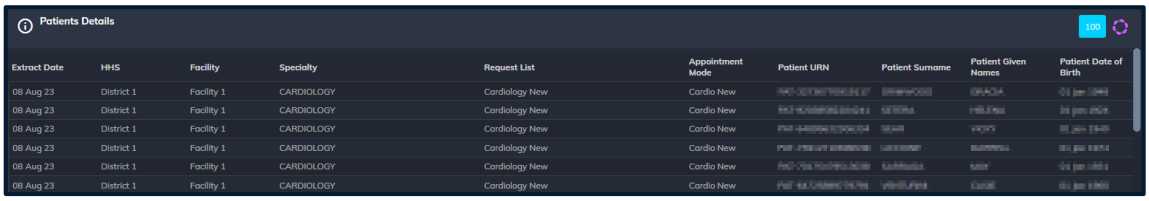
5. Help & Support

Centralised area with onboarding, eLearning, videos and support resources.

Exporting Data

Exporting Tables

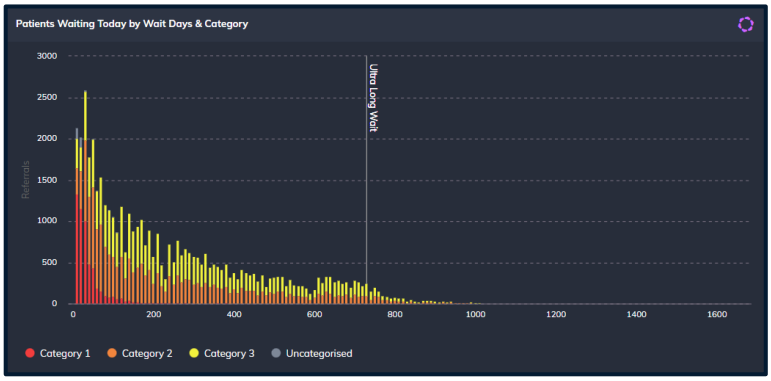
Tables of data can be exported for further analysis and processing.



Click the **Activate** button, click **Export**, then select whether to save as a **CSV** or **XLS** file.

Exporting Charts

Charts can be exported for presentation or further analysis and processing.

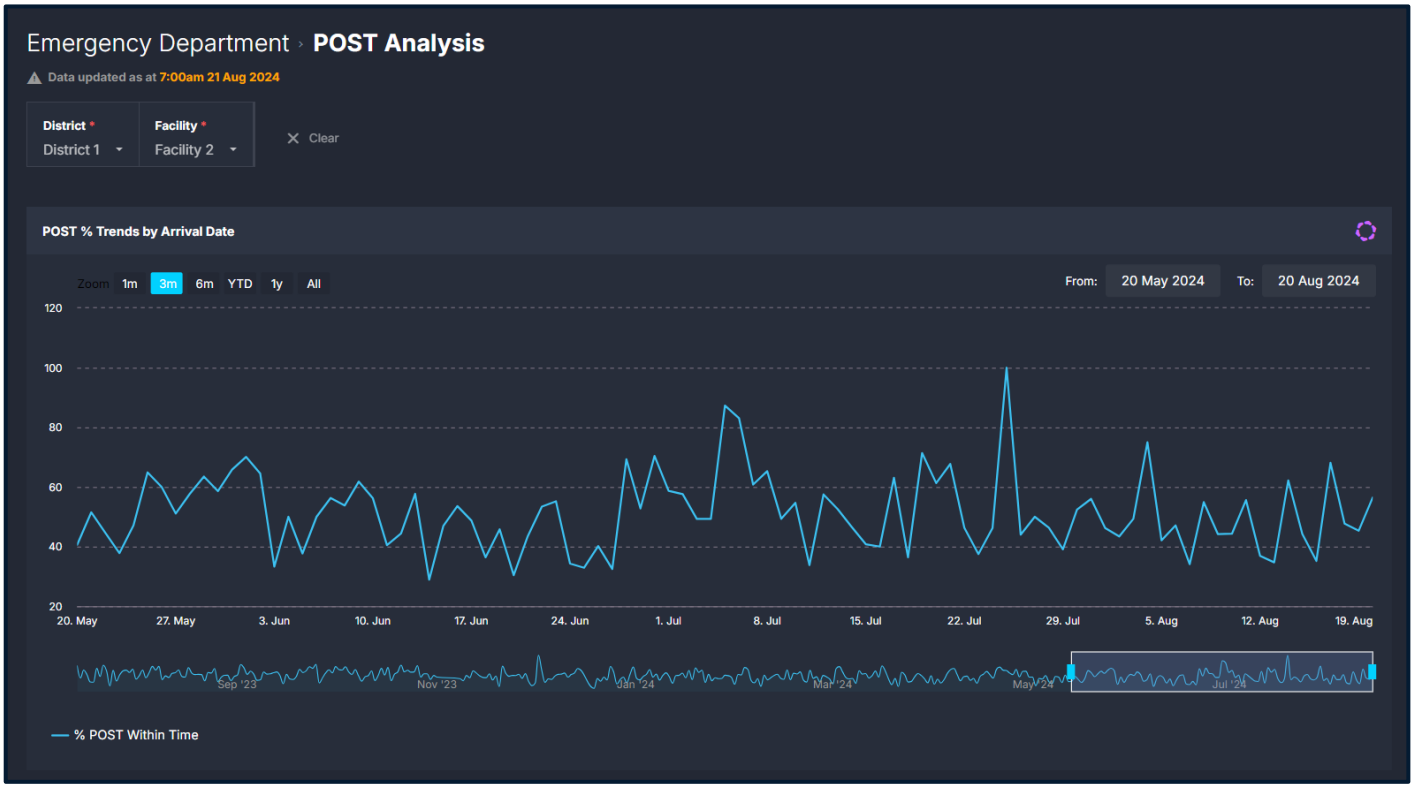


Click the **Activate** button, click **Export**, then select whether to save as a **PNG** image, **CSV** or **XLS** file.

Emergency Department

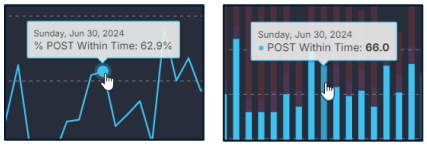
POST Analysis

POST Analysis provides **Patient Off Stretcher Time (POST)** performance and other ambulance-related metrics for the preceding 13 months. **POST** is measured as the time taken from an ambulance's arrival to when the patient is offloaded. A time in excess of 30 minutes is considered a breach.



Interaction

The following interaction is available from the initial page of this component.

Interaction	Screenshot	Action
Click Date on Chart		Clicking a day on the trendline of **POST % Trends by Arrival Date** or a column within **POST Breach Trends by Arrival Date & POST Breach Time** will reveal further ambulance-related analytics for that specific date.

Component Tiles

Tile	Screenshot	Explanation
POST % Trends by Arrival Date		Trend indicating the % of ambulance patients with a **POST** offload time under 30 minutes each day for the last 13 months. The chart's timeframe can be adjusted using the slider and **Zoom** options.

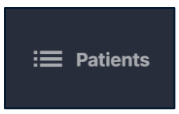
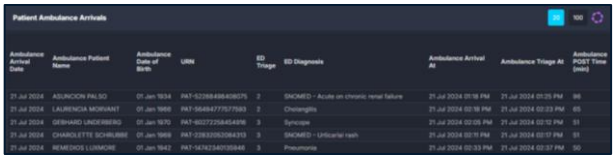
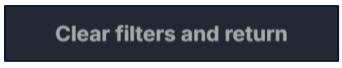
Tile	Screenshot	Explanation
POST Breach Trends by Arrival Date & POST Breach Time		Chart displaying the number of ambulance arrivals each day for the last 13 months. Patients are grouped and coloured according to their **POST** status. ▪ **POST Within Time** (POST under 30 minutes) ▪ **Breached by 5 Mins or Less** (POST between 30 and 35 minutes) ▪ **Breached > 5 Mins** (POST over 35 minutes)

POST Analysis for Individual Date

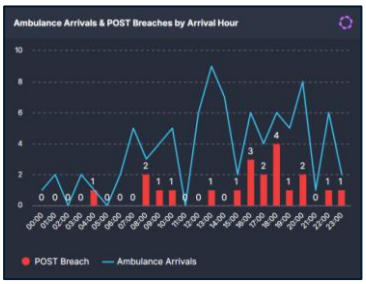
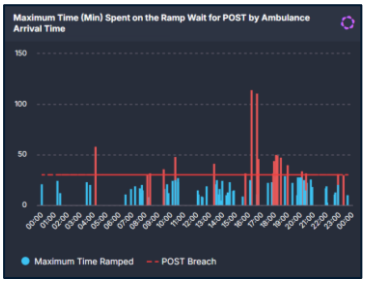
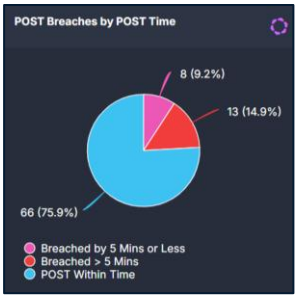
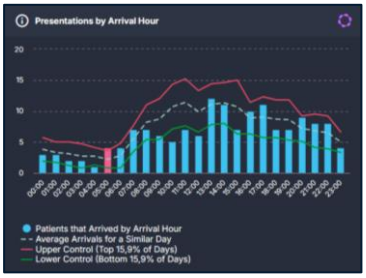
Further **POST** and ambulance-related analyses is revealed upon clicking a day on the **POST % Trends by Arrival Date** or the **POST Breach Trends by Arrival Date & POST Breach Time** charts.

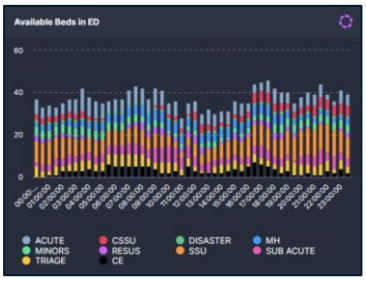
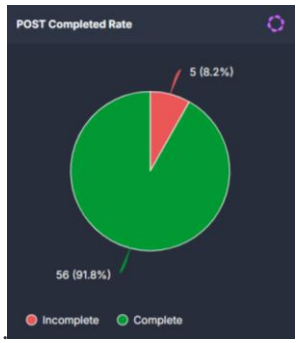
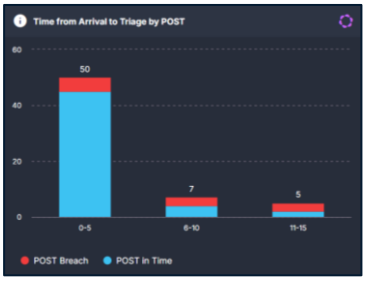
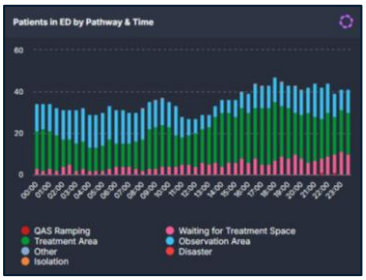
Interaction

The following interaction is available in this component.

Interaction	Screenshot	Action
Patients		Clicking button displays: **Patient Ambulance Arrivals** List of arrivals for that date with information such as patient demographics, **ED Triage** and **POST Time**.  Use the **Breach Status** filter – prior to clicking **Patients** – to show only **POST Breach** or **Seen In Time** patients.
Clear filters and return		Clicking button: Returns to the main **POST Analysis** page.

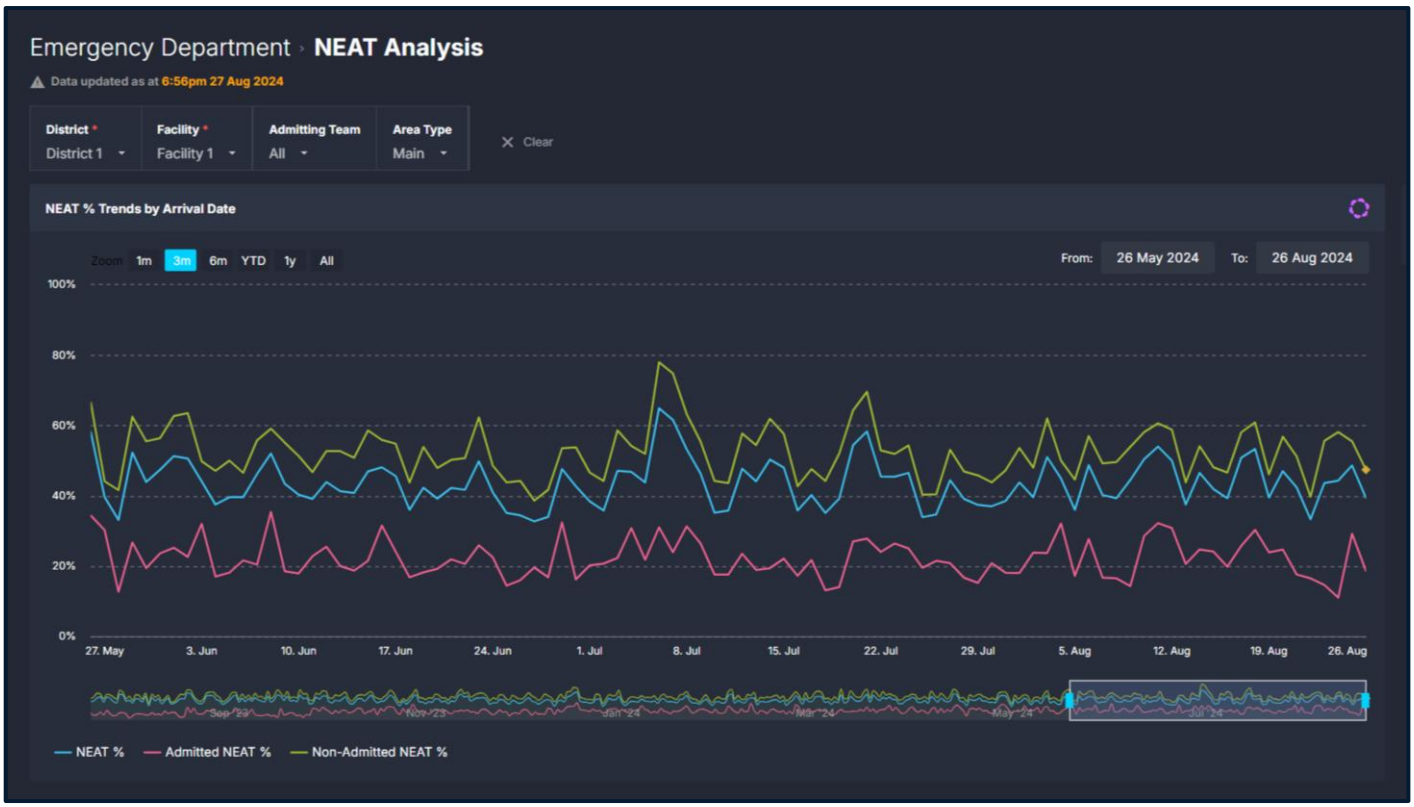
Component Tiles

Tile	Screenshot	Explanation
POST Metrics		Summary of **Ambulance Arrivals**, **POST Breaches**, **POST In Time**, **% POST** and **Maximum Time Ramped** for the selected date. Importantly, the number of ambulance arrivals recorded in the ambulance source system and Emergency Department source system are both displayed.
Ambulance Arrivals & POST Breaches by Arrival Hour		Trendline representing the number of **Ambulance Arrivals** for each hour of the day. Accompanied by columns which represent the number of **POST Breaches** for each hour of the day. **POST Breaches** are counted in the column for the hour that the ambulance arrived.
Maximum Time (Min) Spent on the Ramp Wait for POST by Ambulance Arrival Time		Displays all ambulance arrivals across the day with each column representing an individual arrival's **POST**. Any arrivals with a **POST** in excess of 30 minutes are coloured **red** and classified as a **POST Breach**.
POST Breaches by POST Time		Divides total ambulance arrivals for the day by the following **POST** statuses: ▪ **Breached by 5 Mins or Less** (POST between 30 and 35 minutes) ▪ **Breached > 5 Mins** (POST over 35 minutes) ▪ **POST Within Time** (POST under 30 minutes)
Presentations by Arrival Hour		Displays the number of actual presentations to the Emergency Department for each hour of the day. There are also 3 supporting trendlines derived from analysis of historical data: ▪ **Average Arrivals for a Similar Day** The average number of expected hourly presentations, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected hourly presentations for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)** The number of expected hourly presentations for the bottom 15.9% least busiest days. Hours with actual arrivals greater than the Upper Control are coloured **pink**.

Tile	Screenshot	Explanation
Available Beds in ED		Displays the number of available treatment spaces in the Emergency Department at 30 minute intervals throughout the day. Treatment spaces are colour coded according to the area they belong (e.g., Resus).
POST Completed Rate		Divides total episodes of care (from the ambulance source system) for the day by the following statuses: ▪ **Incomplete** Episodes of care not completed and closed in ambulance source system ▪ **Complete** Episodes of care completed and closed in ambulance source system
Time from Arrival to Triage by POST		Divides ambulance arrivals for the day by the time taken between arrival and triage (e.g., 0-5 minutes). Furthermore, arrivals are coloured **red** if they were **POST Breaches** (i.e., exceeded 30 minutes on ramp before patient was offloaded).
Patients in ED by Pathway & Time		Displays the number of patients in the Emergency Department at 30 minute intervals throughout the day. Patients are colour coded according to the area they are located within (e.g., Observation Area).

NEAT Analysis

NEAT Analysis provides analytics on the Emergency Department's performance with respect to admitting, discharging or transferring patients within 4 hours of presentation. The name for this component was derived from the National Emergency Access Target (NEAT) in Australia. This component provides analysis for the preceding 13 months. This component is also referred to as **ELOS Analysis** in some jurisdictions – which stands for Emergency Length of Stay (ELOS).



Filtering

The following noteworthy options are available in this component's **Filter Bar**:

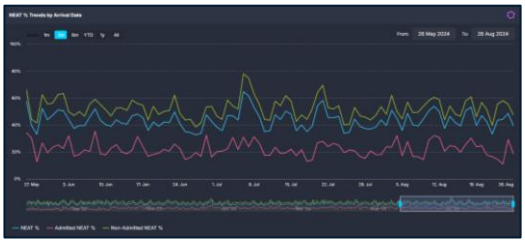
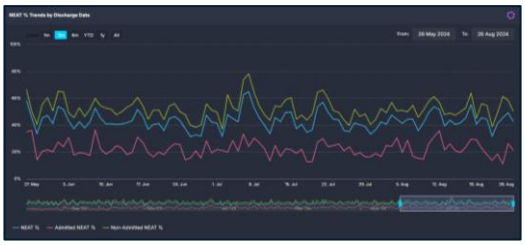
Filter	Description	Filter	Description
Admitting Team	Select **Admitting Team**(s) to analyse. Presentations attended by other teams and specialties will be excluded.	**Area Type**	Select between **All**, **Main** or **Other** mapped areas in the ED.

Interaction

The following interaction is available from the initial page of this component.

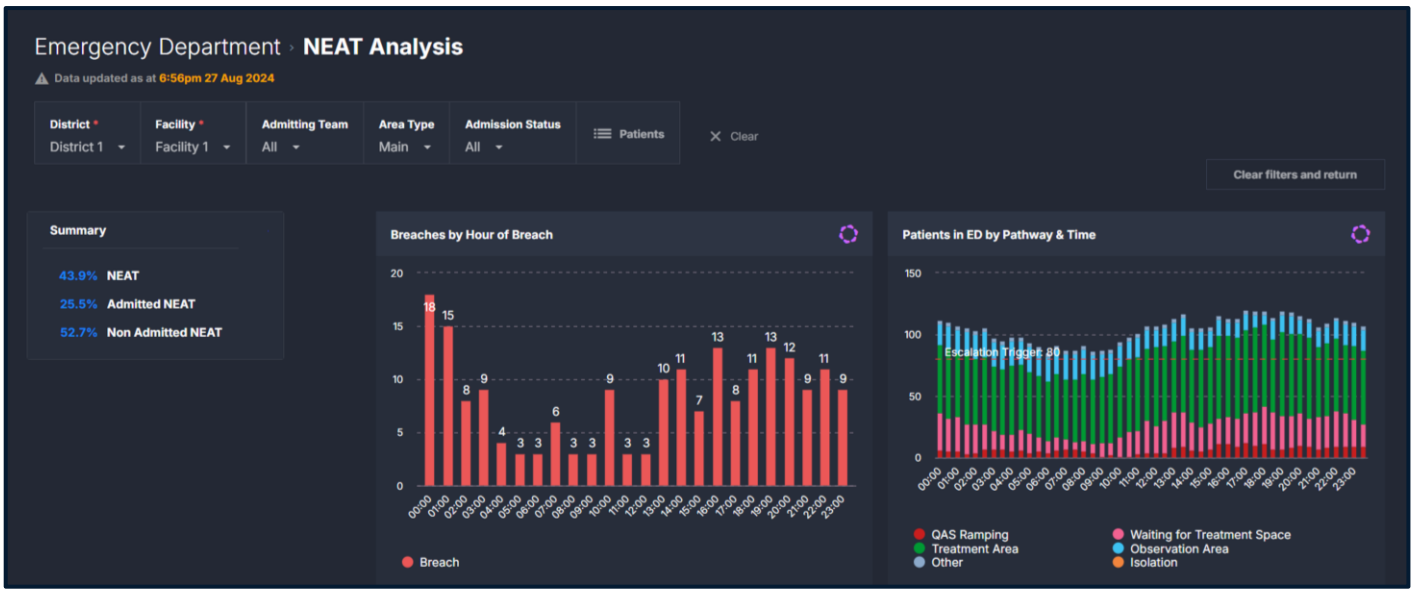
Interaction	Screenshot	Action
Click Date on Chart		Clicking a day on any of the trendlines within the charts on this initial component page will reveal further Emergency Department analytics for that specific date.

Component Tiles

Tile	Screenshot	Explanation
NEAT % Trends by Arrival Date		Displays trendlines that represent the % of ED presentations admitted, discharged or transferred within 4 hours, each day for the last 13 months. Calculations are made based on the presentations that **arrived** during each calendar day. The chart's timeframe can be adjusted using the slider and **Zoom** options. There are 3 trendlines: ▪ **NEAT %** % of all presentations admitted, discharged or transferred within 4 hours. ▪ **Admitted NEAT %** % of admitted presentations which were admitted within 4 hours. ▪ **Non-Admitted NEAT%** % of non-admitted presentations which were discharged or transferred within 4 hours.
NEAT % Trends by Discharge Date		Displays trendlines that represent the % of ED presentations admitted, discharged or transferred within 4 hours, each day for the last 13 months. Calculations are made based on the presentations that **discharged** during each calendar day. The chart's timeframe can be adjusted using the slider and **Zoom** options. There are 3 trendlines: ▪ **NEAT %** % of all presentations admitted, discharged or transferred within 4 hours. ▪ **Admitted NEAT %** % of admitted presentations which were admitted within 4 hours. ▪ **Non-Admitted NEAT%** % of non-admitted presentations which were discharged or transferred within 4 hours.
Additional NEAT % Charts	  	There are additional charts on this page which display **NEAT %** performance for different timeframes or specific patient cohorts. Some examples of these additional charts include NEAT % Trends by Arrival Date and Admission Status: ▪ within 1.5 hr ▪ within 1.5 hr aged over 75 ▪ within 6 hr ▪ within 6 hr aged over 75 ▪ within 24 hr ▪ within 24 hr aged over 75

NEAT Analysis for Individual Date

Further Emergency Department analytics are revealed upon clicking a day on the **NEAT % Trend** charts.



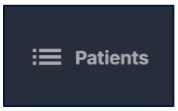
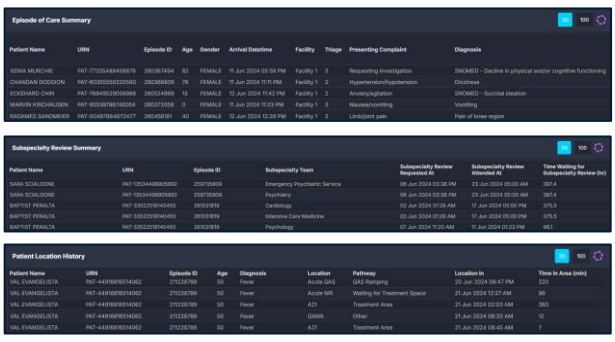
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

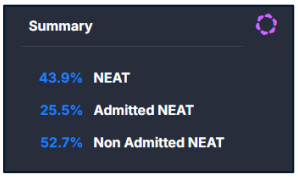
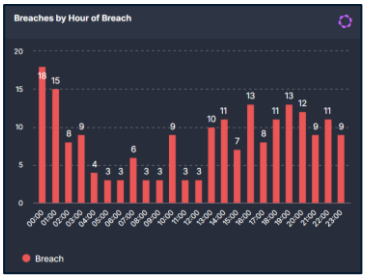
Filter	Description	Filter	Description
Admitting Team	Select **Admitting Team**(s) to analyse. Presentations attended by other teams and specialties will be excluded.	**Admission Status**	Select whether to include **All** presentations, **Admitted** presentations or **Not Admitted** presentations in the analytics on the current page.
Area Type	Select between **All**, **Main** or **Other** mapped areas in the ED.		

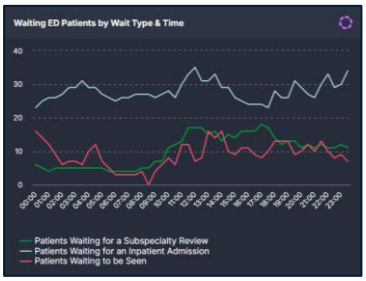
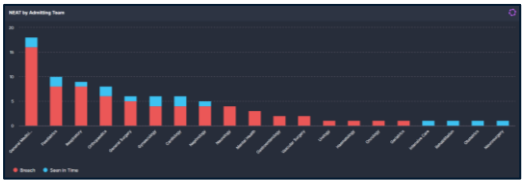
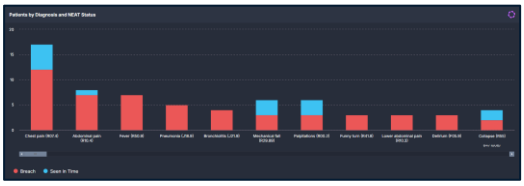
Interaction

The following interaction is available in this component.

Interaction	Screenshot	Action
Patients		Clicking button displays these lists for the selected date: **Episode of Care Summary**, **Subspecialty Review Summary** and **Patient Location History**. Information in these lists includes patient demographics, **ED Triage**, **Diagnosis**, length of stay, **Time Waiting for Subspecialty Review** and **Time in Area**. 
Clear filters and return		Clicking button: Returns to the main **NEAT Analysis** page.

Component Tiles

Tile	Screenshot	Explanation
Summary		Summary of the **NEAT %**, **Admitted NEAT %** and **Non-Admitted NEAT %** for presentations that arrived on this calendar date.
Breaches by Hour of Breach		Displays the number of presentations breaching a length of stay of 4 hours in the Emergency Department. Breaches are tallied in the hour of day in which they exceeded a length of stay of 4 hours.
Patients in ED by Pathway & Time		Displays the number of patients in the Emergency Department at 30 minute intervals throughout the day. Patients are colour coded according to the area they are located within (e.g., Observation Area). The chart is overlaid with an **Escalation Trigger** – a measure which represents a capacity threshold specific to the individual Emergency Department.
Summary		Summary of the **Number of Presentations** and **Maximum LoS** for the selected date. Analysis is also provided for the number of **Expected Presentations** – based on comparison with historical data – and how this compared with actual arrivals. Also shown is the **Hours with Presentations > 1 SD Above Expected**, which is the number of hours that had presentation numbers greater than the top 15.9% of busiest days for that Emergency Department.
Presentations by Arrival Hour		Displays the number of actual presentations to the Emergency Department for each hour of the day. There are also 3 supporting trendlines derived from analysis of historical data: ▪ **Average Arrivals for a Similar Day** The average number of expected hourly presentations, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected hourly presentations for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)** The number of expected hourly presentations for the bottom 15.9% least busiest days. Hours with actual arrivals greater than the Upper Control are coloured pink.

Tile	Screenshot	Explanation
Waiting ED Patients by Wait Type & Time		Displays the number of patients at each 30 minute interval throughout the day that were: ▪ **Waiting for a Subspecialty Review** Patients waiting for a review by a specialty team external to the Emergency Department. ▪ **Waiting for an Inpatient Admission** Patients waiting for admission to an inpatient bed. ▪ **Waiting to be Seen** Patients waiting for a review by a treating clinician in the Emergency Department.
NEAT by Admitting Team		Displays the number of inpatient admissions for the selected date by **Admitting Team** (e.g., Respiratory). Admissions that breached 4 hours length of the stay in the Emergency Department are coloured **red**.
Patients by Diagnosis and NEAT Status		Displays the number of presentations for the selected date by **Diagnosis** (e.g., Chest Pain). Patients that breached hours length of the stay in the Emergency Department are coloured **red**.

Department Now

Situation Report

Situation Report provides a comprehensive and near real-time current state assessment of the Emergency Department. The metrics and analytics provided includes the number of total presentations, the number of patients breaching 4 hours length of stay and up-to-date ambulance activity.

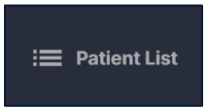
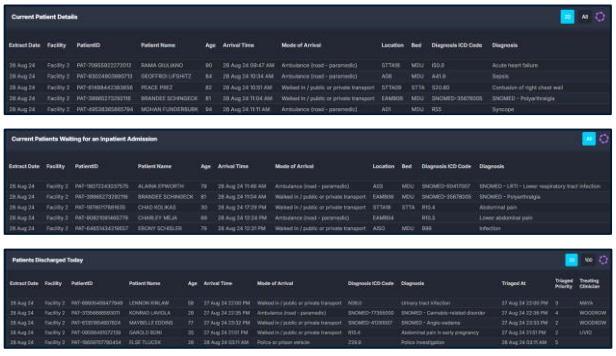
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

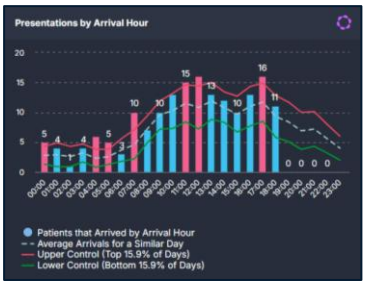
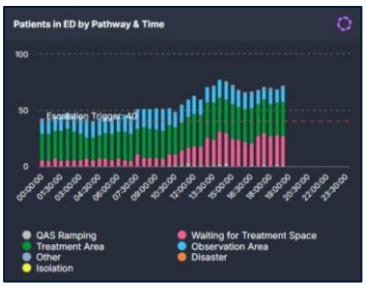
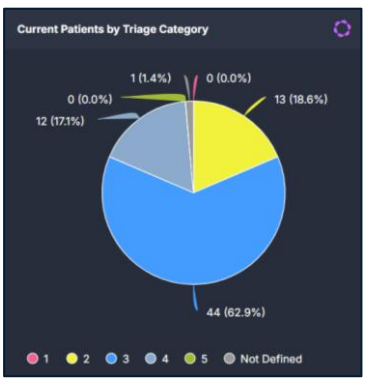
Filter	Description	Filter	Description
Area Type	Select between **All**, **Main** or **Other** mapped areas in the ED.	**Area**	Select **Area**(s) within the ED such as Triage, Acute and Minors.

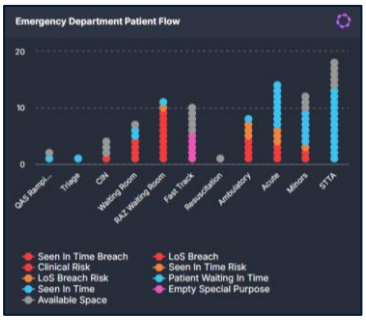
Interaction

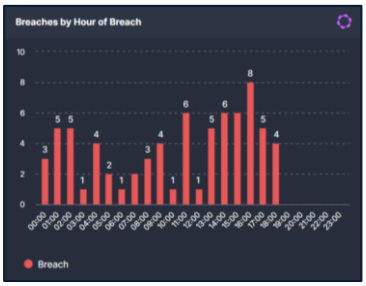
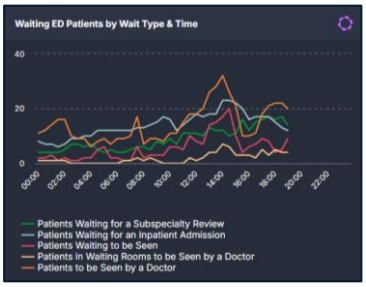
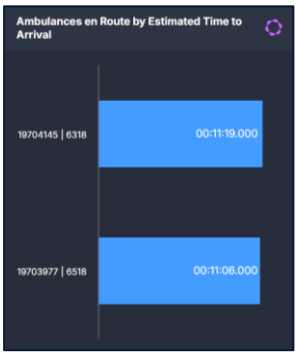
The following interaction is available in this component.

Interaction	Screenshot	Action
Patient List		Clicking button displays these lists for today: **Current Patient Details, Current Patients Waiting for an Inpatient Admission, Patients Waiting for a Subspecialty Review, Subspecialty Review Requests Today** and **Patients Discharged Today.** Information in these lists includes patient demographics, **ED Triaged Priority, Diagnosis**, length of stay and requested times for **Inpatient Admission** and **Subspecialty Review**. 

Component Tiles

Tile	Screenshot	Explanation
Department Overview		Summary of today's key metrics for the Emergency Department. Analytics provided include the number of **Current Patients**, **Presentations Today** and **Arrivals by Ambulance Today**. A forecast is also provided for the number of **Presentations Expected Next Hour**. This is produced using 2 years of historical data and is specific to the day of week and current season. Also shown is: **NEAT % Today** The % of patients admitted, discharged or transferred so far today, within 4 hours of presentation. **ED % of Occupancy** Calculated by dividing the number of **Current Patients** by the **ED Bed Capacity Metric** – the available capacity of the Emergency Department that can be adjusted in **Beds** > **Bed Capacity Monitor**.
Presentations by Arrival Hour		Displays the number of actual presentations to the Emergency Department for each hour of the day. There are also 3 supporting trendlines derived from analysis of historical data: ▪ **Average Arrivals for a Similar Day** The average number of expected hourly presentations, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected hourly presentations for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)** The number of expected hourly presentations for the bottom 15.9% least busiest days. Hours with actual arrivals greater than the Upper Control are coloured pink.
Patients in ED by Pathway & Time		Displays the number of patients in the Emergency Department at 30 minute intervals throughout the day. Patients are colour coded according to the area they are located within (e.g., Observation Area). The chart is overlaid with an **Escalation Trigger** – a measure which represents a capacity threshold specific to the individual Emergency Department.
Current Patients by Triage Category		Displays the number and proportion of patients currently within the Emergency Department by their assigned **Triage Category**: ▪ **Category 1** ▪ **Category 2** ▪ **Category 3** ▪ **Category 4** ▪ **Category 5** ▪ **Not Defined** (i.e., no data or not yet triaged)

Tile	Screenshot	Explanation
Emergency Department Patient Flow		Displays an overview of the areas and treatments spaces currently occupied within the Emergency Department. Each area (e.g., Acute) consists of dots which represent treatment spaces. They are colour coded to show these statuses: ▪ **Patient Waiting In Time** Not in waiting room and has a length of stay less than 3 hours. ▪ **LoS Breach Risk** Between 3 hours and 4 hours length of stay. ▪ **LoS Breach** Exceeded 4 hours length of stay. ▪ **Clinical Risk** Not in waiting room and has exceeded 8 hours length of stay. ▪ **Seen In Time** In waiting room and seen within timeframe for Triage Category. ▪ **Seen In Time Risk** In waiting room and close to breaching timeframe to be seen for Triage Category. Category 1-2 – N/A Category 3 – not seen within 20 minutes Category 4 – not seen within 45 minutes Category 5 – not seen within 60 minutes ▪ **Seen in Time Breach** In waiting room and not seen within timeframe for Triage Category. ▪ **Available Space** Currently unoccupied treatment space. ▪ **Empty Special Purpose** Unoccupied treatment space only available for specific assessment and/or treatment. **Tip:** Hover over an individual dot to see details such as patient name, ID and time in ED/area. Click a dot to view more information, such as pending requests for subspecialty review(s) or inpatient admission.
Available Beds in ED		Displays the number of available treatment spaces in the Emergency Department at 30 minute intervals throughout the day. Treatment spaces are colour coded according to the area they belong (e.g., Resus).
Patients Waiting		Summary of the number of current patients waiting for further care or management such as **to be Seen by a Doctor**, **Subspecialty Review** or **Inpatient Admission**.

Tile	Screenshot	Explanation
Breaches by Hour of Breach		Displays the number of presentations breaching a length of stay of 4 hours in the Emergency Department. Breaches are tallied in the hour in which they exceeded a length of stay of 4 hours.
Waiting ED Patients by Wait Type & Time		Displays the number of patients at each 30 minute interval throughout the day that are: ▪ **Waiting for a Subspecialty Review** Patients waiting for a review by a specialty team external to the Emergency Department. ▪ **Waiting for an Inpatient Admission** Patients waiting for admission to an inpatient bed. ▪ **Waiting to be Seen** Patients waiting for a review by a treating clinician in the Emergency Department. ▪ **In Waiting Rooms Waiting to be Seen by a Doctor** Patients in a waiting area that are waiting for a review by an Emergency Department doctor. ▪ **Waiting to be Seen by a Doctor** Patients waiting for a review by an Emergency Department doctor.
Ambulances en Route by Estimated Time to Arrival		Displays ambulances that are currently enroute to the Emergency Department. Each incoming ambulance is represented by a bar and accompanied by its unit number and estimated time of arrival. This chart is produced using data from the ambulance source system.
Ambulance Ramped Patients by Incident & Unit Number & Time Ramped (Min)		Displays ambulances that are currently ramped at the Emergency Department. Each ambulance is represented by a bar and accompanied by its unit number and number of minutes ramped. Ambulances ramped for greater than 30 minutes are coloured **red**. This chart is produced using data from the ambulance source system.
ED Patient Arrivals via Ambulance by Triage Category and Arrival Hour		Displays the number of ambulance arrivals to the Emergency Department for each hour of the day. Arrivals are colour coded according to the patient's eventual **Triage Category**.

PodView

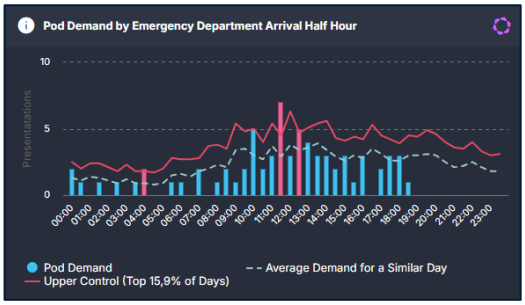
PodView provides near real-time analysis for individual treatment areas within the Emergency Department. The information provided includes the area's activity for the current date, details of the patients currently in the area, as well as details of any patients waiting to be streamed into the area.

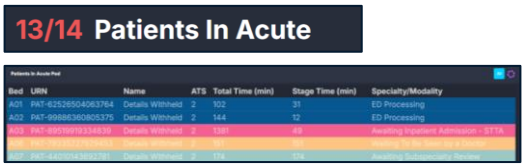
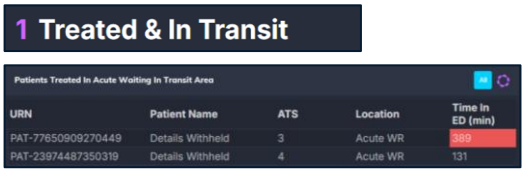
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Area	Select **Area**(s) within the ED such as Triage, Acute and Minors.	**Privacy Setting**	Select to **Show All Details** (reveal names) or to **Hide Patient Details**.

Component Tiles

Tile	Screenshot	Explanation
Pod Demand by Emergency Department Arrival Half Hour		Displays the number of patients streamed to the treatment area for each half hour of the day. Patients waiting to be streamed into the area are also counted. There are also 2 supporting trendlines derived from analysis of historical data: ▪ **Average Demand for a Similar Day** The average number of expected streamed patients, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected streamed patients for the top 15.9% busiest days.
Emergency Department Status		Displays the number of patients across each treatment area of the Emergency Department and groups them by categories such as **Category 1 Patients**, **Waiting**, **In Area** and **Empty Beds**.
Waiting Room Patients Streaming to Pod		Displays the number of patients streamed and waiting to enter the treatment area. Accompanied by a table which displays the patients' demographic details, **ATS** (Triage Category) and current **Location**. **Time in ED (min)** is also displayed and highlighted **red** if exceeding 4 hours.

Tile	Screenshot	Explanation
Patients In Pod		Displays the number of patients currently occupying spaces within the treatment area. Accompanied by a list of the patients' demographic details, **ATS** (Triage Category), **Total Time (min)** (total time in ED), **Stage Time (min)** (time spent in current stage/status) and **Specialty/Modality** (current stage/status). Beds are coloured to represent the following **Specialty/Modality** statuses: **Waiting to be Seen** Not yet seen by Treating Clinician **ED Processing** Seen by Treating Clinician and awaiting next stage **Awaiting Subspecialty Review** Waiting for review by subspecialty team **Waiting Post Subspecialty Review** Seen by subspecialty team and awaiting next stage **Awaiting Bed Allocation** Waiting for allocation of inpatient bed **Awaiting Inpatient Admission** Waiting for transfer to allocated inpatient bed **Bed Available** Unoccupied bed in treatment area **Waiting For Discharge** Has departure code and no pending requests for subspecialty review or inpatient bed
Patients Treated In Pod Waiting In Transit Area		Displays the number of patients returned to the waiting room after being seen in the treatment area. Accompanied by a list of the patients' demographic details, **ATS** (Triage Category) and current **Location**. **Time in ED (min)** is also displayed and highlighted **red** if exceeding 4 hours.
Patients In Pod Reserved Locations		Displays the number of patients currently occupying reserved and special purpose spaces within the treatment area. Accompanied by a list of the patients' demographic details, **ATS** (Triage Category), **Total Time (min)** (total time in ED), **Stage Time (min)** (time spent in current stage/status) and **Specialty/Modality** (current stage/status). Beds are coloured to represent **Specialty/Modality** as shown above in the **Patients in Pod** explanation.

Subspecialty Reviews

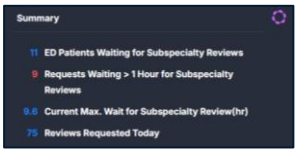
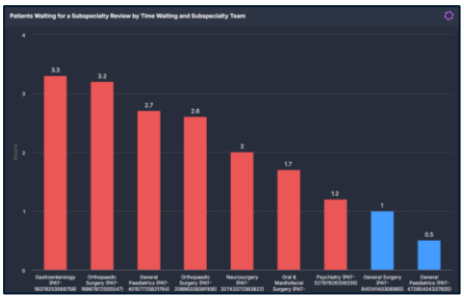
Subspecialty Reviews provides near real-time analysis of the current patients in the Emergency Department waiting for a subspecialty review. The information provided includes the times each patient has been waiting and the subspecialty teams that have been requested.

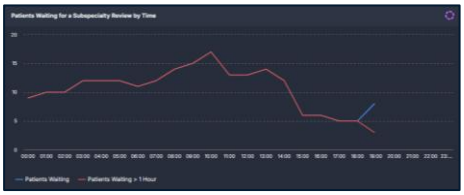
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Area	Select **Area**(s) within the ED such as Triage, Acute and Minors.	**Subspecialty Review Group**	Select between **All**, **Main** or **Other** mapped subspecialty teams in the ED. Allied Health teams are an example of subspecialty teams that are sometimes mapped as **Other**.
Subspecialty Team	Select a single or multiple **Subspecialty Team**(s).		

Component Tiles

Tile	Screenshot	Explanation
Summary		Summary of the number of current patients waiting for a subspecialty review, the number currently waiting greater than 1 hour, the current maximum wait and the total reviews requested today.
Patients Waiting for a Subspecialty Review by Time Waiting and Subspecialty Team		Displays the current patients waiting for a subspecialty review, with each column representing an individual patient's current wait time. Columns are coloured **red** once the patient's wait time for a subspecialty review exceeds 1 hour.

Tile	Screenshot	Explanation
Patients Waiting for a Subspecialty Review by Subspecialty Team		Displays the number of current pending subspecialty reviews for each requested subspecialty team.
Patients Waiting for a Subspecialty Review by Area		Displays the number of current pending subspecialty reviews in each area of the Emergency Department. Segments are coloured **red** once a patient's wait time for a subspecialty review exceeds 1 hour.
Patients Waiting for a Subspecialty Review by Time		Displays the number of patients waiting for a subspecialty review for each hour of the day. There are 2 series displayed: ▪ **Patients Waiting** The total number of patients each hour waiting for a subspecialty review. ▪ **Patients Waiting > 1 Hour** The number of patients each hour with a subspecialty review wait time greater than 1 hour.
Patients Waiting for a Subspecialty Review		Displays the details of the current patients waiting for a subspecialty review. Information includes patient demographics, **Diagnosis**, **Subspecialty Team**, **Location** and **Time in ED**. **Time Waiting for a Subspecialty Review Request (hr)** is displayed and highlighted **red** if exceeding 1 hour.

Waiting for Admission

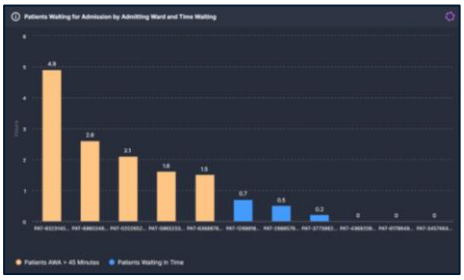
Waiting for Admission provides near real-time analysis of the current patients in the Emergency Department waiting for inpatient admission. The information provided includes the times each patient has been waiting and the admitting wards that have been requested.

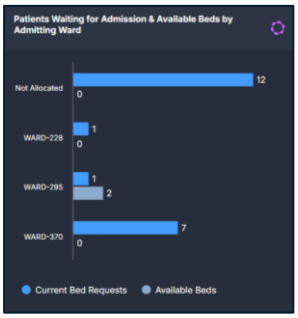
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Specialty	Select a single or multiple admitting **Specialties**. This is the specialty of the requested admitting ward.	**Admitting Ward**	Select a single or multiple **Admitting Ward**(s). Analysis of patients waiting for the selected ward(s) will be shown.
Area	Select **Area**(s) within the ED such as Triage, Acute and Minors.		

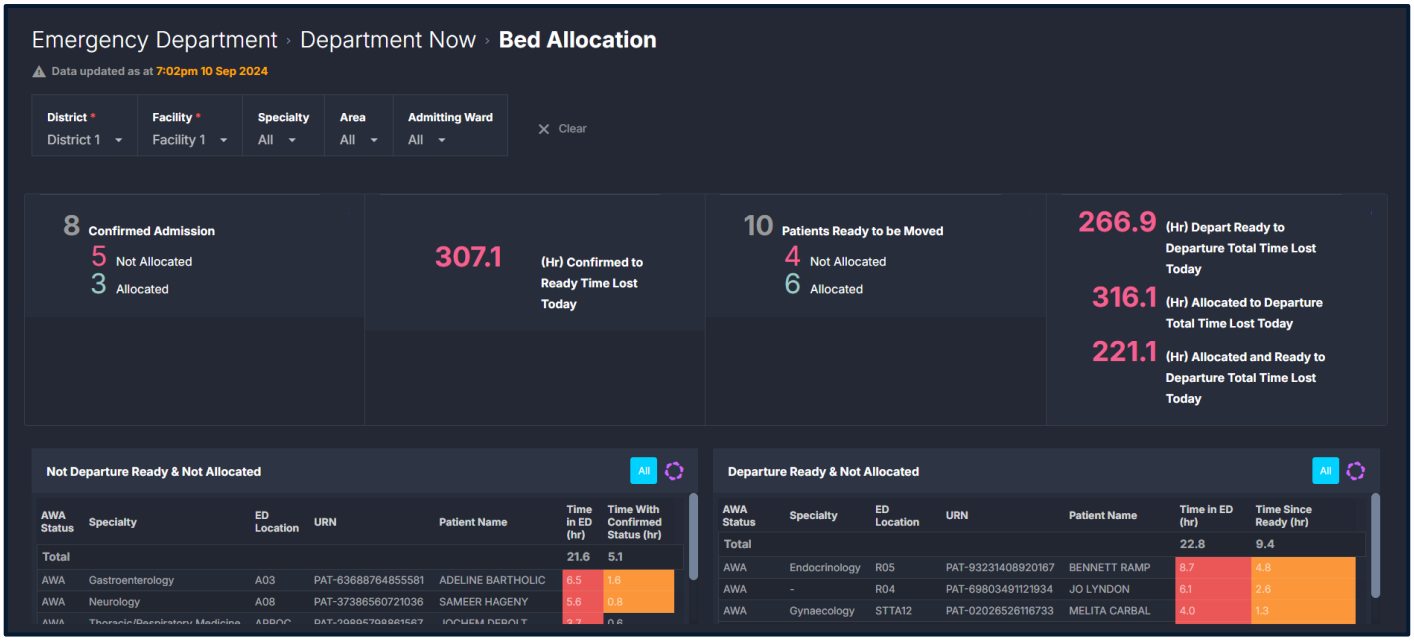
Component Tiles

Tile	Screenshot	Explanation
Summary		Summary of the number of current patients waiting for admission, the number currently waiting greater than 1 hour, the number awaiting ward allocation (AWA) and the current maximum wait.
Patients Waiting for Admission by Admitting Ward and Time Waiting		Displays the current patients waiting for admission, with each column representing an individual patient's current wait time. Columns are coloured to show: ▪ **Patients Awaiting > 30 Minutes for Ward Transfer** Ward allocated and marked as ready for departure for greater than 30 minutes. ▪ **Patients AWA > 45 Minutes** Awaiting Ward Allocation for more than 45 minutes. ▪ **Requests Waiting > 1 Hour for Admission** ▪ **Patients Waiting in Time**

Tile	Screenshot	Explanation
Patients Waiting for Admission & Available Beds by Admitting Ward		Displays the number of current patients waiting for admission for each **Admitting Ward**. Also shown is the number of **Available Beds** (if any) for each ward.
Patients Waiting for Admission by Time		Displays the number of patients waiting for admission for each hour of the day. There are 2 series displayed: ▪ **Patients Waiting** The total number of patients waiting for admission each hour. ▪ **Patients Waiting > 1 Hour** The number of patients waiting for admission each hour with a wait time greater than 1 hour.
Patients Waiting for Admission by Time and Status		Displays the number of patients waiting for admission for each hour of the day. There are 3 additional series displayed: ▪ **Pending Ward Requests** The number of patients waiting for admission each hour that do not have a completed bed request. ▪ **Patients AWA > 45 Minutes** The number of patients waiting for admission each hour that have been Awaiting Ward Allocation for more than 45 minutes. ▪ **Patients Awaiting > 30 Minutes for Ward Transfer** The number of patients waiting for admission each hour that have a ward allocated and have been ready for departure for more than 30 minutes.
Patients Waiting for Admission		List of the current patients waiting for admission. Information includes patient demographics, **Admitting Ward**, **Diagnosis**, **Location** and **Time in ED**. **Time Awaiting Ward Allocation/AWA (min)** is displayed and highlighted yellow if exceeding 45 minutes. **Time Waiting for Ward Transfer (min)** is displayed and highlighted pink if exceeding 30 minutes. **Time Waiting for Admission (hr)** is displayed and highlighted red if exceeding 1 hour.

Bed Allocation

Bed Allocation provides near real-time analysis of the current patients in the Emergency Department waiting for inpatient admission. Patients are grouped by their ward allocation and departure ready states.

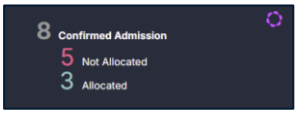
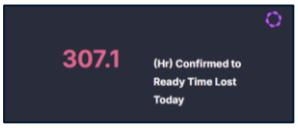
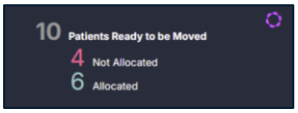
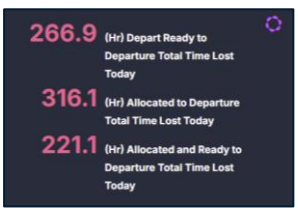


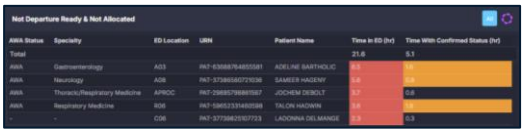
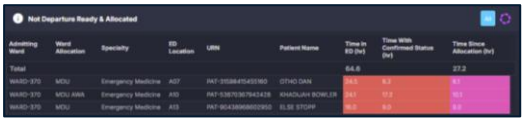
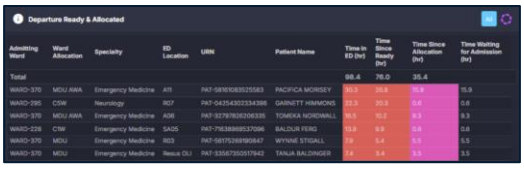
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Specialty	Select a single or multiple admitting **Specialties**. This is the specialty of the requested admitting ward.	**Admitting Ward**	Select a single or multiple **Admitting Ward**(s). Analysis of patients waiting for the selected ward(s) will be shown.
Area	Select **Area**(s) within the ED such as Triage, Acute and Minors.		

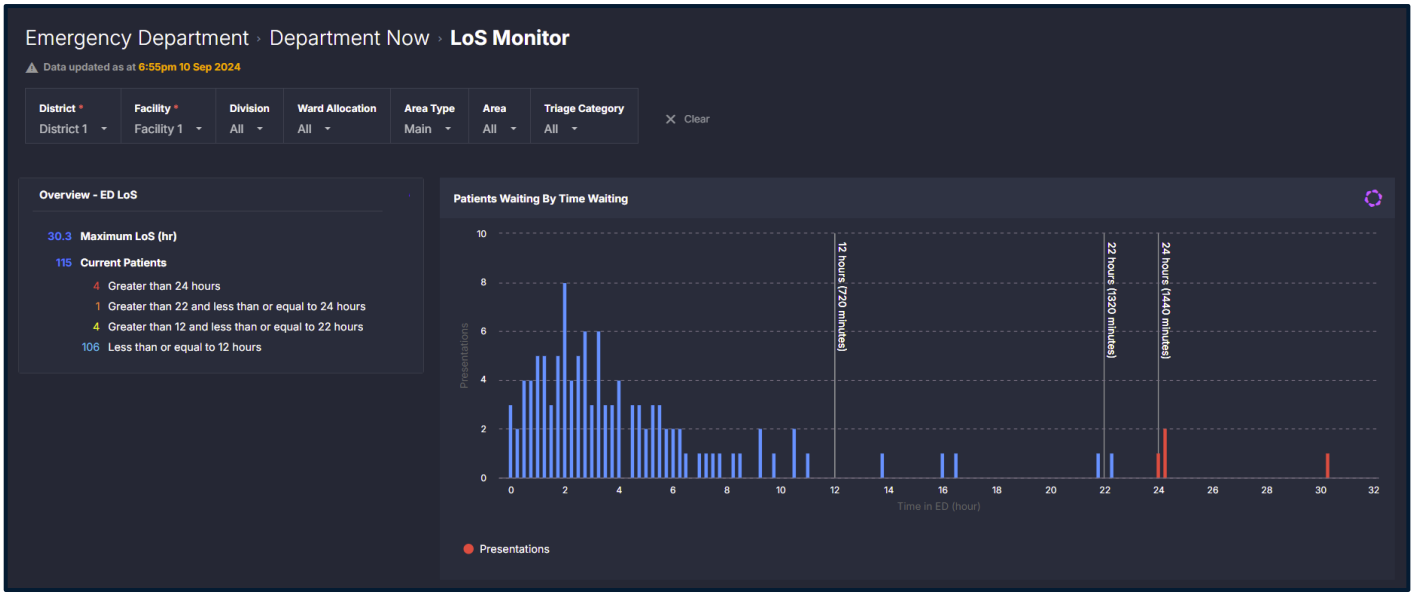
Component Tiles

Tile	Screenshot	Explanation
Confirmed Admission	 	Summary of the number of current patients that are **Confirmed Admission** – patients with an active bed request but are not yet departure ready. This number is further divided into **Not Allocated** (no ward allocated) and **Allocated** (has ward allocated) cohorts. Also shown is the cumulative time today spent by patients between initial bed request and departure ready timepoints.
Patients Ready to be Moved	 	Summary of the number of current patients that are **Ready to be Moved** – patients with an active bed request that are marked as departure ready. This number is further divided into **Not Allocated** (no ward allocated) and **Allocated** (has ward allocated) cohorts. Also shown are the following cumulative times lost today between the following timepoints: ▪ **Depart Ready** to **Departure** ▪ **Allocated** (to ward) to **Departure** ▪ **Allocated** (to ward) to **Depart Ready**

Tile	Screenshot	Explanation
Not Departure Ready & Not Allocated		List of the current patients waiting for admission that are **Not Departure Ready & Not Allocated**. Information includes patient demographics, **Specialty** (admitting), **ED Location**, **Time in ED** and **Time with Confirmed Status** (since bed request).
Departure Ready & Not Allocated		List of the current patients waiting for admission that are **Departure Ready & Not Allocated**. Information includes patient demographics, **Specialty** (admitting), **ED Location**, **Time in ED** and **Time Since Ready** (depart ready timepoint).
Not Departure Ready & Allocated		List of the current patients waiting for admission that are **Not Departure Ready & Allocated**. Information includes patient demographics, **Admitting Ward**, **Ward Allocation**, **Specialty** (admitting), **ED Location**, **Time in ED**, **Time with Confirmed Status** (since bed request) and **Time Since Allocation** (ward allocation timepoint).
Departure Ready & Allocated		List of the current patients waiting for admission that are **Departure Ready & Allocated**. Information includes patient demographics, **Admitting Ward**, **Ward Allocation**, **Specialty** (admitting), **ED Location**, **Time in ED**, **Time Since Ready** (to depart) and **Time Since Allocation** (ward allocation timepoint).

LoS Monitor

LoS Monitor provides a near real-time view of the current patients in the Emergency Department and clear indications if any have breached or are approaching 24 hours length of stay (LoS).

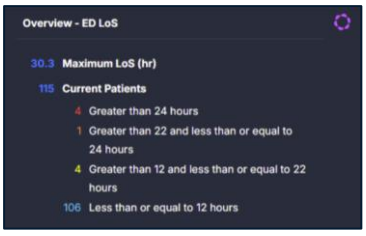
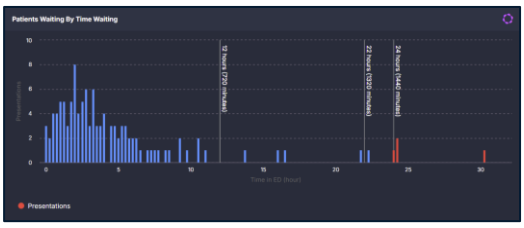


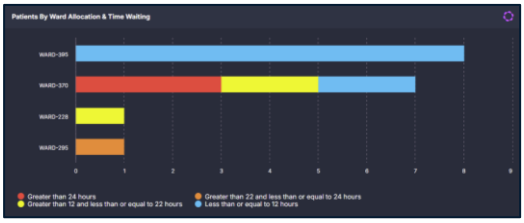
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Division	Select **Division**(s) which patients are allocated for admission.	**Area Type**	Select between **All**, **Main** or **Other** mapped areas in the ED.
Ward Allocation	Select **Ward**(s) which patients are allocated for admission.	**Area**	Select **Area**(s) within the ED such as Triage, Acute and Minors.
		Triage Category	Select **Triage Category**(s).

Component Tiles

Tile	Screenshot	Explanation
Overview - ED LoS		Summary of current **Maximum LoS** (length of stay in Emergency Department) and numbers of patients in the following **ED LoS** groups: ▪ **Greater than 24 hours** ▪ **Greater than 22 and less than or equal to 24 hours** ▪ **Greater than 12 and less than or equal to 22 hours** ▪ **Less than or equal to 12 hours** **Tip:** Activate this tile to set a **Trigger** for **Maximum LoS** or **Current Patients** (e.g., be notified via SMS or email when **Maximum LoS > 23 hours**).
Patients Waiting by Time Waiting		Distribution of current patients by their **ED LoS**. Vertical lines dynamically appear to mark the **12 hours (720 minutes)**, **22 hours (1320 mins)** and **24 hours (1440 mins) ED LoS** thresholds. Patients exceeding a length of stay of 24 hours are coloured red.

Tile	Screenshot	Explanation
Overview - Bed Request		Summary of current **Maximum Bed Request (hr)** (admission wait time) and numbers of patients in the following tiers of admission wait times: ▪ **Greater than 16 hours** ▪ **Greater than 10 and less than or equal to 16 hours** **er than 4 and less than or equal to 10 hours** ▪ **Less than or equal to 4 hours** **Tip:** Activate this tile to set a **Trigger** for **Maximum Bed Request Hours** or **Current Bed Requests**.
Patients By Ward Allocation & Time Waiting		Displays the number of current patients waiting for admission by each **Ward Allocation**. Segments are coloured as per the patients' **ED LoS**: ▪ **Greater than 24 hours** ▪ **Greater than 22 and less than or equal to 24 hours** ▪ **Greater than 12 and less than or equal to 22 hours** ▪ **Less than or equal to 12 hours**
Current Patient Details		List of current patients in the Emergency Department with details such as **LoS**, **Ward Allocation**, **Diagnosis**, **Location** and **Triage Category**. The list is sorted by **LoS** in **descending** order (longest LoS at top). **LoS (hrs)** and **LoS (mins)** are highlighted to represent the patient's current LoS group: > 24 hours > 22 hours and ≤ 24 hours > 12 hours and ≤ 22 hours ≤ 12 hours

Discharge Situation Report

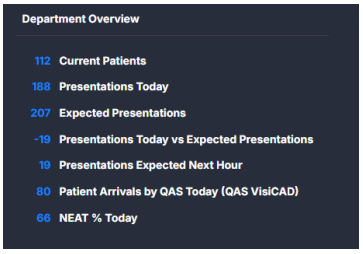
Discharge Situation Report provides a near real-time summary of Emergency Department discharges compared to what is required to maintain patient flow. Supporting analytics highlight hourly discharge trends, deficits, and upcoming discharge needs.

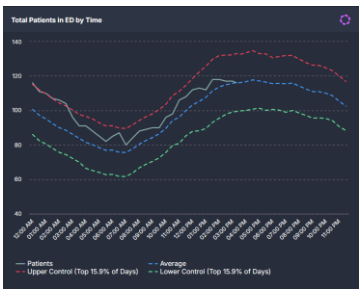
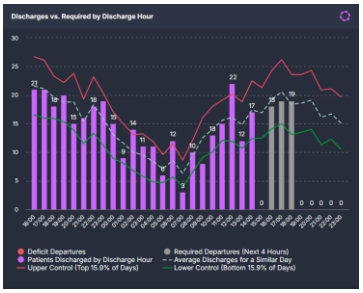
Filtering

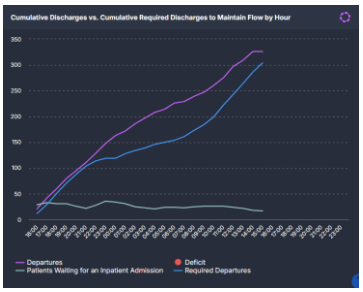
The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Area Type	Select between **All**, **Main** or **Other** mapped areas in the ED.	**Area**	Select **Area**(s) within the ED such as Triage, Acute and Minors.

Component Tiles

Tile	Screenshot	Explanation
Department Overview		Summary of today's key metrics for the Emergency Department. Analytics provided include the number of **Current Patients**, **Presentations Today** and **Arrivals by Ambulance Today**. A forecast is also provided for the number of **Presentations Expected Next Hour**. This is produced using 2 years of historical data and is specific to the day of week and current season. Also shown is: **NEAT % Today** The % of patients admitted, discharged or transferred so far today, within 4 hours of presentation.
Presentations by Arrival Hour		Displays the number of actual presentations to the Emergency Department for each hour over the last 24 hours. There are also 3 supporting trendlines derived from analysis of historical data: ▪ **Average Arrivals for a Similar Day** The average number of expected hourly presentations, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected hourly presentations for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)**

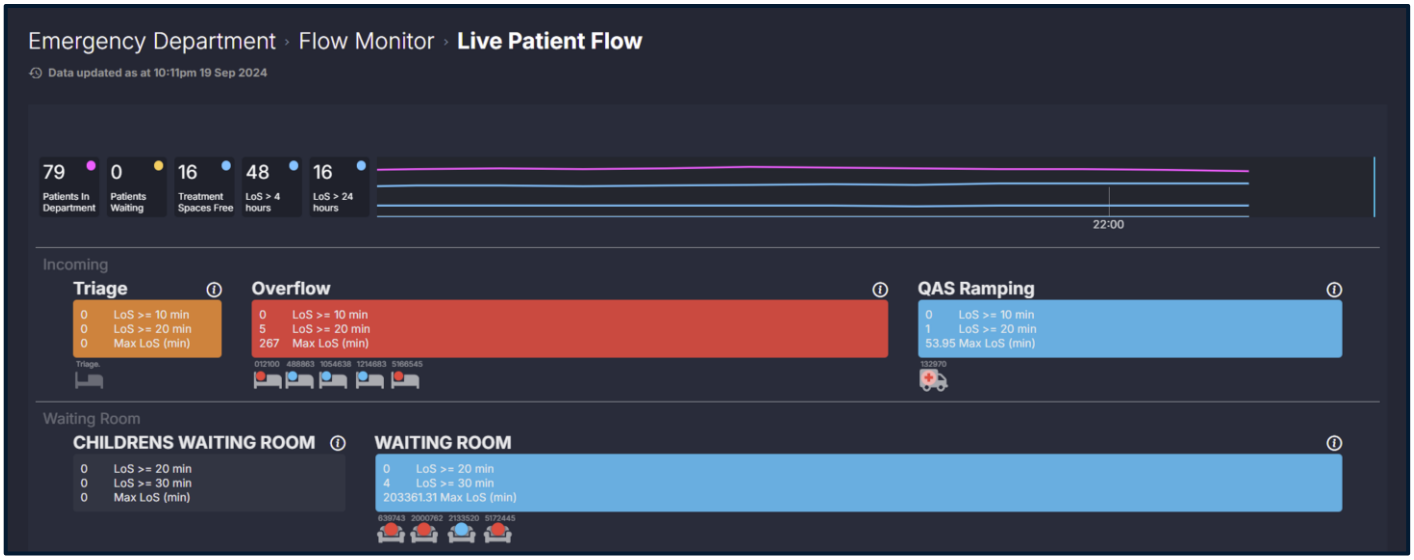
Tile	Screenshot	Explanation
		The number of expected hourly presentations for the bottom 15.9% least busiest days. Hours with actual arrivals greater than the Upper Control are coloured pink.
Total Patients in ED by Time		Displays the total number of patients in the Emergency Department for each hour of the day. There are also 3 supporting trendlines derives from analysis of historical data: ▪ **Average Total for a Similar Day** The average total number of expected patients in ED, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The total number of expected patients in the ED for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)** The total number of expected patients in the ED for the bottom 15.9% least busiest days.
Department Departures Overview		Provides a summary of key discharge metrics from the Emergency Department over the past 24 hours. It displays the actual number of **Patient Departures**, compares this to the **Required Departures needed to maintain Patient Flow**, and highlights any variance. Also included are the number of **Required Base Discharges** remaining this hour and the current number of ED patients **Awaiting Inpatient Admission**, indicating how current performance aligns with flow needs.
Discharge vs. Required by Discharge Hour		Displays the number of Emergency Department discharges for each hour over the past 24 hours. It includes three supporting trendlines based on historical analysis, showing the number of discharges typically required each hour to maintain patient flow: ▪ **Average Discharges for a Similar Day** The average number of expected hourly discharges, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected hourly discharges for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)** The number of expected hourly discharges for the bottom 15.9% least busiest days. Projected discharges required over the next 4 hours are shown in grey. Hours where discharges fall below the lower control threshold (based on the lowest 15.9% of similar days) are flagged as deficit discharges and highlighted in red.

Tile	Screenshot	Explanation
Cumulative Discharges vs. Cumulative Required Discharges to Maintain Flow by Hour		This chart shows how actual Emergency Department discharges, compare cumulatively against the number of discharges required to maintain patient flow over the last 24 hours. It also shows the number of patients currently waiting for an inpatient admission at each hour. Any gap where actual discharges fall below required discharges indicates a deficit and may contribute to rising inpatient demand and ED congestion.

Flow Monitor

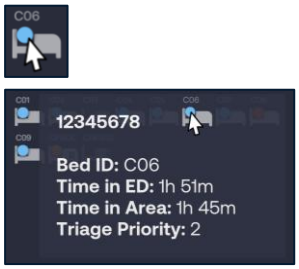
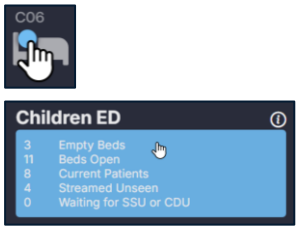
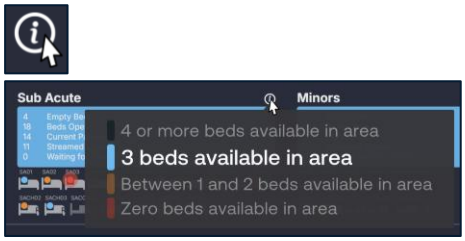
Live Patient Flow

Live Patient Flow provides a near real-time overview of the Emergency Department. Information available from this component includes current patient locations, current area occupancy, patient movements between areas, as well as visual indicators for capacity issues and length of stay breaches.

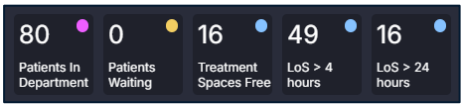
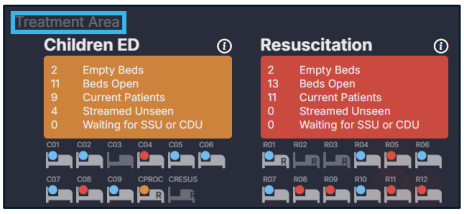


Interaction

The following interaction is available in this component.

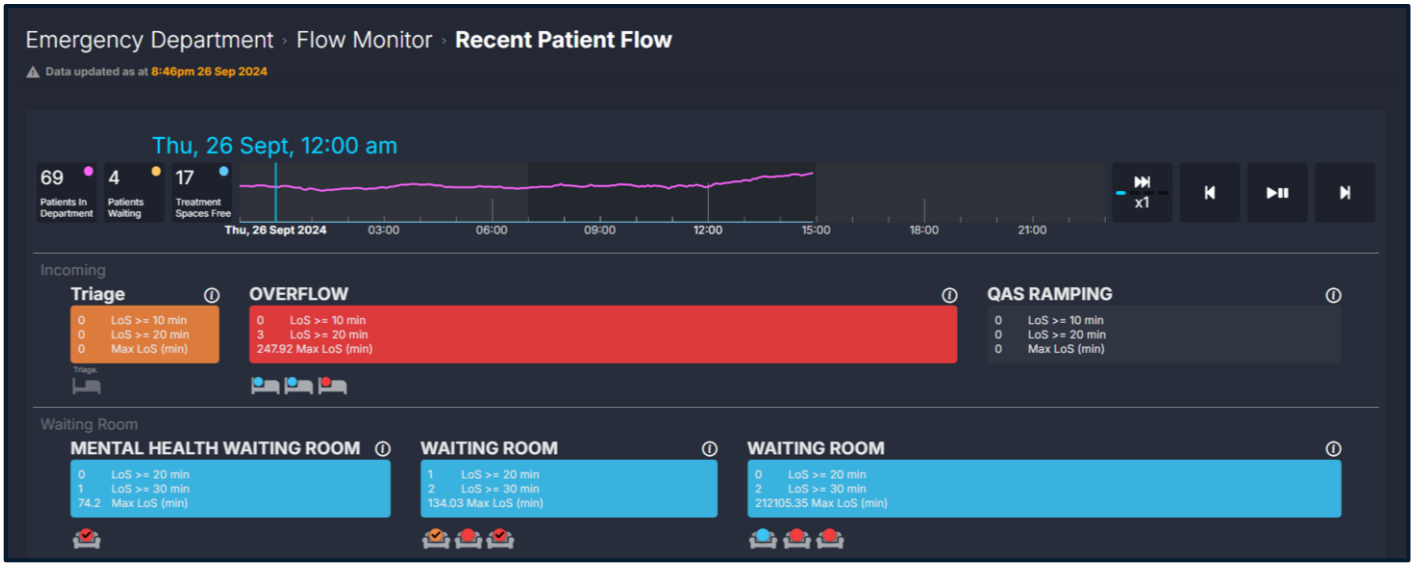
Interaction	Screenshot	Action
Hover on Patient		Hovering the cursor over a patient will reveal the patient's **ID**, **Time in ED**, **Time in Area** and **Triage Priority**.
Click on Patient/Pod		Clicking a patient or pod will reveal the details of the current patient(s) such as patient demographics, **Triage**, **Diagnosis**, **Time in ED**, pending **Subspecialty Review** requests and pending **Admission** requests.
Hover on Pod Information		Hovering the cursor over a pod's information icon will reveal the pod's current capacity status as well as the criteria for each status.

Component Elements

Element	Screenshot	Explanation
Summary		Summary of the current number of **Patients in Department**, **Patients Waiting**, **Treatment Spaces Free**, patients with a **LoS > 4 hours** and patients with a **LoS > 24 hours**.
Timeline		Displays how the **Summary** metrics outlined above have trended for the last 1-2 hours.
ED Pathway		The pathway in the Emergency Department which the pod or treatment area is mapped to (e.g., **Resuscitation** in **Treatment Area**, **Triage** in **Incoming**).
Pod or Treatment Area		A pod or treatment area (e.g., **Acute**, **Waiting Room**) in the Emergency Department which contains treatment spaces such as chairs, trolleys and beds.
Patient or Bed		A patient or treatment space (i.e., chair, trolley or bed) within the Emergency Department. The graphic will be greyed out if the space is currently unoccupied. Patients in **Waiting Rooms** are marked with a tick once they have been seen. Patients in **Treatment Areas** and **Observation Areas** are colour coded according to the following length of stay criteria: • 0-3 hours • 3-4 hours • > 4 hours • > 8 hours – the patient's dot will pulse red

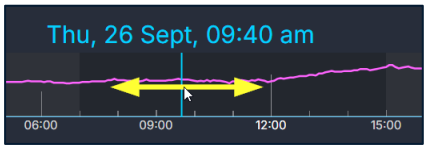
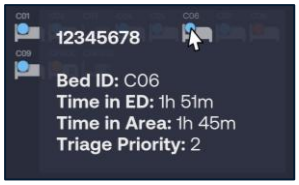
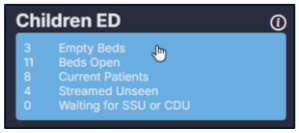
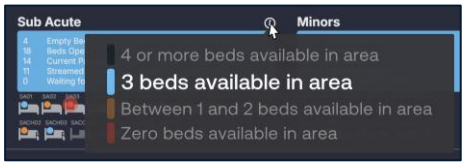
Recent Patient Flow

Recent Patient Flow provides an activity overview of the Emergency Department that can be rewound up to 24 hours into the past. This component enables detailed playback and analysis of recent patient movements in the Emergency Department. Information available from this component includes patient locations, area occupancy, patient movements between areas, as well as visual indicators for capacity issues and length of stay breaches.

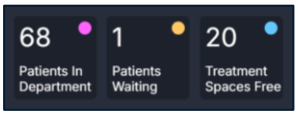
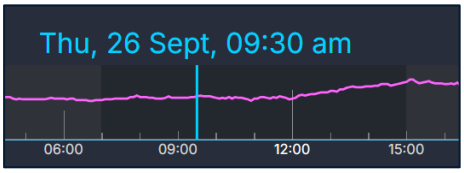
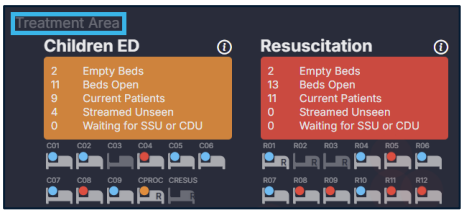
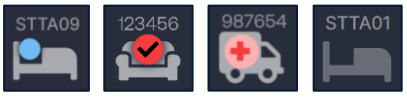


Interaction

The following interaction is available in this component.

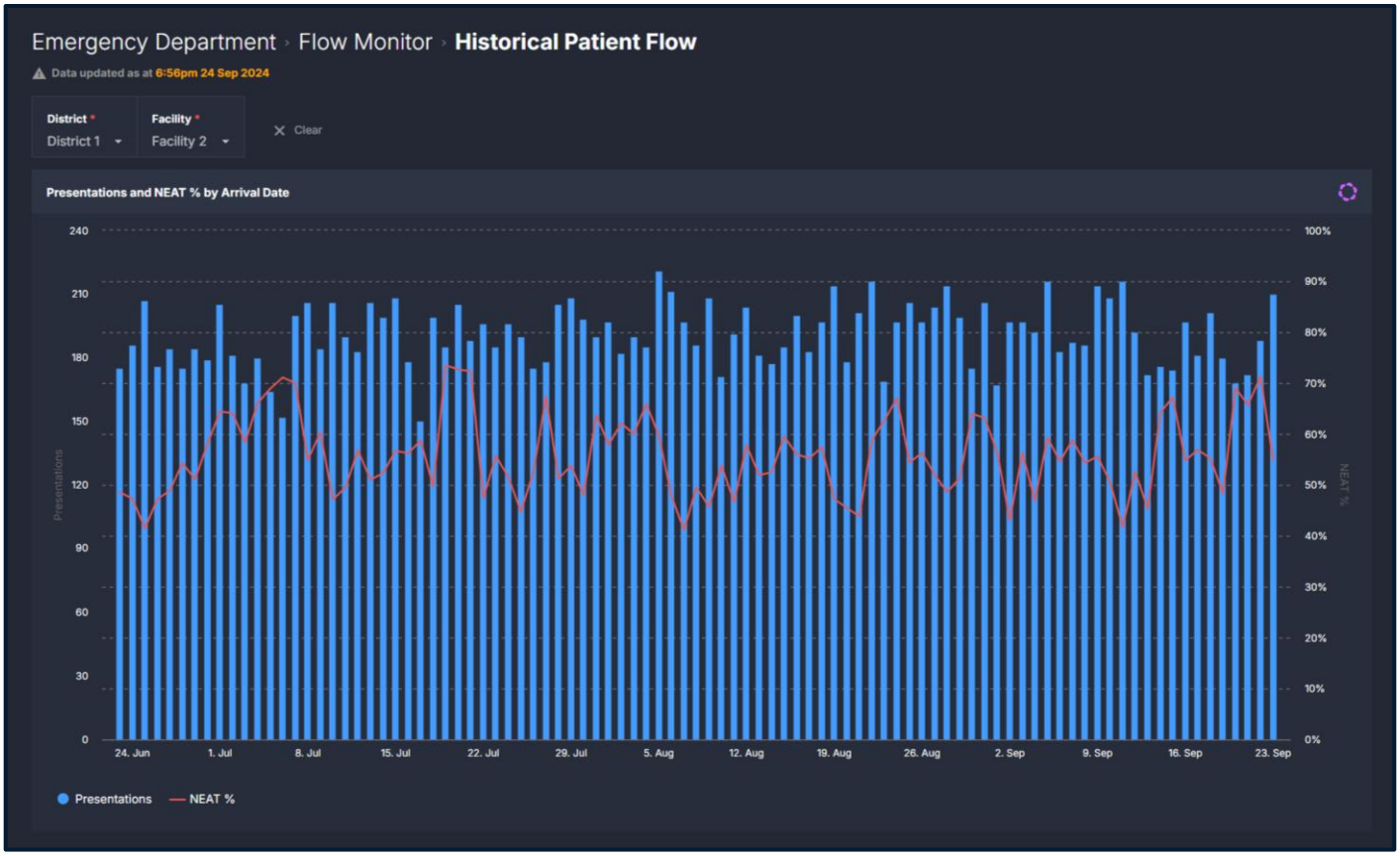
Interaction	Screenshot	Action
Click or Drag Timeline		Clicking a point on the timeline skips the analysis to the selected time. Clicking and dragging on the timeline scrubs through the playback of recent patient flow. The timeline is shaded to easily distinguish between the morning shift (7AM to 3PM), afternoon shift (3PM to 11PM) and night shift (11PM to 7AM).
Click Playback Controls		Clicking the playback controls (from left to right): ▪ Toggles the playback speed between **x1**, **x2**, **x5** and **x10** ▪ Rewinds playback by 10 minutes ▪ Plays or pauses playback ▪ Fast forwards playback by 10 minutes
Hover on Patient		Hovering the cursor over a patient will reveal the patient's **ID**, **Time in ED**, **Time in Area** and **Triage Priority**.
Click on Patient/Pod		Clicking a patient or pod will reveal the details of the current patient(s) such as patient demographics, **Triage**, **Diagnosis**, **Time in ED**, pending **Subspecialty Review** requests and pending **Admission** requests.
Hover on Pod Information		Hovering the cursor over a pod's information icon will reveal the pod's current capacity status as well as the criteria for each status.

Component Elements

Element	Screenshot	Explanation
Summary		Summary of the number of **Patients in Department**, **Patients Waiting** and **Treatment Spaces Free** for the selected timepoint.
Timeline		Displays how the **Summary** metrics outlined above have trended for the recent 24 hour period.
ED Pathway		The pathway in the Emergency Department which the pod or treatment area is mapped to (e.g., **Resuscitation** in **Treatment Area**, **Triage** in **Incoming**).
Pod or Treatment Area		A pod or treatment area (e.g., **Acute**, **Waiting Room**) in the Emergency Department which contains treatment spaces such as chairs, trolleys and beds.
Patient or Bed		A patient or treatment space (i.e., chair, trolley or bed) within the Emergency Department. The graphic will be greyed out if the space is currently unoccupied. Patients in **Waiting Rooms** are marked with a tick once they have been seen. Patients in **Treatment Areas** and **Observation Areas** are colour coded according to the following length of stay criteria: • 0-3 hours • 3-4 hours • > 4 hours • > 8 hours – the patient's dot will pulse red

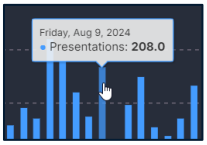
Historical Patient Flow

Historical Patient Flow enables detailed playback and analysis of patient movements in the Emergency Department for any day within the past 3 months. Information available from this component includes patient locations, area occupancy, patient movements between areas, as well as visual indicators for capacity issues and length of stay breaches.



Interaction

The following interaction is available from the initial page of this component.

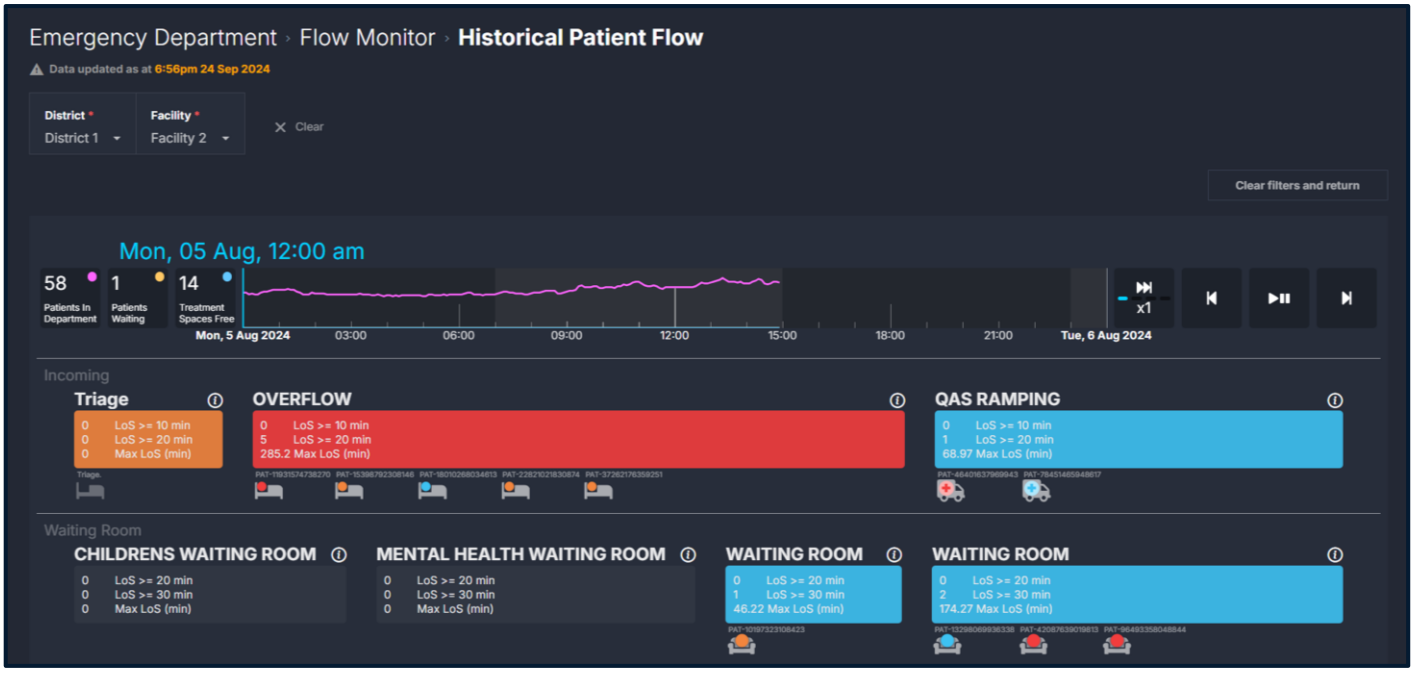
Interaction	Screenshot	Action
Click Date on Chart		Clicking the **Presentations** or **NEAT %** for a date on the **Presentations and NEAT % by Arrival Date** chart will reveal **Historical Patient Flow** analytics for that specific date.

Component Tiles

Tile	Screenshot	Explanation
Presentations and NEAT % by Arrival Date		Chart displaying the number of Emergency Department **Presentations** each day for the past 3 months. Also displayed is a **NEAT %** trendline – which represents the % of ED presentations admitted, discharged or transferred within 4 hours.

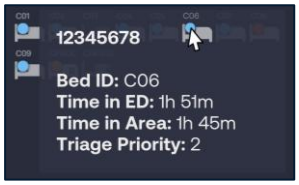
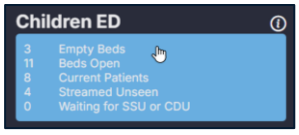
Historical Patient Flow for Individual Date

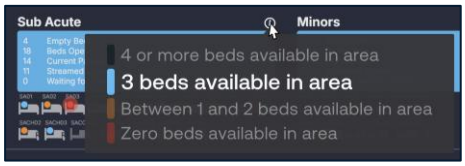
Replayable **Historical Patient Flow** analytics is revealed upon clicking a day on the **Presentations and NEAT % by Arrival Date** chart.



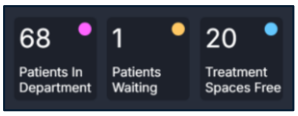
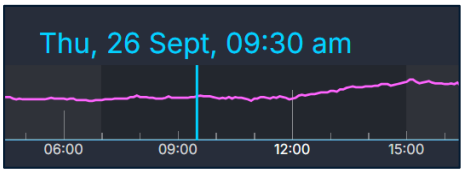
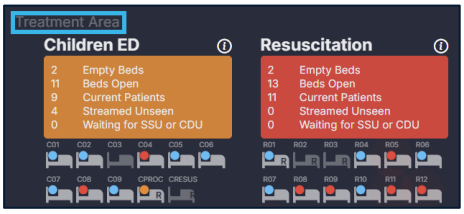
Interaction

The following interaction is available in this component.

Interaction	Screenshot	Action
Clear filters and return		Clicking button: Returns to the main **Historical Patient Flow** page.
Click or Drag Timeline		Clicking a point on the timeline skips the analysis to the selected time. Clicking and dragging on the timeline scrubs through the playback of recent patient flow. The timeline is shaded to easily distinguish between the morning shift (7AM to 3PM), afternoon shift (3PM to 11PM) and night shift (11PM to 7AM).
Click Playback Controls		Clicking the playback controls (from left to right): ▪ Toggles the playback speed between **x1**, **x2**, **x5** and **x10** ▪ Rewinds playback by 10 minutes ▪ Plays or pauses playback ▪ Fast forwards playback by 10 minutes
Hover on Patient		Hovering the cursor over a patient will reveal the patient's **ID**, **Time in ED**, **Time in Area** and **Triage Priority**.
Click on Patient/Pod		Clicking a patient or pod will reveal the details of the current patient(s) such as patient demographics, **Triage**, **Diagnosis**, **Time in ED**, pending **Subspecialty Review** requests and pending **Admission** requests.

Interaction	Screenshot	Action
Hover on Pod Information		Hovering the cursor over a pod's information icon will reveal the pod's current capacity status as well as the criteria for each status.

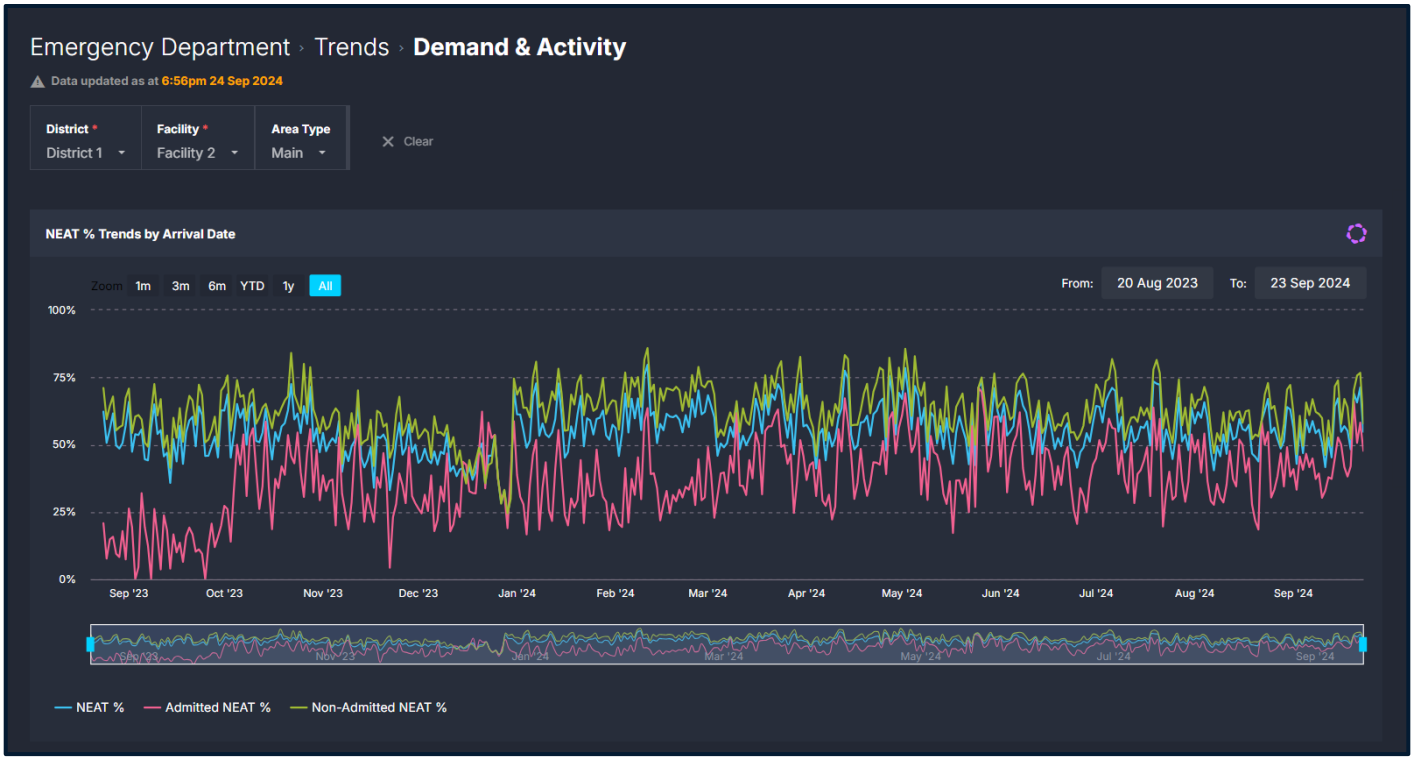
Component Elements

Element	Screenshot	Explanation
Summary		Summary of the number of **Patients in Department**, **Patients Waiting** and **Treatment Spaces Free** for the selected timepoint.
Timeline		Displays how the **Summary** metrics outlined above have trended for the recent 24 hour period.
ED Pathway		The pathway in the Emergency Department which the pod or treatment area is mapped to (e.g., **Resuscitation** in **Treatment Area**, **Triage** in **Incoming**).
Pod or Treatment Area		A pod or treatment area (e.g., **Acute**, **Waiting Room**) in the Emergency Department which contains treatment spaces such as chairs, trolleys and beds.
Patient or Bed		A patient or treatment space (i.e., chair, trolley or bed) within the Emergency Department. The graphic will be greyed out if the space is currently unoccupied. Patients in **Waiting Rooms** are marked with a tick once they have been seen. Patients in **Treatment Areas** and **Observation Areas** are colour coded according to the following length of stay criteria: • 0-3 hours • 3-4 hours • > 4 hours • > 8 hours – the patient's dot will pulse red

Trends

Demand & Activity

Demand & Activity provides a comprehensive set of retrospective Emergency Department metrics and analytics, including total presentations, POST % performance, NEAT % performance and the number of patients breaching 4 hours length of stay for each day over the past 13 months.



Filtering

The following noteworthy options are available in this component's **Filter Bar**:

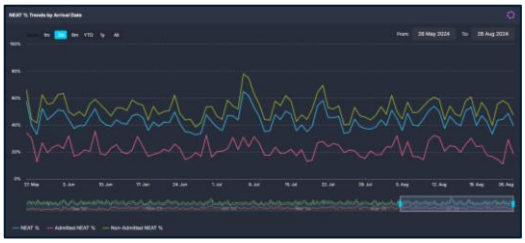
Filter	Description
Area Type	Select between **All**, **Main** or **Other** mapped areas in the ED.

Interaction

The following interaction is available from the initial page of this component.

Interaction	Screenshot	Action
Click Date on Chart		Clicking a day on any of the trendlines within the charts on this initial component page will reveal further Emergency Department analytics for that specific date.

Component Tiles

Tile	Screenshot	Explanation
NEAT % Trends by Arrival Date		Displays trendlines that represent the % of ED presentations admitted, discharged or transferred within 4 hours, each day for the last 13 months. Calculations are made based on the presentations that **arrived** during each calendar day. The chart's timeframe can be adjusted using the slider and **Zoom** options. There are 3 trendlines: ▪ **NEAT %** % of all presentations admitted, discharged or transferred within 4 hours. ▪ **Admitted NEAT %** % of admitted presentations which were admitted within 4 hours. ▪ **Non-Admitted NEAT%** % of non-admitted presentations which were discharged or transferred within 4 hours.
Presentations vs Expected Presentations by Arrival Date		Displays the number of **Presentations by Arrival Date** to the Emergency Department for each day over the past 13 months. Also displayed is a trendline which represents the number of **Expected Presentations** for each day. This forecasted number is produced using 2 years of historical data and is specific to the day of week and season.

Demand & Activity for Individual Date

Further date-specific analytics are revealed upon clicking a day on the **NEAT % Trends by Arrival Date** or the **Presentations vs Expected Presentations by Arrival Date** charts.

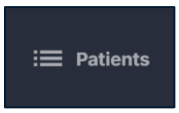
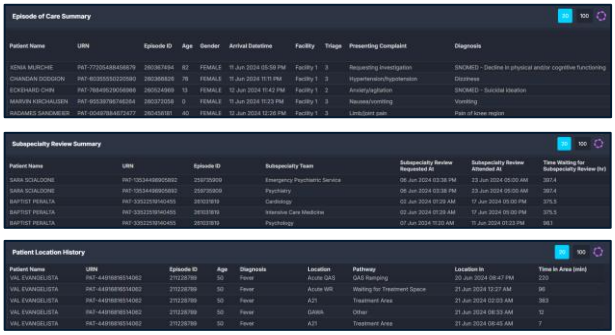
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

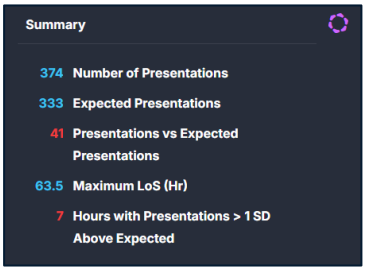
Filter	Description	Filter	Description
Area Type	Select between **All**, **Main** or **Other** mapped areas in the ED.	**Admission Status**	Select whether to include **All** presentations, **Admitted** presentations or **Not Admitted** presentations in the analytics on the current page.
Age Group	Select between **All**, **Adult** or **Paediatric** age groups.	**NEAT**	Select between **All**, **Breach** (ED LoS over 4 hours) or **Seen in Time** cohorts.

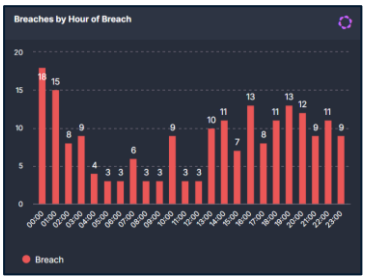
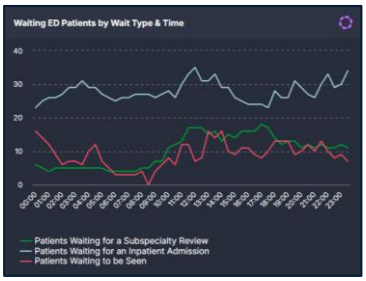
Interaction

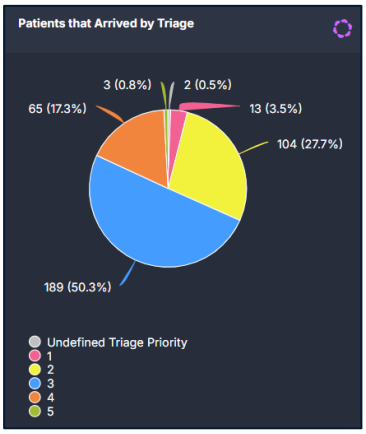
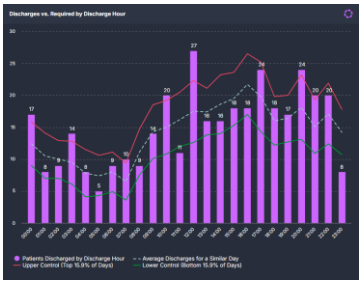
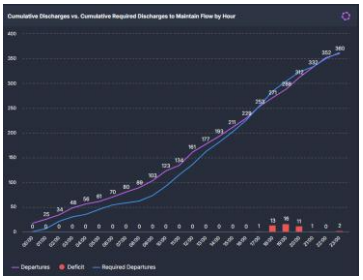
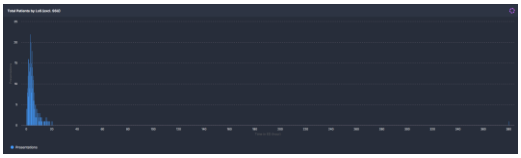
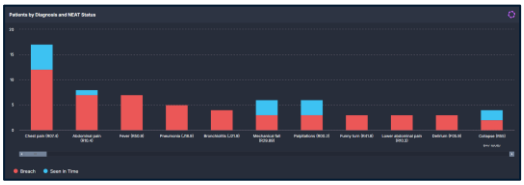
The following interaction is available in this component.

Button	Screenshot	Action
Patients		Clicking button displays these lists for the selected date: **Episode of Care Summary**, **Subspecialty Review Summary** and **Patient Location History**. Information in these lists includes patient demographics, **ED Triage**, **Diagnosis**, length of stay, **Time Waiting for Subspecialty Review** and **Time in Area**. 
Clear filters and return		Clicking button: Returns to the main **Demand & Activity** page.

Component Tiles

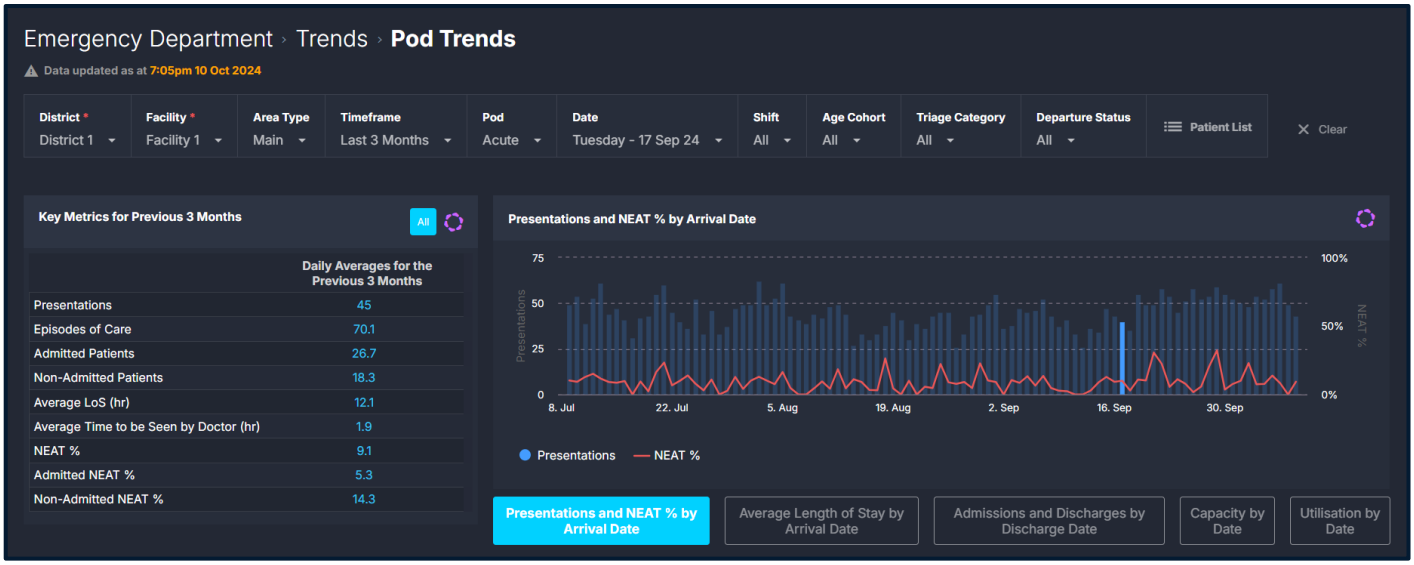
Tile	Screenshot	Explanation
Summary		Summary of the **Number of Presentations** and **Maximum LoS** for the selected date. Analysis is also provided for the number of **Expected Presentations** – based on comparison with historical data – and how this compared with actual arrivals. Also shown is the **Hours with Presentations > 1 SD Above Expected**, which is the number of hours that had presentation numbers greater than the top 15.9% of busiest days for that Emergency Department.

Tile	Screenshot	Explanation
Presentations by Arrival Hour		Displays the number of actual presentations to the Emergency Department for each hour of the day. There are also 3 supporting trendlines derived from analysis of historical data: ▪ **Average Arrivals for a Similar Day** The average number of expected hourly presentations, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected hourly presentations for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)** The number of expected hourly presentations for the bottom 15.9% least busiest days. Hours with actual arrivals greater than the Upper Control are coloured pink.
Patients in ED by Pathway & Time		Displays the number of patients in the Emergency Department at 30 minute intervals throughout the day. Patients are colour coded according to the area they are located within (e.g., Observation Area). The chart is overlaid with an **Escalation Trigger** – a measure which represents a capacity threshold specific to the individual Emergency Department.
Summary		Summary of **Ambulance Arrivals**, **% POST**, **Episodes of Care** (includes patients treated on the selected date who presented on a prior day), **% NEAT** and number of inpatient **Admissions** for the selected date.
Breaches by Hour of Breach		Displays the number of presentations breaching a length of stay of 4 hours in the Emergency Department. Breaches are tallied in the hour of day in which they exceeded a length of stay of 4 hours.
Waiting ED Patients by Wait Type & Time		Displays the number of patients at each 30 minute interval throughout the day that were: ▪ **Waiting for a Subspecialty Review** Patients waiting for a review by a specialty team external to the Emergency Department. ▪ **Waiting for an Inpatient Admission** Patients waiting for admission to an inpatient bed. ▪ **Waiting to be Seen** Patients waiting for a review by a treating clinician in the Emergency Department.

Tile	Screenshot	Explanation
Patients that Arrived by Triage		Displays the number and proportion of patients that presented for the selected date by their assigned **Triage Category**: ▪ **Category 1** ▪ **Category 2** ▪ **Category 3** ▪ **Category 4** ▪ **Category 5** ▪ **Undefined Triage Priority** (i.e., error or no data)
Discharges vs. Required by Discharge Hour		Displays the number of Emergency Department discharges for each hour. It includes three supporting trendlines based on historical analysis, showing the number of discharges typically required each hour to maintain patient flow: ▪ **Average Discharges for a Similar Day** The average number of expected hourly discharges, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected hourly discharges for the top 15.9% busiest days. ▪ **Lower Control (Bottom 15.9% of Days)** The number of expected hourly discharges for the bottom 15.9% least busiest days.
Cumulative Discharges vs. Cumulative Required Discharges to Maintain Flow by Hour		This chart shows how actual Emergency Department discharges, compared cumulatively against the number of discharges required to maintain patient flow at each hour. Any gap where actual discharges fell below required discharges indicates a deficit and may have contributed to rising inpatient demand and ED congestion.
Total Patients by LoS (excl. SSU)		Displays the total number of patients in the Emergency Department (excluding those in Short Stay Units) for the selected date, grouped by their **length of stay (LoS)** in hours.
Patients by Diagnosis and NEAT Status		Displays the number of presentations for the selected date by **Diagnosis** (e.g., Chest Pain). Patients that breached 4 hours length of the stay in the Emergency Department are coloured **red**.

Pod Trends

Pod Trends provides a comprehensive set of retrospective metrics and analytics for individual treatment areas within the Emergency Department. The information provided includes the area's activity, average length of stay, admission and discharge throughput as well as details of patients seen in the area.



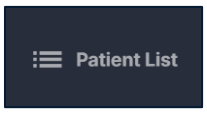
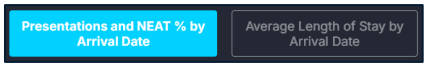
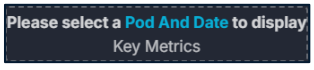
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

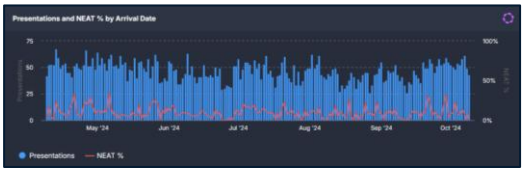
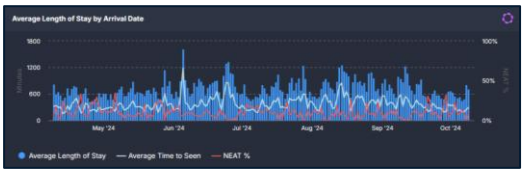
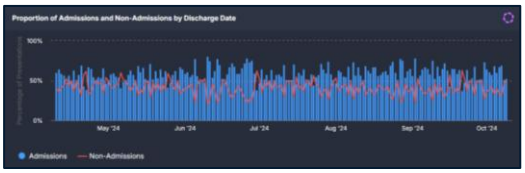
Filter	Description	Filter	Description
Area Type	Select between **All**, **Main** or **Other** mapped areas in the ED.	**Shift**	Select between **All**, **7am – 3pm**, **3pm – 11pm** or **11pm – 7am** shifts.
Timeframe	Select a **Timeframe** to filter patient information to. Options include **Last 12 Months**, **6 Months** and **3 Months**.	**Age Cohort**	Select between **All**, **Adult** or **Paediatric** age groups.
Pod	Select a **Pod** within the ED such as Triage, Acute and Minors.	**Triage Category**	Select **Triage Category**(s).
Date	Select a specific date within the selected **Timeframe** to analyse.	**Departure Status**	Select whether to include **All** presentations, **Admitted** presentations or **Not Admitted** presentations.

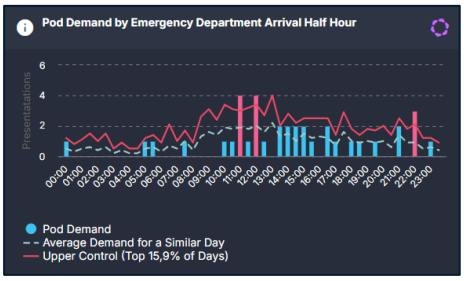
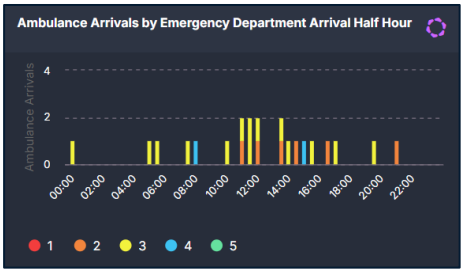
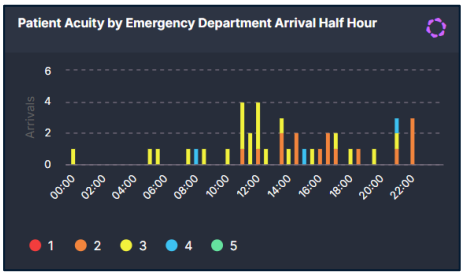
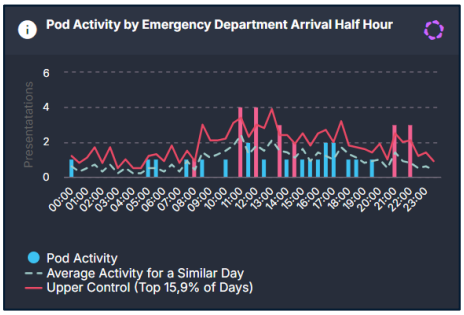
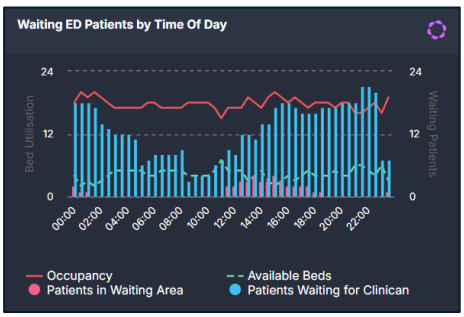
Interaction

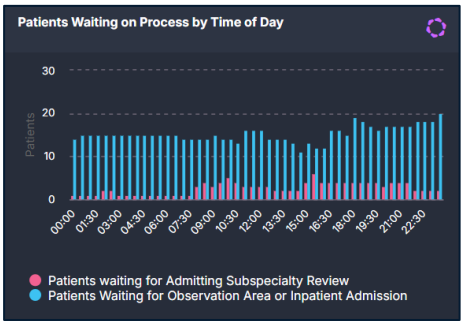
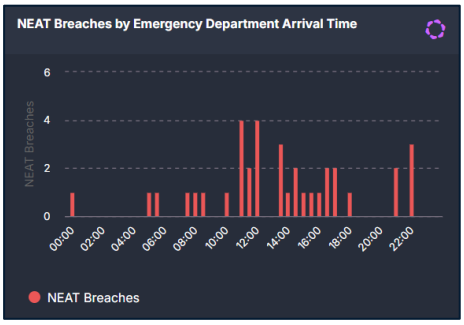
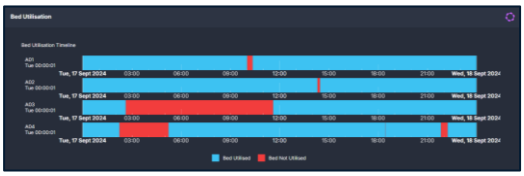
The following interaction is available in this component.

Interaction	Screenshot	Action
Patient List		Clicking button displays **Pod Arrivals and Discharges**, **Patients Waiting for a Subspecialty Review** and **Patients Waiting for Admission Requests** lists. These contain patient demographics, **Diagnosis**, length of stay, bed request and subspecialty review details. 
Toggle Analysis		Toggle between the charts available such as **Average Length of Stay by Arrival Date** and **Capacity by Date**.
Select Pod and Date		Select a single **Pod** and **Date** to unlock further metrics and analytics within this component.

Component Tiles

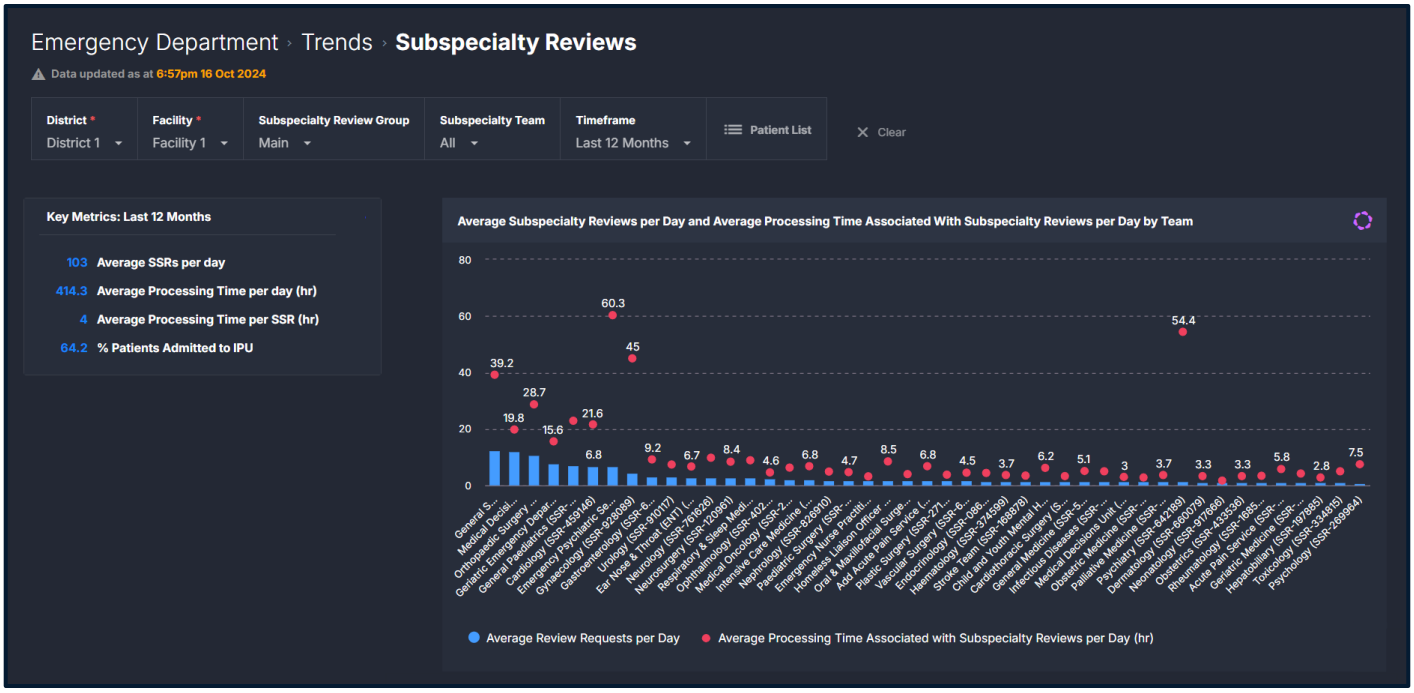
Tile	Screenshot	Explanation
Key Metrics for Timeframe		Summary of the treatment area's key metrics for the selected **Timeframe**. Analytics provided include the average daily number of **Presentations**, number of **Admitted Patients**, **Average LoS** and **NEAT %**.
Presentations and NEAT % by Arrival Date		Displays the daily number of **Presentations by Arrival Date** to the treatment area for the selected **Timeframe**. Also displayed is a trendline which represents NEAT % - the percentage of daily presentations admitted, discharged or transferred within 4 hours.
Average Length of Stay by Arrival Date		Displays the daily average length of stay in minutes for the treatment area for the selected **Timeframe**. Also displayed are trendlines representing the average time taken to be seen and NEAT %.
Proportion of Admissions and Non-Admissions by Discharge Date		Displays the daily number of patients who were admitted to an inpatient ward from the treatment area for the selected **Timeframe**. Also displayed is a trendline which represents the daily number of patients who were not admitted.
Capacity by Date		Displays the treatment area's daily bed capacity for the selected **Timeframe**.
Bed Utilisation by Date		Displays the treatment area's daily **Bed Utilisation** for the selected **Timeframe**. This is measured as the percentage of time that beds in the treatment area were occupied by patients.
Key Metrics for Pod/Date		Summary of the treatment area's key metrics for the selected date. Analytics provided include the number of **Arrivals**, **Streaming Demand** (patients streamed into area from waiting room or other area), **NEAT %**, **Average LoS** and **Max LoS**. Presented alongside are average values over the selected **Timeframe** for the same weekday.

Tile	Screenshot	Explanation
Pod Demand by Emergency Department Arrival Half Hour		Displays the number of patients streamed to the treatment area for each half hour of the day. Patients waiting to be streamed into the area are also counted. There are also 2 supporting trendlines derived from analysis of historical data: ▪ **Average Demand for a Similar Day** The average number of expected streamed patients, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected streamed patients for the top 15.9% busiest days.
Ambulance Arrivals by Emergency Department Arrival Half Hour		Displays the number of ambulance arrivals to the treatment area for each half hour of the day. Arrivals are colour coded according to the patient's eventual **Triage Category**.
Patient Acuity by Emergency Department Arrival Half Hour		Displays the number of arrivals to the treatment area for each half hour of the day. Arrivals are colour coded according to the patient's eventual **Triage Category**.
Pod Activity by Emergency Department Arrival Half Hour		Displays the number of actual patients occupying the treatment area for each half hour of the day. There are also 2 supporting trendlines derived from analysis of historical data: ▪ **Average Activity for a Similar Day** The average number of expected half hourly patient occupants, specific to weekday and season. ▪ **Upper Control (Top 15.9% of Days)** The number of expected half hourly patient occupants for the top 15.9% busiest days.
Waiting ED Patients by Time Of Day		Displays the number of Patients Waiting for Clinician and Patients in Waiting Area (for the selected treatment are) for each half hour of the day. Also displayed are trendlines representing the Occupancy and Available Beds for the treatment area for each half hour of the day.

Tile	Screenshot	Explanation
Patients Waiting on Process by Time of Day		Displays the number of Patients Waiting for Observation Area or Inpatient Admission and Patients Waiting for Admitting Subspecialty Review for each half hour of the day.
NEAT Breaches by Emergency Department Arrival Time		Displays the number of patients in the treatment area that breached a length of stay of 4 hours in the Emergency Department. Breaches are tallied in the half hour of day in which they presented.
Bed Utilisation		Displays the utilisation of each bed in the treatment area across the 24 hour period of the selected date.

Subspecialty Reviews

Subspecialty Reviews provides retrospective metrics and analytics on subspecialty review demand and activity within the Emergency Department. The information provided includes the request volumes, average waiting times for each request and trends over time.



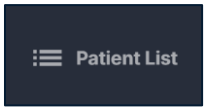
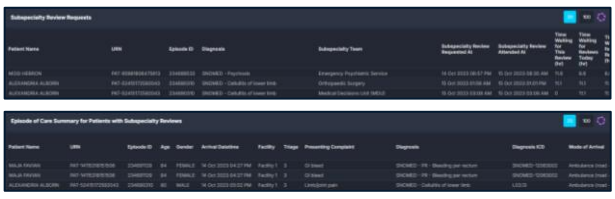
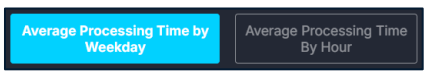
Filtering

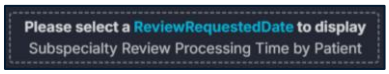
The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Subspecialty Review Group	Select between **All**, **Main** or **Other** mapped subspecialty teams in the ED. Allied Health teams are an example of subspecialty teams that are sometimes mapped as **Other**.	**Subspecialty Team**	Select a single or multiple **Subspecialty Team(s)**.
		Timeframe	Select a **Timeframe** of either the **Last 12 Months**, **6 Months** and **3 Months** and **7 Days** to filter patient information to.

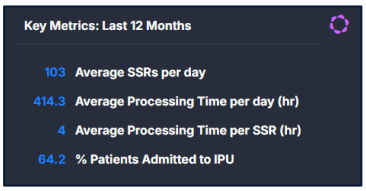
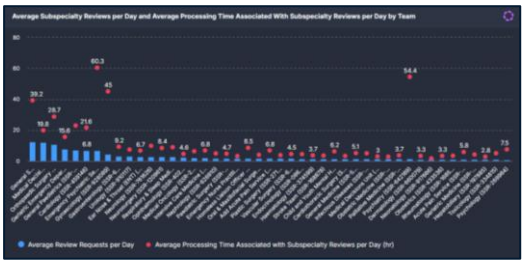
Interaction

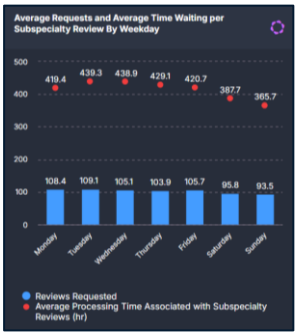
The following interaction is available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays these lists: **Subspecialty Review Requests** and **Episode of Care Summary for Patients with Subspecialty Reviews**. Information in these lists includes patient demographics, **ED Triage**, **Diagnosis**, length of stay, **Time Waiting for Subspecialty Review** and **Admission Status**. 
Toggle Analysis		Toggle between the charts available such as **Average Processing Time by Weekday** and **Average Processing Time by Hour**.

Button	Screenshot	Action
Select Date on Chart		Click and select a date within the **Subspecialty Reviews per Day and Processing Time Associated with Subspecialty Reviews Trend** chart to unlock further analytics within this component.

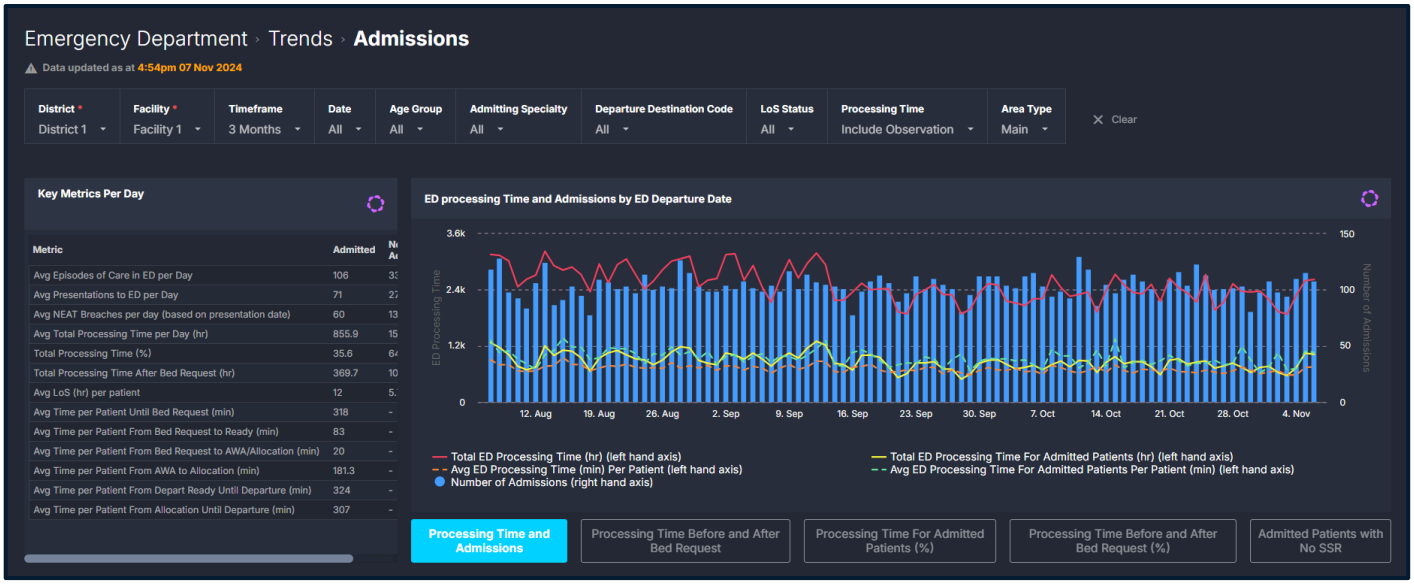
Component Tiles

Tile	Screenshot	Explanation
Key Metrics		Summary of the average daily subspecialty reviews (SSRs), the average daily processing time for all requests, the average processing time per individual request and the percentage of patients reviewed who were subsequently admitted during the selected **Timeframe**.
Average Subspecialty Reviews per Day and Average Processing Time Associated With Subspecialty Reviews per Day by Team		Displays the average daily subspecialty reviews, with each column representing the activity levels of individual subspecialty teams. Also displayed are average daily processing times for all reviews which are represented by red dots for each team.
Average Subspecialty Reviews and Average Time Waiting per Subspecialty Review per Day by Team		Displays the average daily subspecialty reviews, with each column representing the activity levels of individual subspecialty teams. Also displayed are average processing times for individual reviews which are represented by red dots for each team.
Subspecialty Reviews per Day and Processing Time Associated with Subspecialty Reviews Trend		Displays the number of daily subspecialty reviews alongside the total processing time spent each day on all subspecialty reviews
Subspecialty Reviews Per Day and Average Time Waiting Per Subspecialty Review Trend		Displays the number of daily subspecialty reviews alongside the average waiting time for each individual review on that day.

Tile	Screenshot	Explanation
Subspecialty Review Requests Admissions Trend		Displays the percentage of patients admitted each day who had a subspecialty review requested.
Average Requests and Average Time Waiting per Subspecialty Review By Weekday		Displays the average number of subspecialty reviews requested for each weekday over the selected **Timeframe**. Average processing times for all reviews on each weekday are also represented by red dots.
Average Requests and Average Processing Time Associated with Subspecialty Reviews By Hour		Displays the average number of subspecialty reviews requested for each hour of the day over the selected **Timeframe**. Average hourly processing times for all reviews are also represented by a red trendline.
Subspecialty Review Processing Time by Patient		Displays the time spent in each phase for patients that had a request placed for a subspecialty review.

Admissions

Admissions provides retrospective metrics and analytics on bed request and admission demand and activity within the Emergency Department. The information provided includes the number of admissions, average processing times for each admission and trends over time.



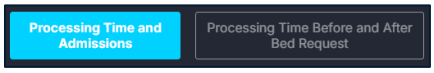
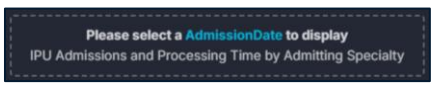
Filtering

The following noteworthy options are available in this component's **Filter Bar**:

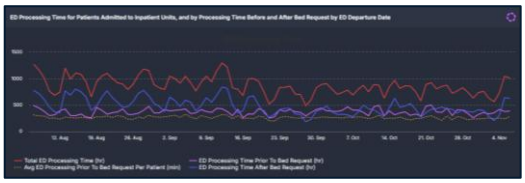
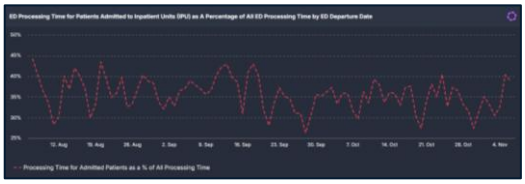
Filter	Description	Filter	Description
Timeframe	Select a **Timeframe** of either the **Last 12 Months**, **6 Months** and **3 Months** and **7 Days** to filter patient information to.	**Departure Destination Code**	Select an admitting inpatient unit to analyse.
Date	Select a specific date within the selected **Timeframe** to analyse.	**LoS Status**	Select between all patients, or patients with a length of stay lesser than or greater than 8 hours.
Age Group	Select between **All**, **Adult** or **Paediatric** age groups.	**Processing Time**	Select to include or exclude time spent in treatment areas mapped to the **Observation** pathway.
Admitting Specialty	Select a single or multiple **Admitting Specialty** teams.	**Area Type**	Select between **All**, **Main** or **Other** mapped areas in the ED.

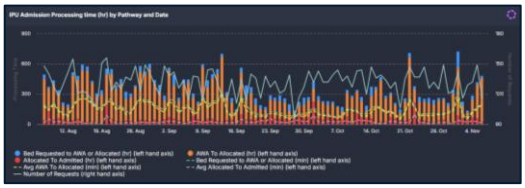
Interaction

The following interaction is available in this component.

Button	Screenshot	Action
Toggle Analysis		Toggle between the charts available such as **Processing Time and Admissions** and **Processing Time Before and After Bed Request**.
Select Date		Select a date in the **Filter Bar** or by clicking a date within a chart to unlock further analytics within this component.
Select Date and Admitting Specialty		Select a date and **Admitting Specialty** from the **Filter Bar** to unlock further analytics within this component.

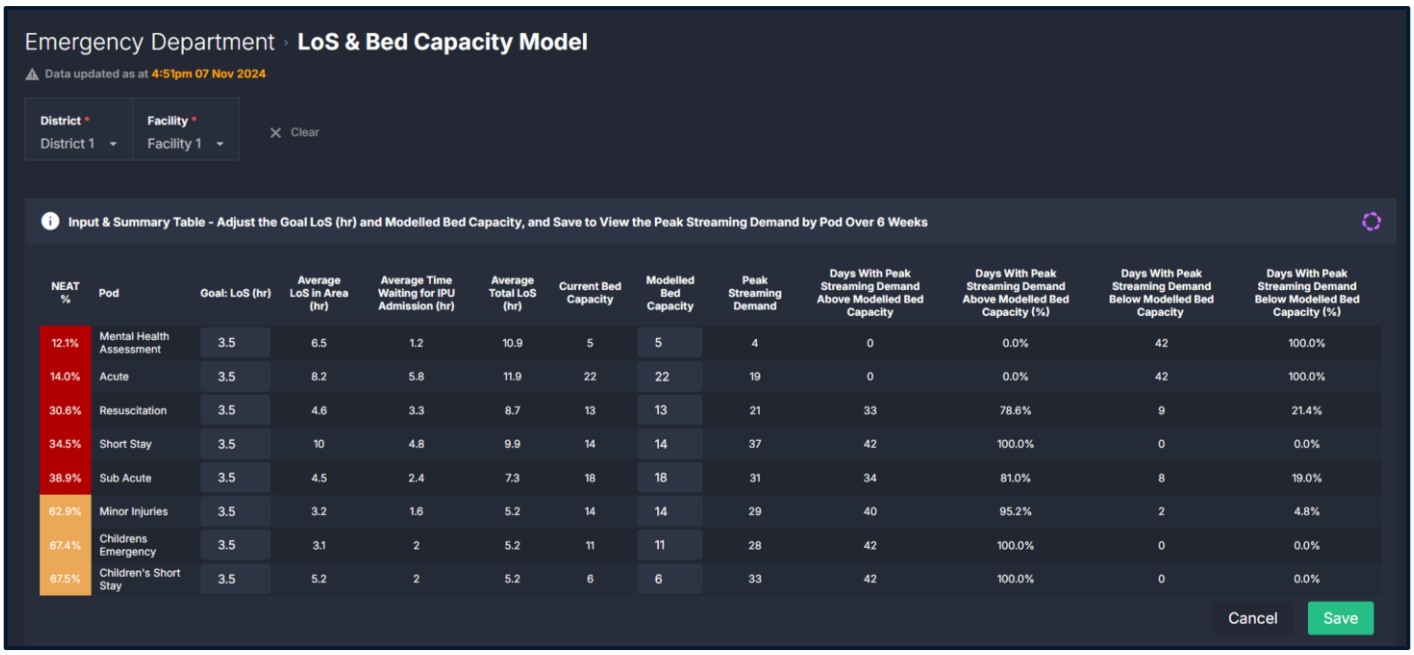
Component Tiles

Tile	Screenshot	Explanation
Key Metrics Per Day		Summary of the average episodes of care and presentations per day, the average NEAT breaches per day, the average daily processing time for all admissions and the average time taken per patient to progress through the admission journey during the selected **Timeframe**.
ED Processing Time and Admissions by ED Departure Date		Displays the daily number of admissions for the selected **Timeframe**. Also displayed are trendlines which represent total processing times and average per patient processing times.
ED Processing Time for Patients Admitted to Inpatient Units, and by Processing Time Before and After Bed Request by ED Departure Date		Displays trendlines which represent total processing time as well as total processing time spent before and after bed request for the selected **Timeframe**.
ED Processing Time for Patients Admitted to Inpatient Units (IPU) as A Percentage of All ED Processing Time by ED Departure Date		Displays a trendline which represents the percentage of total daily processing time that is spent on admitted patients.
ED Processing Time for Patients Admitted to Inpatient Units (IPU) by Percentage Processing Time Prior To and After Bed Bequest by ED Departure Date		Displays complementary trendlines which represent the percentage of total daily processing time for admitted patients that is spent before and after bed request.
ED Patients Admitted to Inpatient Units (IPU) That Did Not Have a Subspecialty Review and Corresponding Percentage of All IPU Admissions by ED Departure Date		Displays the daily number of admissions of patients that did not have a subspecialty review in the ED. Also displayed is a trendline which represents the percentage of admitted patients that did have a subspecialty review.

Tile	Screenshot	Explanation
IPU Admissions and Processing Time by Admitting Specialty		Summary of admissions, total processing time and average processing time per patient of each **Admitting Specialty** for the selected **Date**.
IPU Admission Processing time (hr) by Pathway and Date		Displays columns which represent the total amount and proportion of time spent daily by all admitted patients in each part of the admission pathway (e.g., **Allocated to Admitted**). Also displayed are trendlines which represent the average time spent per patient for each part of the admission pathway.
Admission Processing Time (hr) by Patient Ready for IPU Admission and Date		Displays columns which represent the total amount and proportion of time spent daily by all admitted patients within each '**Ready**' phase (e.g., **Bed Requested to Patient Ready**). Also displayed is a blue trendline which represents the total number of daily bed requests. Furthermore, there are dotted trendlines which represent the average time spent per patient for each '**Ready**' phase.
Patient Journey – IPU Admissions by ED Processing Time and Admission Request		Displays the total time spent in ED as well as time of bed request for each admitted patient.
Patient Journey – IPU Admissions by Location		Displays the time spent for each admitted patient throughout the various areas and pods of the ED.
Patient Journey – IPU Admissions by Bed Allocation Process		Displays the time spent for each admitted patient between the arrival, bed requested, bed allocated and admitted milestones.
Patient Journey – IPU Admissions by Time From Allocation		Displays the time spent for each admitted patient leading up to and following bed request.
Patient Journey Pathway Duration		List of the admitted patients for the selected **Admitting Specialty** and **Date**. Information includes patient demographics, **Admitting Ward**, **Triage Priority**, **ED Discharge Time**, **Ward Allocation** and the time spent in each phase of care leading to eventual inpatient admission.

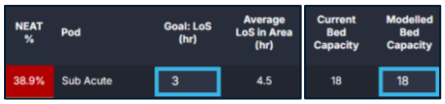
LoS & Bed Capacity Model

LOS & Bed Capacity Model provides analysis on the number of treatment spaces and average length of stay durations required to meet clinical demand in the Emergency Department. It provides insights based on retrospective activity over the past 6 weeks that can be manipulated using an interactive tool to model the impact of varying length of stay values or treatment space capacities.



Interaction

The following interaction is available in this component.

Button	Screenshot	Action
Input LoS and Bed Capacity		Input a custom **Goal: LoS** and/or **Modelled Bed Capacity** to gauge how clinical demand and capacity may have been impacted over the past 6 week period. Click **Save** after values are entered to reload the table and related analytics. 
Select Pod		Click and select a **Pod** on the **Input & Summary Table** to reveal further pod-specific analytics.
Click Date on Chart		Clicking a day on **The Modelled Peak Streaming Demand for the Goal: LoS, Modelled Bed Capacity, and the Actual Peak Streaming demand by date** chart will reveal the **Intraday Streaming Demand Modelled for Goal: LoS and Modelled Bed Capacity** chart.

Component Tiles

Tile	Screenshot
Input & Summary Table	

Explanation

Provides key analytics for each pod in the ED based on activity over the past 6 weeks:

- **NEAT %**
  The % of patients seen in the Pod who were admitted, discharged or transferred within 4 hours.
- **Average LoS in Area (hr)**
  The average length of stay in the area for each patient seen in the area.
- **Average Time Waiting Time for IPU Admission (hr)**
  The average waiting time for each patient in the area from bed request to admission.
- **Average Total LoS (hr)**
  The average total length of stay – inclusive of whole ED journey – for each patient seen in the area.
- **Current Bed Capacity**
  The number of available treatment spaces in the area – configured via mapping with **Healthcare Logic**.

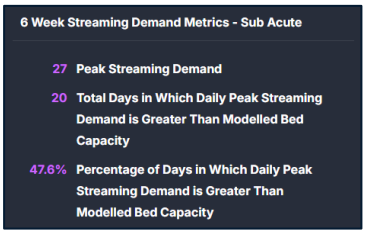
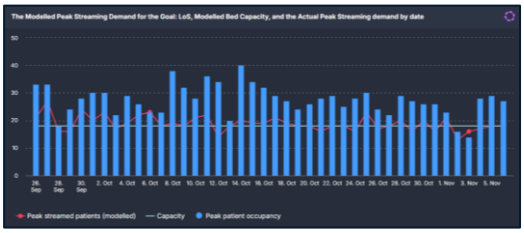
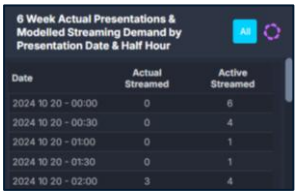
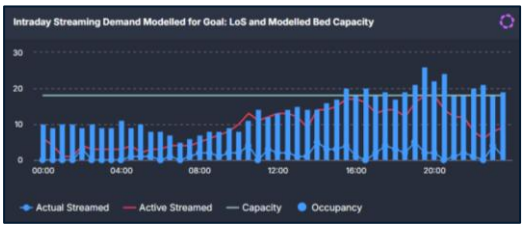
These values can be user-adjusted to model impacts to demand and activity over the last 6 weeks:

- **Goal: LoS (hr)**
  A target and hypothetical **Average LoS in Area** for each patient seen in the area.
- **Modelled Bed Capacity**
  A hypothetical total bed capacity for the area.

Click Save once values have been adjusted to reload the table and related analytics.

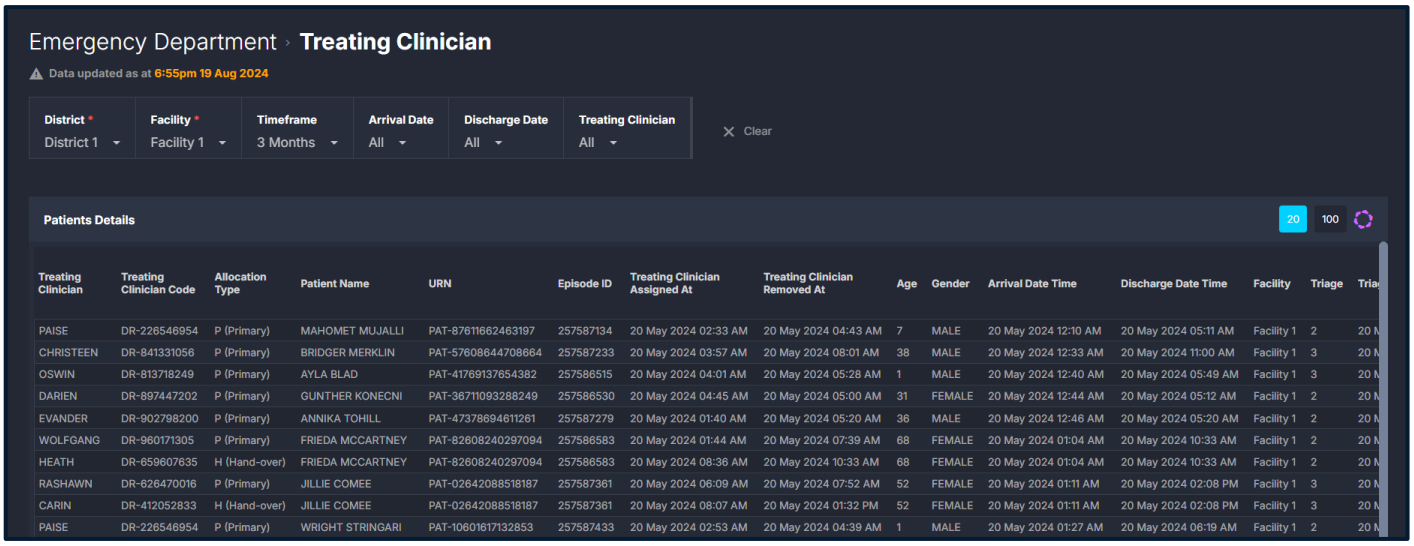
The following analytics are influenced by the user-adjusted values and model impacts to each treatment area over the last 6 week / 42 day period:

- **Peak Streaming Demand**
  The maximum number of treatments spaces required in the area to meet demand.
- **Days With Peak Streaming Demand Above Modelled Bed Capacity**
  The number of days that **Peak Streaming Demand** exceeded the **Modelled Bed Capacity** of the area.
  i.e., days where an area's bed capacity was not sufficient to meet the modelled demand.
- **Days With Peak Streaming Demand Above Modelled Bed Capacity (%)**
  The % of days where **Peak Streaming Demand** exceeded **Modelled Bed Capacity**.
- **Days With Peak Streaming Demand Below Modelled Bed Capacity**
  The number of days that **Peak Streaming Demand** did not surpass **Modelled Bed Capacity**.
  i.e., days where an area's bed capacity was sufficient to meet the modelled demand.
- **Days With Peak Streaming Demand Below Modelled Bed Capacity (%)**
  The % of days where **Peak Streaming Demand** did not surpass **Modelled Bed Capacity**.

Tile	Screenshot	Explanation
6 Week Streaming Demand Metrics		Summary of modelling for the last 6 week period for the selected treatment area: ▪ **Peak Streaming Demand** ▪ **Days With Peak Streaming Demand Above Modelled Bed Capacity** ▪ **Days With Peak Streaming Demand Above Modelled Bed Capacity (%)**
The Modelled Peak Streaming Demand for the Goal: LoS, Modelled Bed Capacity, and the Actual Peak Streaming demand by date		Displays Peak patient occupancy – the actual peak number of total patients that were seen in or waiting to stream into the treatment area – for each day over the last 6 weeks. Also displayed is Peak streamed patients (modelled) – the modelled peak number of patients that would have been seen or would have been waiting to enter the area. This value responds to the user-adjusted values in the **Input & Summary Table**. The Modelled Bed Capacity is also represented as a horizontal line across the chart.
6 Week Average Presentations & Streaming Demand by Weekday & Half Hour		Displays modelled analytics of the incoming and existing demand for the treatment area, based on average activity over the past 6 weeks, broken down by weekday and half-hour increments: ▪ **Average Streamed** The number of new area arrivals or patients now waiting to enter the treatment area. ▪ **Average Active Streamed** The number of cumulative patients being seen in or that are waiting to enter the treatment area.
6 Week Actual Presentations & Modelled Streaming Demand by Presentation Date & Half Hour		Displays modelled analytics of the incoming and existing demand for the treatment area, based on activity for each specific date and half-hour increment over the past 6 weeks: ▪ **Actual Streamed** The number of new area arrivals or patients now waiting to enter the treatment area. ▪ **Active Streamed** The number of cumulative patients being seen in or that are waiting to enter the treatment area.
Intraday Streaming Demand Modelled for Goal: LoS and Modelled Bed Capacity		Displays Active Streamed – the total number of spaces required to cater for demand modelled on **Goal LoS** and **Modelled Bed Capacity** – for each half-hour increment of the selected date. Also displayed is the selected pods: Occupancy in 15min segments – the total number of actual patients that were being seen in or waiting for the area – and Actual Streamed – the actual number of new area arrivals or patients waiting to enter the area. The Modelled Bed Capacity is also represented as a horizontal line across the chart.

Treating Clinician

Treating Clinician provides information on the patients seen in the Emergency Department for the preceding 12 months. The list of patients can be filtered by the patients' treating clinician(s).

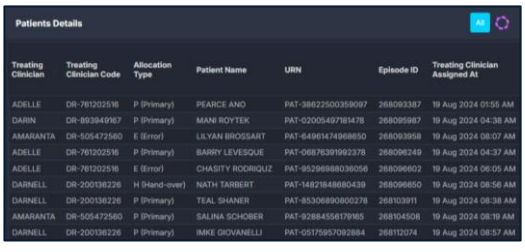


Filtering

The following noteworthy options are available in this component's **Filter Bar**:

Filter	Description	Filter	Description
Timeframe	Select a **Timeframe** to filter patient information to. Options include **Last 7 Days, 3 Months** and **12 Months.**	**Date of Care**	Select a single calendar **Date of Care** to filter patient information to. Available upon selecting a **Treating Clinician.**
Arrival Date	Select a single calendar **Arrival Date** to filter patient information to.	**URN**	Select a single or multiple patient IDs/**URN.** Available upon selecting a **Date of Care.**
Discharge Date	Select a single calendar **Discharge Date** filter patient information to.	**Episode ID**	Select a single or multiple **Episode IDs.** Available upon selecting a **Date of Care.**
Treating Clinician	Select a single or multiple **Treating Clinicians.**		

Component Tiles

Tile	Screenshot	Explanation
Patients Details		List of treated patients accompanied by information such as **Treating Clinician, Triage, Presenting Complaint, Diagnosis, Mode of Arrival, ED Departure Destination Code, Length of Stay** values and **Admission Status.**