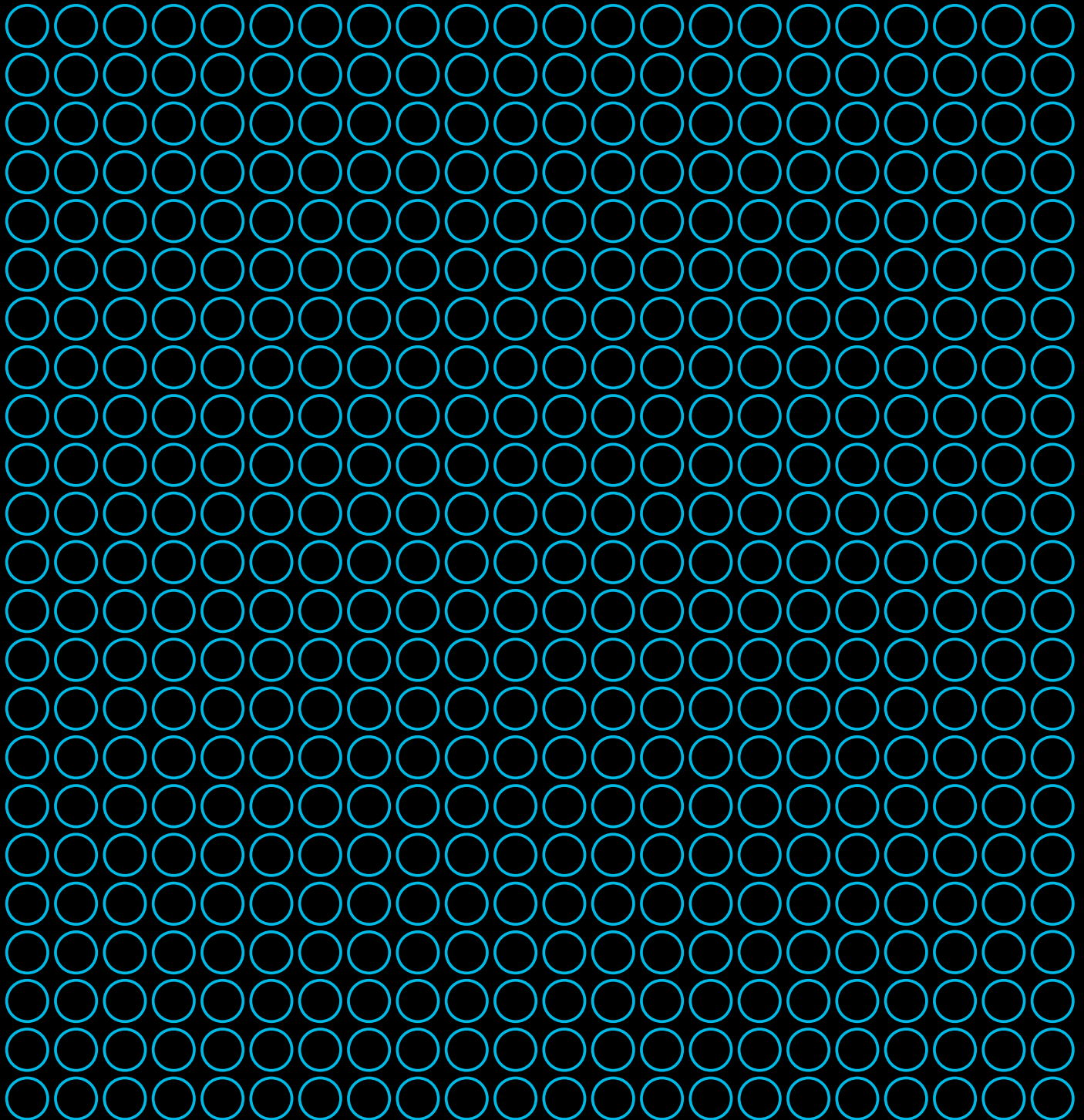


SystemView Guide

Outpatients



Contents

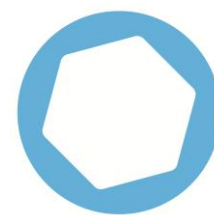
Introduction	3
Navigation	4
Exporting Data	6
Outpatients	7
Waiting List	7
Risks & Projections	7
Trends	11
Dynamics	15
Overview	19
Patient List	23
Ultra Long Waits	25
Referral Management	28
Auditor	28
Uncategorised Referrals	32
Wait Times	35
Current Waiting List	35
Time Seen	38
Outpatient Forecasting Tool	41
Demand & Activity	45
Bookings	47
Future Booked Appointments	47
Future Booked Appointments by Wait Status	51
Reviews	55
Future Booked Reviews	55
High Frequency Reviews	59
Clinic Effectiveness	60
New & Review Appointments	60
New Appointments Not From The Waiting List	64
FTA/DNA Trends	68
Cancellations	72
Discharges	77
Review Appointment Generations	81
Conversions to Elective Surgery	85
Request List	88
FTA Request List	88
Review Request List	89

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.

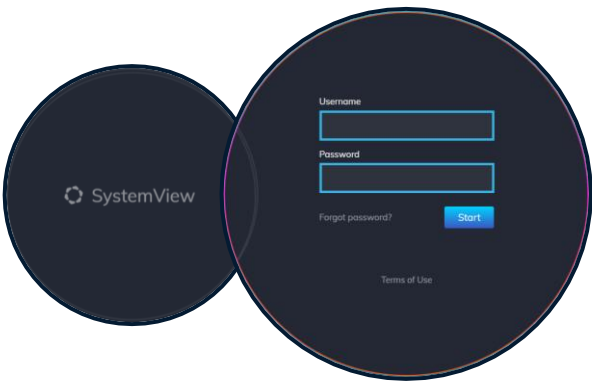
Navigation

Logging In

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



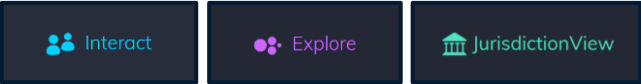
Login using the active directory credentials supplied by your organisation. These credentials are usually the same as what you would use to access key applications like your electronic medical record, health email account, etc.



Navigation Tips

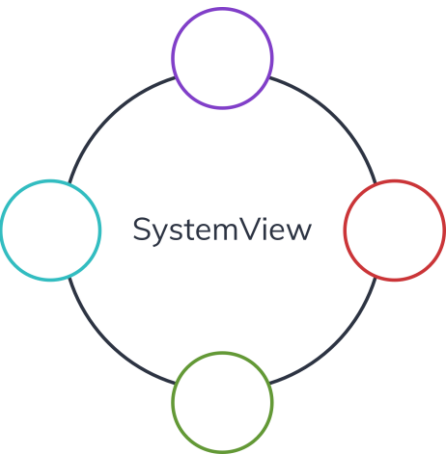
Area Buttons

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 17 Oct 25

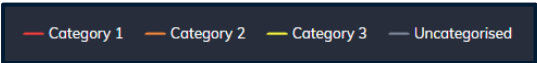
Filter Bar

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.

Facility	Specialty	Theatre Group	Session Type	Session Day Type	Session Day
All ▾	All ▾	Main ▾	All ▾	All ▾	All ▾

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.

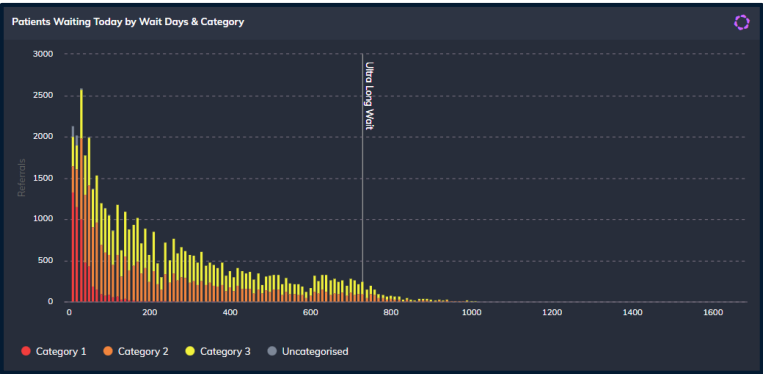
Patients Details									
Extract Date	HHS	Facility	Specialty	Request List	Appointment Mode	Patient URN	Patient Surname	Patient Given Names	Patient Date of Birth
08 Aug 23	District 1	Facility 1	CARDIOLOGY	Cardiology New	Cardio New	1000000000000000000	SMITH	JOHN	01 Jan 1980
08 Aug 23	District 1	Facility 1	CARDIOLOGY	Cardiology New	Cardio New	1000000000000000001	SMITH	JANE	02 Jan 1981
08 Aug 23	District 1	Facility 1	CARDIOLOGY	Cardiology New	Cardio New	1000000000000000002	SMITH	JOHN	03 Jan 1982
08 Aug 23	District 1	Facility 1	CARDIOLOGY	Cardiology New	Cardio New	1000000000000000003	SMITH	JANE	04 Jan 1983
08 Aug 23	District 1	Facility 1	CARDIOLOGY	Cardiology New	Cardio New	1000000000000000004	SMITH	JOHN	05 Jan 1984
08 Aug 23	District 1	Facility 1	CARDIOLOGY	Cardiology New	Cardio New	1000000000000000005	SMITH	JANE	06 Jan 1985

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.

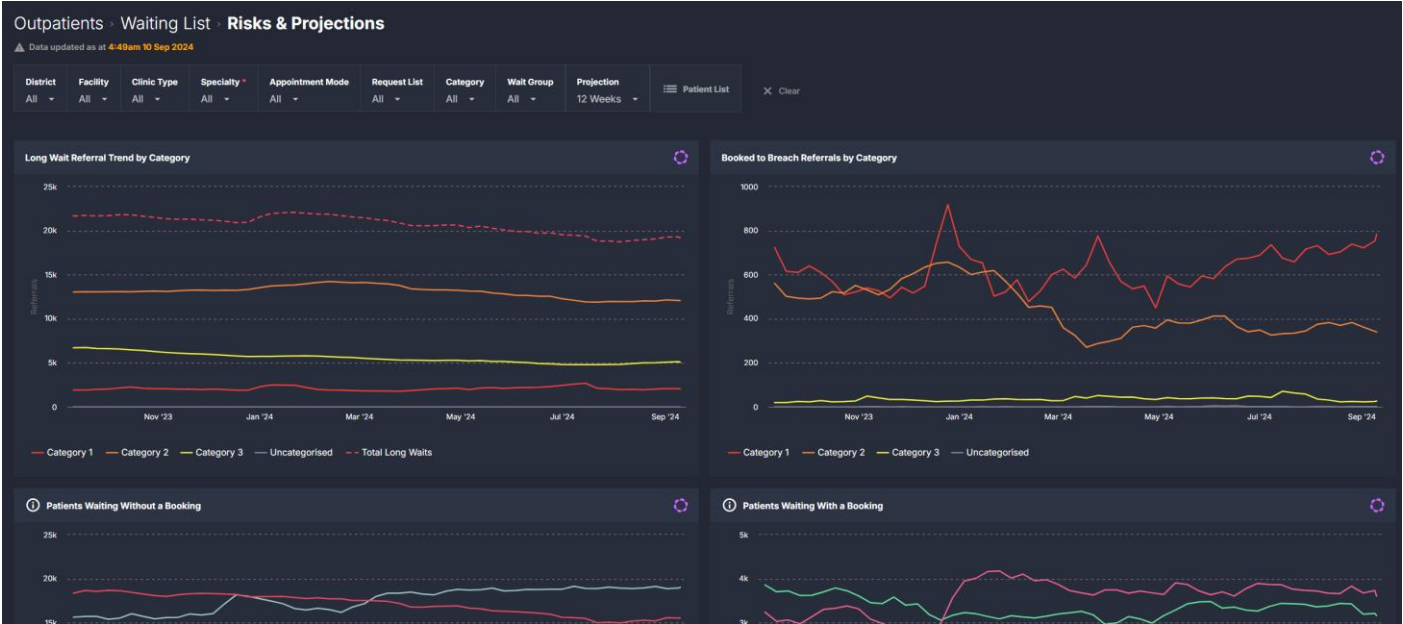


Outpatients

Waiting List

Risks & Projections

Risks & Projections provides visualisation of referrals at risk of exceeding their clinically recommended timeframes. It highlights current demand and helps identify upcoming booking opportunities. Users can view the status of outpatient referrals across different categories, such as unbooked or booked, and track forward projections of patients needing appointments by week.



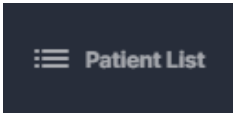
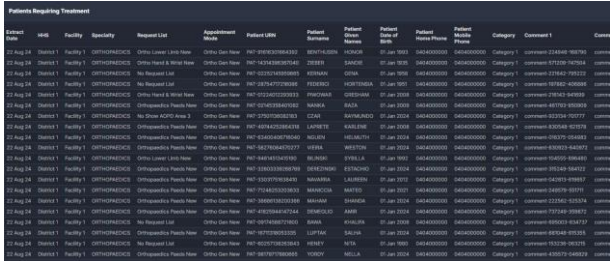
Filtering

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

Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health.	Request List	The requested specialty or subspecialty waitlist patient is assigned to. Select single, multiple or all Request List.
	Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care. Select single, multiple or all Clinic Type.	Wait Group	Defines whether a patient is booked, unbooked, at risk, in time and/or beyond breach. Select single, multiple or all Wait Group.
Appointment Mode	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.	Projection	Adjust timeframe for Patient Requiring Treatment graph at bottom of component. Using this filter will only adjust patients located in this graph.

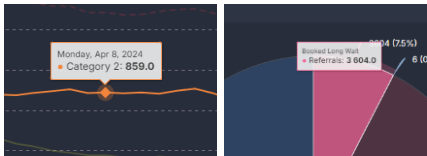
Buttons

The following buttons are available in this component.

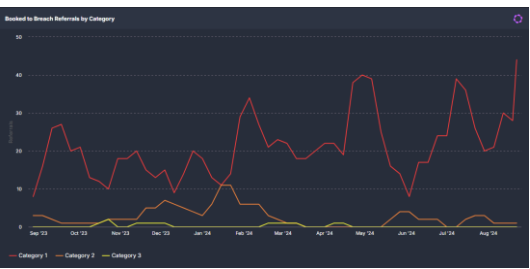
Button	Screenshot	Action
Patient List		Clicking button displays: Patients Requiring Treatment List List of filtered selection of outpatients with key details such as Treat by Date, Days Wait, Long Wait and Projected Breach 

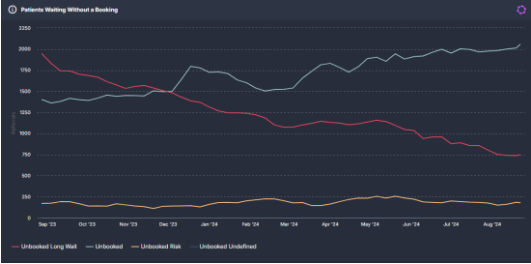
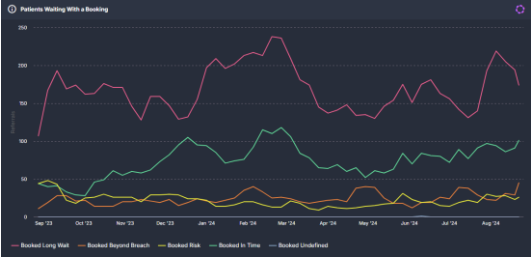
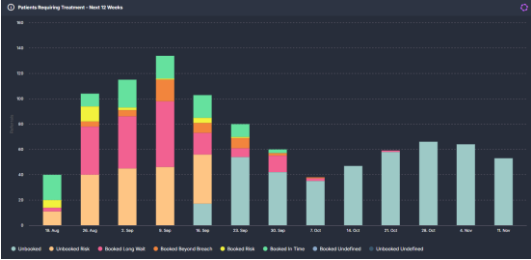
Interaction

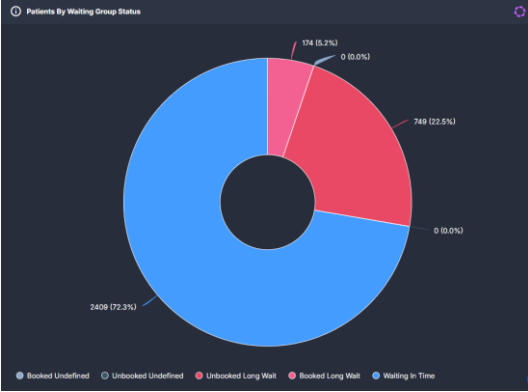
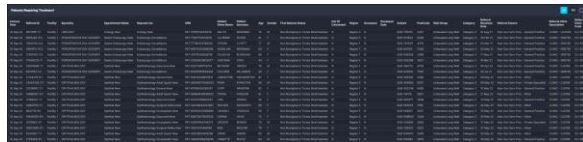
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a trendline, bar or pie segment in any of the charts in this component displays data point details and dims the other data points.
Click on Chart		Clicking on the trendline in the Long Wait Referral Trend by Category or Booked to Breach Referrals by Category chart triggers a Category filter for the entire component and dims unselected categories.

Component Tiles

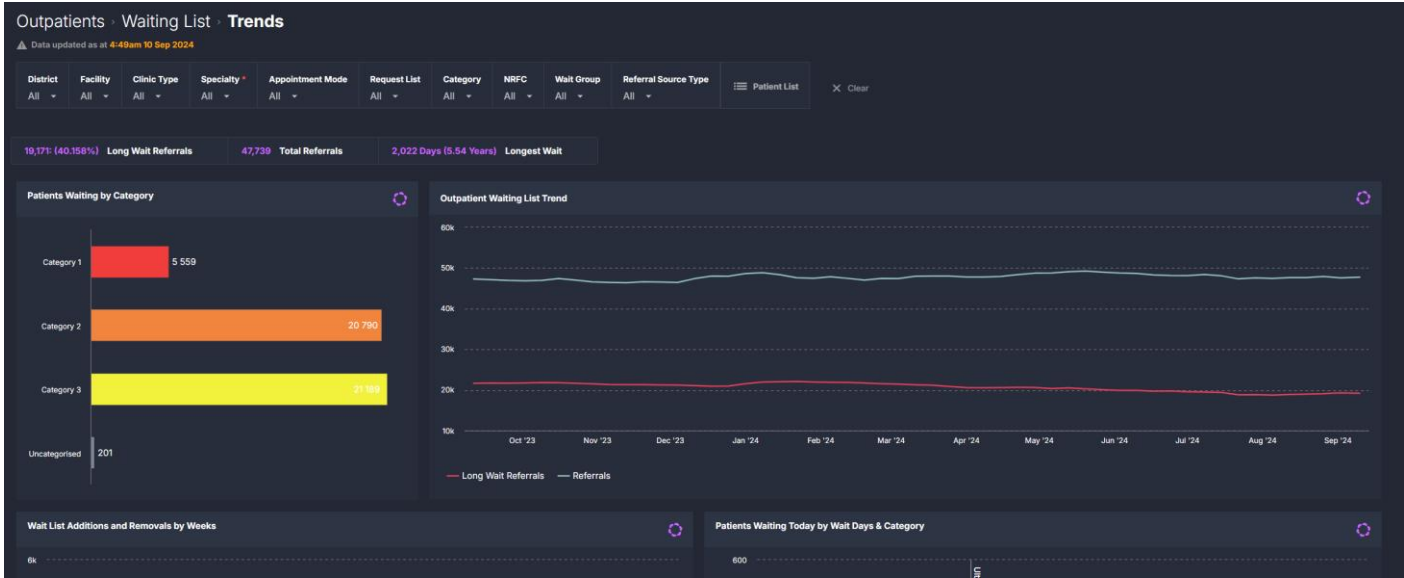
Tile	Screenshot	Explanation
Long Wait Referral Trend by Category		Chart displays a weekly 12-month trend of the number of Long Waits* referrals broken down by triage category. Long Waits are patients with a current waiting time already exceeding their target treatment date. *May display as <u>Overdue</u> in your SystemView environment
Booked to Breach Referrals by Category		Chart displays the 12-month trend of referrals that have been booked beyond the recommended treatment time broken down by triage category. Booked to Breach* are patients with waiting times not yet exceeding their target treatment date but have an appointment date that will breach their target treatment date. *May display as <u>Scheduled to Breach</u> in your SystemView environment

Tile	Screenshot	Explanation
Patients Waiting Without a Booking		Chart displays the 12-month trend of patients that are waiting for an appointment date and do not have a booking categorised by the follow wait groups: ■ Unbooked* Long Wait Unbooked patients with waiting times already exceeding their target treatment date. These patients need to be booked as a priority to prevent any clinical risk or deterioration in condition. ■ Unbooked Unbooked patients with 28 days or greater until their target treatment date. ■ Unbooked Risk Unbooked patients within 28 days of breaching their target treatment date. ■ Unbooked Undefined Unbooked patients with an irregularity in the entry or sequence of dates associated with their referral (e.g. target treatment date, referral received date, etc.). *May display as <u>Unscheduled</u> in your SystemView environment
Patients Waiting with a Booking		Chart displays the 12-month trend of patients that are waiting for an appointment date and have a booking categorised by the following wait groups: ■ Booked* Long Wait Booked patients with a current waiting time already exceeding their target treatment date. ■ Booked Beyond Breach Booked patients with waiting times not yet exceeding their target treatment date but have an appointment date that will breach their target treatment date. ■ Booked Risk Booked patients with an appointment date that is within 14 days of breaching their target treatment date. ■ Booked In Time Booked patients with an appointment date 14 days or greater before their target treatment date. ■ Booked Undefined Booked patients with an irregularity in the entry or sequence of dates associated with their referral or appointment (e.g. target treatment date, referral received date, etc.) *May display as <u>Scheduled</u> in your SystemView environment
Patients Requiring Treatment – Next 12 Weeks/26 Weeks/52 Weeks		Chart displays the 12, 26 or 52 week demand of patients by booking status that require treatment by the identified treat by date. Use the projection filter in the filter bar to change the timeframe. This chart contains the following wait group status: ■ Unbooked ■ Unbooked Risk ■ Booked Long Wait

Tile	Screenshot	Explanation
		- Booked Beyond Breach - Booked Risk - Booked In Time - Booked Undefined - Unbooked Undefined Based on historical data, this has been designed to support services with capacity and resource planning to be able to treat patients waiting for an outpatient appointment, and the management of outpatients performance metrics. Tip: Clicking any data point on this chart displays: Patients Requiring Treatment – Next # Weeks  List of patients which includes useful data such as patient details, days wait, overdue status for the selected Wait Category and date.
Patients By Waiting Group Status		Displays the proportion of patients as a number and percentage on a specialty waiting list that is waiting in time or is now considered a long wait. This chart contains the following wait group status: - Booked Undefined - Unbooked Undefined - Unbooked Long Wait - Booked Long Wait - Waiting In Time Tip: Clicking on any data point on this chart displays: Patients Requiring Treatment  List of patients which includes useful data such as Wait Group and Category for the selected booking status data point.

Trends

Trends allows users to analyse waiting lists across all or selected specialties, tracking growth and demand on services. It also supports the immediate export of detailed patient-level data. Users can view trends in wait times and referral distributions across specialties, with options to filter by specialty, subspecialty, category, and wait group, and drill down to specific referral details. Trends highlights areas with rising long wait challenges, helps monitor performance improvements by adding trend trajectories, and identifies the longest waiting referrals to support timely patient bookings.



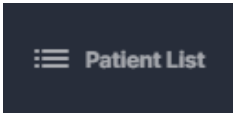
Filtering

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

Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health. Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care. Select single, multiple or all Clinic Type.	Request List	The requested specialty or subspecialty waitlist patient is assigned to. Select single, multiple or all Request List.
		NRFC	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment). Select all, yes or no.
		Wait Group	Defines whether a patient is booked, unbooked, at risk, in time and/or beyond breach. Select single, multiple or all Wait Group.
		Referral Source Type	Defines whether a patients referral is from an External or Internal source. Select all, GP/external or internal
Appointment Mode	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.		

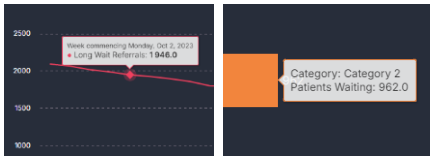
Buttons

The following buttons are available in this component.

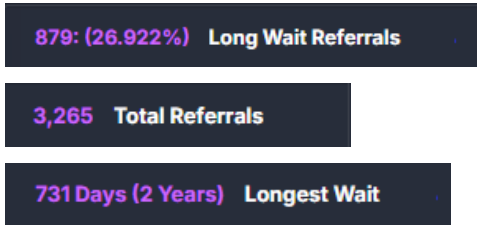
Button	Screenshot	Action
Patient List		Clicking button displays: Patients Details List List of filtered selection of outpatients with key details such as Treat by Date, Days Wait, Long Wait Status and Booked Status Displays the longest waiting patients first.

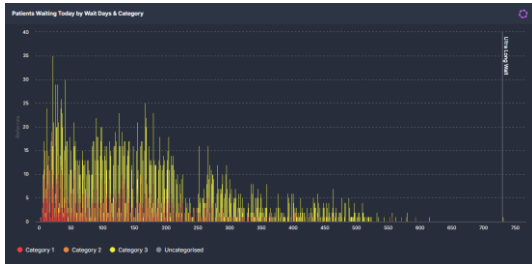
Interaction

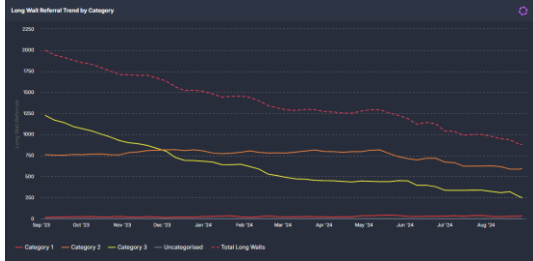
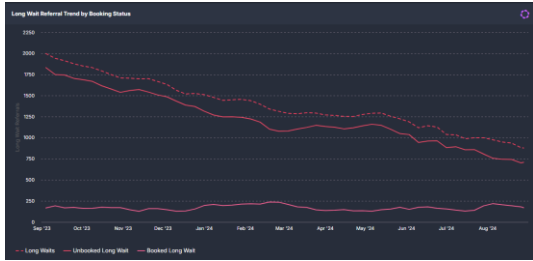
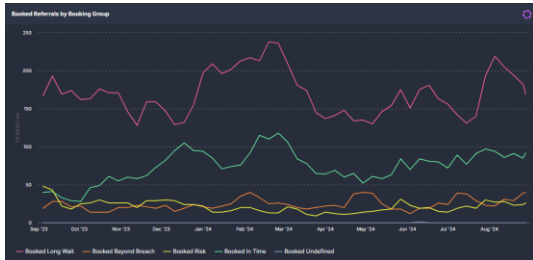
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a trendline or bar in any of the charts in this component displays data point details and dims the other data points.
Click on Chart		Clicking on a bar in Patients Waiting by Category or Patients Waiting Today chart triggers a category filter for the entire component and dims unselected categories. Clicking on a trendline or data point in the legend of any chart in this component triggers filter for the tile only.

Component Tiles

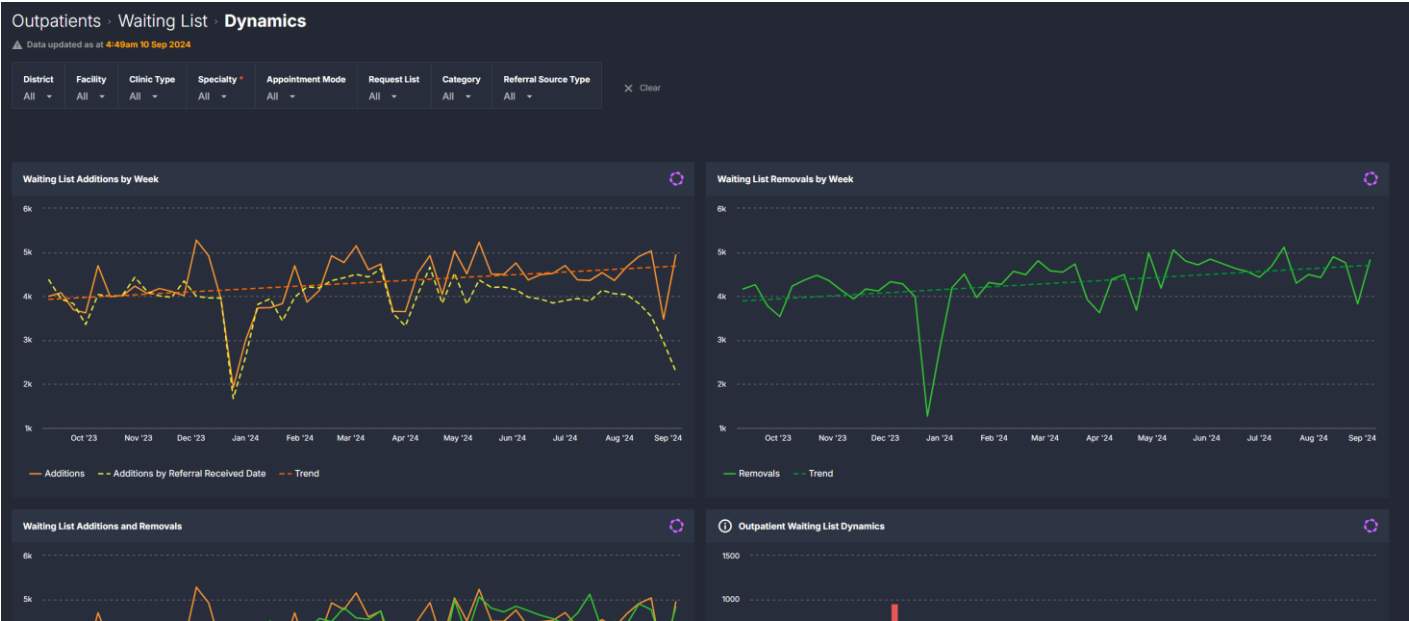
Tile	Screenshot	Explanation
Outpatient Trends Metrics		Summary of long wait referrals, total referrals and longest wait referrals. Long Wait* Referrals Patients with a current waiting time already exceeding their target treatment date. Total Referrals The total booked and unbooked referrals on the waitlist in the filtered selection. Longest Wait The single patient with the longest waiting time from the current list that is filtered or selected. Once they are seen or removed from the list the next patient who has waited the longest time will then be captured.

Tile	Screenshot	Explanation
		Note: These tiles can be individually saved to a myHub page. *May be <u>Overdue</u> in your SystemView environment
Patients Waiting by Category		Displays the number of patients currently on the waiting list broken down by triage category. Note: Clicking on a bar on this chart triggers a category filter for the entire component and adjust the subsequent charts.
Outpatient Waiting List Trend		Displays the 12-month trend of total referrals and the proportion that is considered a long wait: ■ Long Wait Referrals Patients with a current waiting time already exceeding their target treatment date. ■ Referrals The total booked and unbooked referrals in the filtered selection.
Waitlist Additions and Removals by Weeks		Displays the 12-month trend of referrals that have been added and removed from the waiting list on a weekly basis: ■ Additions The number of unique referrals/requests or operation records added onto the waiting list. ■ Removals The entries removed from the waiting list, whether that be that the patient has been seen in clinic, or the patient or hospital has requested removal
Patients Waiting Today by Wait Days & Category		Displays the number of days a patient has been waiting and provides visualisation of Ultra Long Wait patients. Broken down by triage category. Ultra Long Wait patients, are patients under any categorisation with a waiting time greater than 2 years or 730 days. Note: Clicking on a bar on this chart triggers a category filter for the entire component and adjust the subsequent charts. Selecting a Category from the legend will trigger filter for the tile only. Tip: to see the Ultra Long Wait patients' details, open the Patient Details list by clicking the Patient List button next to the filter bar. This list is organised by treat by date, with longest waiting patients at the top.

Tile	Screenshot	Explanation
Long Wait Referral Trend by Category		Displays previous 12-month trend of the number of Long Waits referrals broken down by triage category. Long Waits are patients with a current waiting time already exceeding their target treatment date.
Longest Waiting Patient Trend by Years Wait		Displays 12-month trend of the wait time in years for the patient on the list that has waited the longest time for an appointment. Longest Wait The single patient with the longest waiting time from the current list that is filtered or selected. Once they are seen or removed from the list the next patient who has waited the longest time will then be captured in the chart.
Long Wait Referral Trend by Booking Status		Displays 12-month trend of Long Wait referrals and their respective booking status. Long Wait: Displays the total Long Wait referrals. Unbooked* Long Wait: Unbooked patients with waiting times already exceeding their target treatment date. These patients need to be booked as a priority to prevent any clinical risk or deterioration in condition. Booked Long Wait: Booked patients that have waiting times already exceeding their target treatment date. *May be <u>Scheduled/Unscheduled</u> in your SystemView environment
Booked Referrals by Booking Group		Displays the 12-month trend of booked referrals by the booking group. Booked Long Wait Booked patients with a current waiting time already exceeding their target treatment date. Booked Beyond* Breach Booked patients with waiting times not yet exceeding their target treatment date but have an appointment date that will breach their target treatment date. Booked Risk Booked patients with an appointment date that is within 14 days of breaching their target treatment date. Booked In Time Booked patients with an appointment date 14 days or greater before their target treatment date. Booked Undefined Booked patients with an irregularity in the entry or sequence of dates associated with their referral or appointment (e.g. target treatment date, referral received date, etc.). *May be <u>Scheduled</u> to Breach in your SystemView environment

Dynamics

Dynamics helps users understand specialty waiting list growth by tracking weekly referral additions against removals. It displays trends in weekly net positions, compares referral additions to their received dates to identify any categorisation delays, and offers filters for specialty and category-level trends with drill-down options to patient-level details.



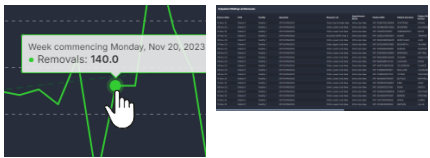
Filtering

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

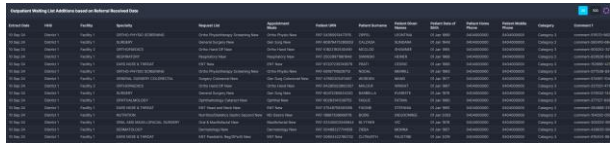
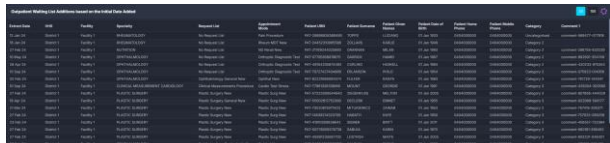
Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health.	Request List	The requested specialty or subspecialty waitlist patient is assigned to. Select single, multiple or all Request List.
	Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care. Select single, multiple or all Clinic Type.	Wait Group	Defines whether a patient is booked, unbooked, at risk, in time and/or beyond breach. Select single, multiple or all Wait Group.
Appointment Mode	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.	Referral Source Type	Defines whether a patients referral is from an External or Internal source. Select all, GP/external or internal

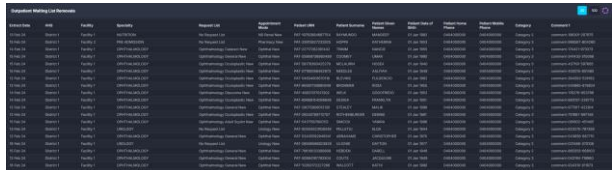
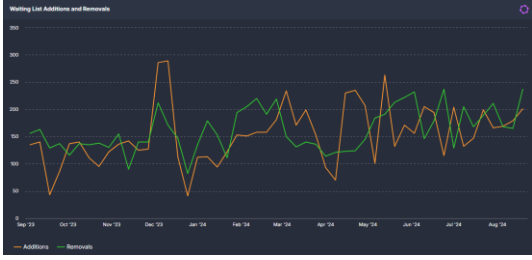
Interaction

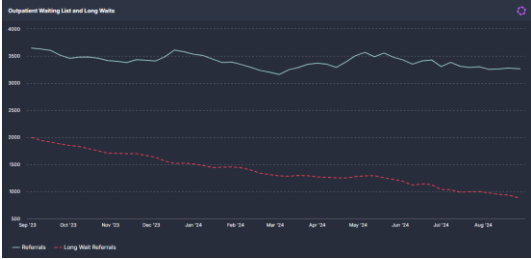
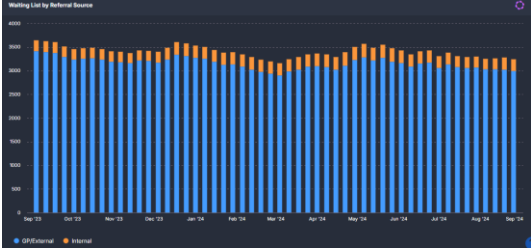
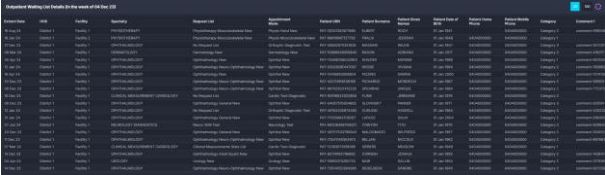
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover over chart		Hovering over the trendline or bar in any of the chart in this component displays data point details and dims the other data points.
Click on chart		Clicking on a data point in Waiting List Additions by Week, Waiting List Removals by Week or Waiting List by Referral Source opens a patient list with data for the selected week.

Component Tiles

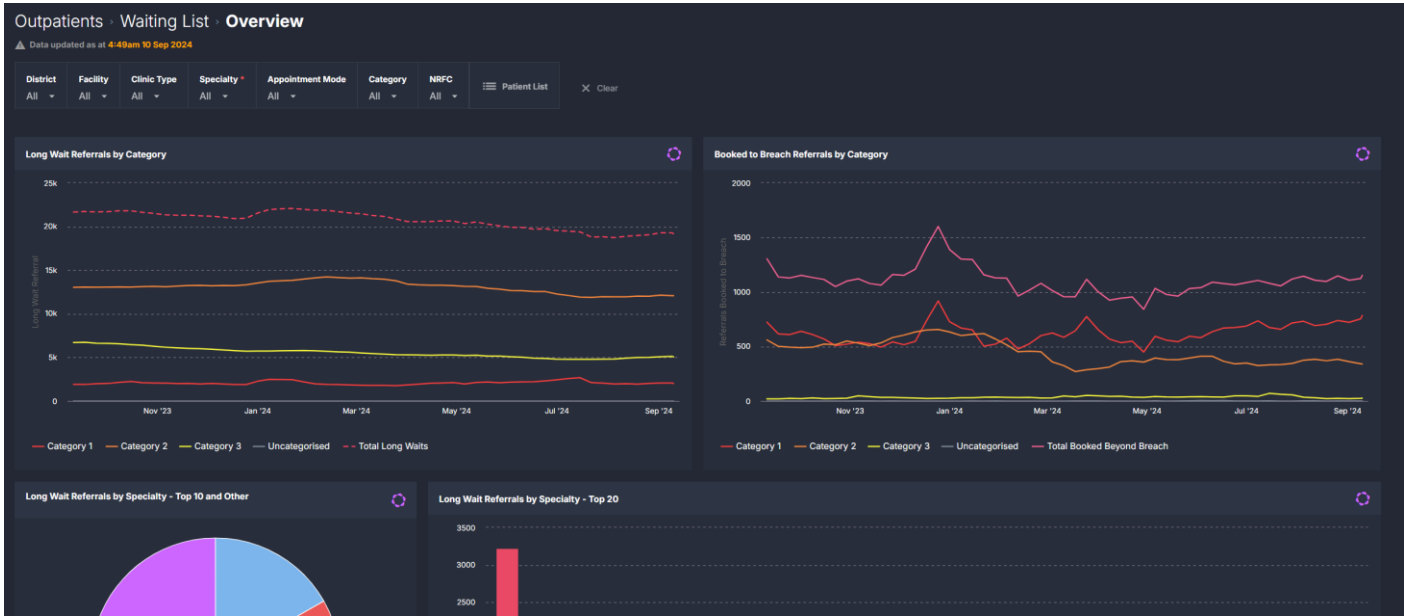
Tile	Screenshot	Explanation
Waiting List Additions by Week		Displays previous weekly 12-month trend of the outpatient waiting list additions for the filtered selection. Additions The number of unique referrals/requests based on the initial date added to the waiting list. Additions by Referral Received Date The number of unique referrals/requests based on the date the referral was received, according to the source system. Trend The trendline displays the direction which referral additions are increasing or decreasing at a steady rate. Clicking any data point on this chart displays: Outpatient Waiting List Additions based on Referral Received Date  List of patients organised by Referral Received Date for the selected week. Outpatient Waiting List Additions based on Initial Date Added  List of patients from referrals added for the selected week.

Tile	Screenshot	Explanation
Waiting List Removals by Week		Displays the previous weekly 12-month trend of the outpatient waiting list removals for filtered selection. ■ Removals Entries removed from the waiting list, whether that be that the patient has been seen in clinic, or the patient or hospital has requested removal ■ Trend The trendline displays the direction which referral removals are increasing or decreasing at a steady rate. Clicking any data point on this chart displays: Outpatient Waiting List Removals  List of patients removed from the waitlist for the selected week. Contains useful data such as Booking and Wait Status.
Waitlist Additions and Removals		Displays previous 12-month trend of referrals that have been added and removed from the waiting list on a weekly basis. ■ Additions Are the number of unique referrals/requests added onto the waiting list. ■ Removals Are entries removed from the waiting list, whether that be that the patient has been seen in clinic, or the patient or hospital has requested removal
Outpatient Waiting List Dynamics		Displays the difference between referral additions and removals to monitor the overall impact on the waitlist list on a weekly basis. This chart is an “above and below the line” representation of the gap or difference between points in the proceeding waitlist additions and removals chart. Below the line will identify that more referrals were removed from the list for that week, as opposed to above the line indicating that more referrals were added to the list in the week and will therefore grow the list. The rolling average (13 weeks) trend line will show the overall effect on the specialty waiting list. ■ Green bars Display a reduction in the waiting list ■ Red bars Display an increase in the waiting list ■ Rolling Average Shows the 13-week rolling average of the differences to determine if overall the service is

Title	Screenshot	Explanation
		removing more or adding more referrals to the total waitlist. Tip: Click the  in the top left-hand corner of the chart to open a brief explanation. This can be saved to a myHub page, so you can view it with the chart. Green bars indicate a reduction in the waiting list, whilst pink bars indicate an increase in the waiting list. The blue line shows the 13 week rolling average of the differences.
Outpatient Waiting List and Long Waits		Displays the 12-month trend of total referrals and the proportion that is considered a long wait. ■ Long Wait* Patients with a current waiting time already exceeding their target treatment date. ■ Referrals The total booked and unbooked referrals in the filtered selection. *May be <u>Overdue</u> in your SystemView environment
Waiting List by Referral Source		Displays the weekly trend of referrals received by: ■ Internal; or ■ External sources Clicking on a data point on this chart displays: Outpatient Waiting List Details (in the selected week)  List of patients added to the list for the selected week. It will only display referrals received by internal sources or only display referrals received by external sources, depending on whether an internal data point or an external data point is selected.

Overview

Overview displays the top 20 specialties with long wait patients by booking status and highlights associated risk trends, including patients **booked to breach**. Users can filter by specialty and booking status, and easily drill down to patient lists. This feature offers an at-a-glance view of outpatient access risks, enabling users to quickly identify and address long wait challenges, filter specific patient cohorts, and facilitate bookings with just a few clicks.



Filtering

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

Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health.	Appointment Mode	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data.
	Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care. Select single, multiple or all Clinic Type.		Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
		NRFC	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment). Select all, yes or no.

Buttons

The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Patients Details List List of the filtered selection of outpatients with key details such as Treat by Date, Days Wait, Long Wait Status and Booked Status

Button	Screenshot	Action
		Displays the longest waiting patients first.

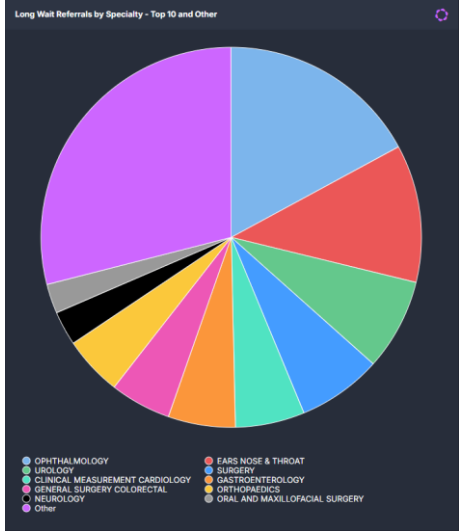
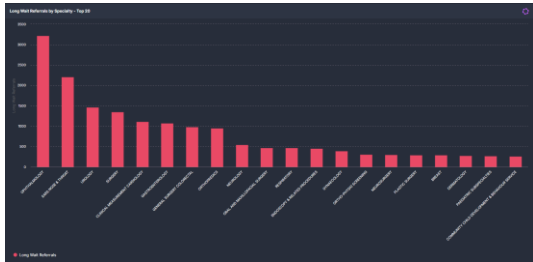
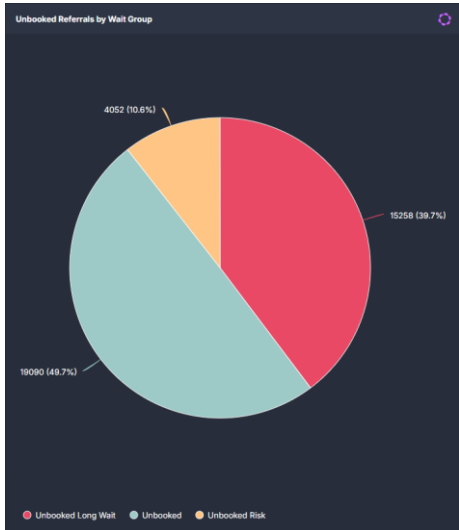
Interaction

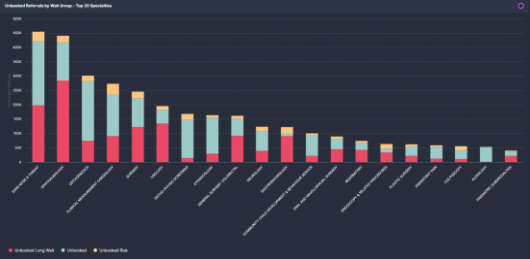
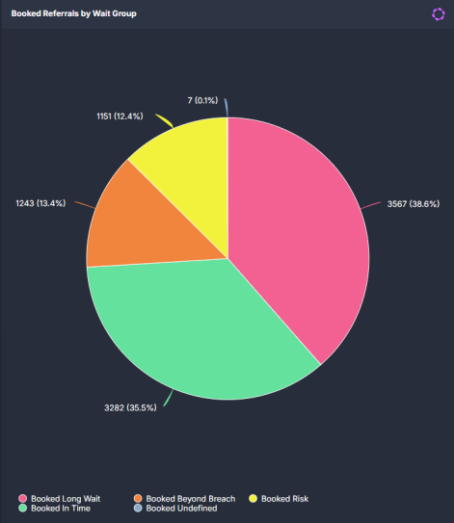
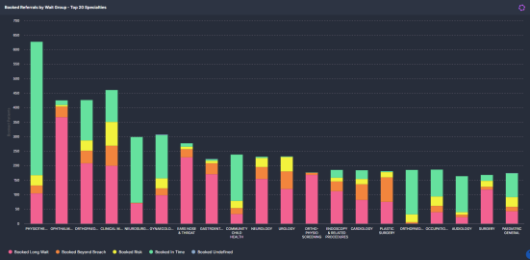
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a trendline, bar or pie segment in any of the charts in this component displays data point details and dims the other data points.
Click on Chart		Clicking on a trendline in the Long Wait Referrals by Category or Booked to Breach Referrals by Category chart triggers a Category filter for the entire component. Clicking on a pie segment or bar in the Long Wait Referrals by Specialty – Top 10, Long Wait Referrals by Specialty – Top 20, Unbooked Referrals by Wait Group – Top 20 or Booked Referrals by Wait Group – Top 20 chart triggers a Specialty filter for the entire component.

Component Tiles

Tile	Screenshot	Explanation
Long Wait Referrals by Category		Chart displays the previous 12-month trend of the number of Long Waits* referrals broken down by triage category. Long Waits are patients with a current waiting time already exceeding their target treatment date. Note: Clicking on a trendline triggers a category filter for the entire component and adjust the subsequent charts. *May display as <u>Overdue</u> in your SystemView environment
Booked to Breach Referrals by Category		Chart displays the previous 12-month trend of referrals that have been booked beyond the recommended treatment time broken down by triage category. Booked to Breach * are patients with waiting times not yet exceeding their target treatment date but have an appointment date that will breach their target treatment date.

Tile	Screenshot	Explanation
		Note: Clicking on a trendline triggers a category filter for the entire component and adjust the subsequent charts. *May display as <u>Scheduled</u> to Breach in your SystemView environment
Long Wait Referrals by Specialty – Top 10 and Other		Chart displays a visual representation of how Long Wait referrals are distributed across the top 10 specialties in the hospital. Each segment of the pie represents a different specialty, with the size of the segment showing how much that specialty contributes to the total number of Long Waits. The Other segment is the combination of all the other specialties that contribute to overdue referrals but don't make the top 10. This chart helps to quickly understand which areas have the most overdue referrals and how they compare to each other in terms of their proportion of the total. Note: Clicking on a bar triggers a specialty filter for the entire component and will adjust the subsequent charts.
Long Wait Referrals by Specialty – Top 20		Chart displays the 20 specialties with the most Long Wait referrals. Each bar represents a different specialty and the chart is organised in descending order, with the specialty with the most Long Wait referrals shown first on the left. Note: Clicking on a bar triggers a specialty filter for the entire component and will adjust the subsequent charts.
Unbooked Referrals by Wait Group		Pie chart shows the number and percentage of Unbooked* referrals by Wait Group: Unbooked* Long Wait Unbooked patients with waiting times already exceeding their target treatment date. These patients need to be booked as a priority to prevent any clinical risk or deterioration in condition. Unbooked Unbooked patients with 28 days or greater until their target treatment date. Unbooked Risk Unbooked patients within 28 days of breaching their target treatment date. Unbooked Undefined Unbooked patients with an irregularity in the entry or sequence of dates associated with their referral (e.g. target treatment date, referral received date, etc.). *May display as <u>Unscheduled</u> in your SystemView environment

Title	Screenshot	Explanation
Unbooked Referrals by Wait Group – Top 20 Specialties		Displays the status of Unbooked patients across the top 20 specialties, broken down by Wait Group: ■ Unbooked Long Wait ■ Unbooked ■ Unbooked Risk ■ Unbooked Undefined The chart is organised in descending order, with the specialty with the most Unbooked referrals shown first on the left. Note: Clicking on a bar triggers a specialty filter for the entire component and will adjust the subsequent charts.
Booked Referrals by Wait Group		Pie chart shows the number and percentage of Booked* new referrals by Wait Group: ■ Booked* Long Wait Booked patients with a current waiting time already exceeding their target treatment date. ■ Booked Beyond Breach Booked patients with waiting times not yet exceeding their target treatment date but have an appointment date that will breach their target treatment date. ■ Booked Risk Booked patients with an appointment date that is within 14 days of breaching their target treatment date. ■ Booked In Time Booked patients with an appointment date 14 days or greater before their target treatment date. ■ Booked Undefined Booked patients with an irregularity in the entry or sequence of dates associated with their referral or appointment (e.g. target treatment date, referral received date, etc.) *May display as <u>Scheduled</u> in your SystemView environment
Booked Referrals by Wait Group – Top 20 Specialties		Displays the status of Booked patients across the top 20 specialties, broken down by Wait Group: ■ Booked Long Wait ■ Booked Beyond Breach ■ Booked Risk ■ Booked In Time ■ Booked Undefined The chart is organised in descending order, with the specialty with the most Booked referrals shown first on the left. Note: Clicking on a bar triggers a specialty filter for the entire component and will adjust the subsequent charts.

Patient List

Patient List provides a quick shortcut to the Outpatient Waiting List, enabling teams to prioritise scheduling for the most urgent and longest-waiting patients. The list is pre-sorted to ensure that patients with the highest priority are displayed first, and additional filters are available for team-level analysis. This row-by-row data set also allows easy extract of raw data for further analysis. By providing quick access to necessary data, this component helps users efficiently manage their tasks and can be used alongside MyList features to support appointment scheduling.

Outpatients · Waiting List

Patient List

Data updated as at 4:48am 10 Sep 2024

District	Facility	Clinic Type	Specialty	Appointment Mode	Request List	Category	NRFC	Long Wait	Booking Status	Wait Group	Current NRFC End	Post Code	Out of Catchment	Age	First Nations Status	Deceased
All	All	All	All	All	All	All	All	All	All	All	All	All	All	All	All	All

✕ Clear

Patients Details

Extract Date	HHS	Facility	Specialty	Request List	Appointment Mode	Patient URN	Patient Surname	Patient Given Names	Patient Date of Birth	Patient Home Phone	Patient Mobile Phone	Category
10 Sep 24	District 1	Facility 2	PRE ADMISSION	No Request List	Anaesthetics Pre-Adm New	PAT-73865999525024	KICHLINE	AIDA	01 Jan 1950	0404000000	0404000000	Category 1
10 Sep 24	District 1	Facility 1	COMMUNITY CHILD DEVELOPMENT & BEHAVIOUR SERVICE	No Request List	Physio Paeds New	PAT-5220495595649	BAHAR	BENIGNO	01 Jan 2023	0404000000	0404000000	Category 2
10 Sep 24	District 1	Facility 2	PRE ADMISSION	No Request List	Pharmacy New	PAT-73865999525024	KICHLINE	AIDA	01 Jan 1950	0404000000	0404000000	Uncategorised
10 Sep 24	District 1	Facility 1	OPHTHALMOLOGY	No Request List	Orthoptic Diagnostic Test	PAT-12568598078385	SCHLICHT	JAWDAT	01 Jan 1954	0404000000	0404000000	Category 2
10 Sep 24	District 1	Facility 1	OPHTHALMOLOGY	No Request List	Orthoptic Diagnostic Test	PAT-69219565579462	LENNIS	TOINETTE	01 Jan 1954	0404000000	0404000000	Category 2
10 Sep 24	District 1	Facility 1	OPHTHALMOLOGY	No Request List	Orthoptic Diagnostic Test	PAT-0737767770424	POUNDERS	ZACHARY	01 Jan 1957	0404000000	0404000000	Category 2
10 Sep 24	District 1	Facility 1	OPHTHALMOLOGY	No Request List	Orthoptic Diagnostic Test	PAT-65448480523927	SOBIN	ROD	01 Jan 1954	0404000000	0404000000	Category 2
10 Sep 24	District 1	Facility 1	OPHTHALMOLOGY	No Request List	Orthoptic Diagnostic Test	PAT-27531485365179	TIPLER	LUGINA	01 Jan 1941	0404000000	0404000000	Category 2

Filtering

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

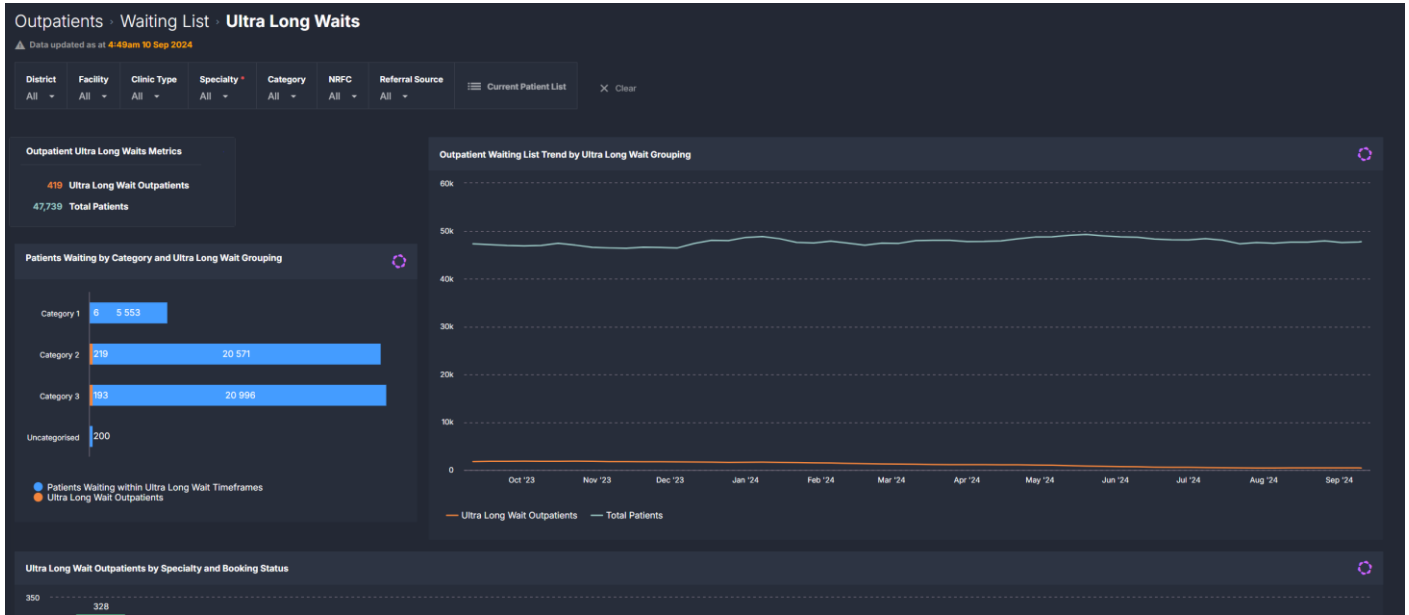
Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health.	Wait Group	Defines whether a patient is booked, unbooked, at risk, in time and/or beyond breach.
	Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care.		Select single, multiple or all Wait Group.
Appointment Mode	Select single, multiple or all Clinic Type.	Current NRFC End	Allows filtering of patients with specific not ready for care end dates in the future.
	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data.		Select single, multiple or all NRFC End
Request List	Select single, multiple or all Appointment Mode.	Out of Catchment	Refers to patients outside of the selected district and facility's catchment based on their post code.
	Examples include In Person, Telehealth, Phone.		Select all, yes, or no.
NRFC	The requested specialty or subspecialty waitlist patient is assigned to.	Age	Allows filtering of patients by age groups, from 0-119 years.
	Select single, multiple or all Request List.		Select single, multiple or all age groups.
Booking Status	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment).	First Nations Status	Ability to filter based on First Nations Status.
	Select all, yes or no.		Select single, multiple or all.
	Defines whether a patient is booked or unbooked.	Deceased	Allows ability to see whether there are deceased patients on the waitlist.
	Select a single or all Booking Status.		Select all, yes or no.

Component Tiles

Tile	Screenshot	Explanation
Patient Details		Tile is a detailed table that shows all the patients currently on the outpatient waiting list. This includes patients who are either waiting to be booked for an appointment or have an appointment date but are still waiting for that date to arrive. This list can be filtered by various options, such as specialty, category, wait status, booking status, and more, to narrow down the information to what is needed. Once the table is filtered to what is required, it can be saved to MyLists within the Interact environment. This saves your filters and selections, so you can easily access the same customised list later. Additionally, you can export the data to Excel for further analysis or record-keeping. This feature allows for flexible and comprehensive management of patient waitlists, making it easier to track and organise patient information. <i>Tip:</i> Click the ⓘ in the top left-hand corner of the list to open a Wait Groups definitions tile. This can be saved to a myHub page, so you can view it with the list or any other charts containing Wait Group. 

Ultra Long Waits

Ultra Long Waits provides a detailed overview of patients who have waited over 2 years (730 days) for an outpatient appointment, regardless of their referral category. This component tracks trends, compares wait times across specialties, and assesses booking statuses within the Ultra Long Wait Patient group. The visualisations and metrics offer quick insights into where the longest delays are occurring.



Filtering

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

Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health.	Wait Status	Defines whether a patient is booked or unbooked. Select a single or all Wait Status.
	Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care. Select single, multiple or all Clinic Type.	NRFC	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment). Select all, yes or no.

Buttons

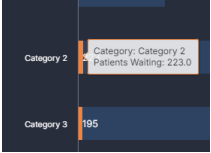
The following buttons are available in this component.

Button	Screenshot	Action
Current Patient List		Clicking button displays: Ultra Long Wait Outpatients List of the filtered selection of Ultra Long Wait outpatients with key details such as Treat by Date, Days Wait, Long Wait Status and Booked Status Displays the longest waiting patients first.

Button	Screenshot	Action
		

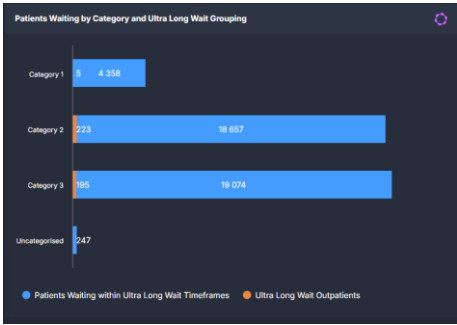
Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a trendline or bar in any of the charts in this component displays data point details and dims the other data points.
Click Bar on Chart		Clicking on a bar in the Patients Waiting by Category and Ultra Long Wait Grouping chart triggers a Category filter for the entire component. Clicking on a bar in the Ultra Long Wait Outpatients by Specialty and Booking Status tile triggers a Specialty filter for the entire component.

Component Tiles

Tile	Screenshot	Explanation
Outpatient Ultra Long Wait Metrics		Displays two key metrics for the outpatient waiting list. Provides quick snapshot of the Total number of patients on the outpatient waitlist and highlights the subset of these patients who are classified as Ultra Long Wait Outpatients based on the filtered selection.
Outpatient Waiting List Trend by Ultra Long Wait Grouping		Chart displays previous 12-month trend comparison between the number of Ultra Long Wait Outpatients and the Total Patients on the outpatient waitlist. Visualises how the number of Ultra Long Wait Outpatients and the overall waitlist size have changed over the past year, providing insight into whether the proportion of patients experiencing long wait times is increasing, decreasing, or remaining stable over time.

Tile	Screenshot	Explanation																																																															
Patients Waiting by Category and Ultra Long Wait Grouping	 <table border="1"><thead><tr><th>Category</th><th>Patients Waiting within Ultra Long Wait Timeframes</th><th>Ultra Long Wait Outpatients</th></tr></thead><tbody><tr><td>Category 1</td><td>5</td><td>4,358</td></tr><tr><td>Category 2</td><td>223</td><td>18,657</td></tr><tr><td>Category 3</td><td>195</td><td>19,074</td></tr><tr><td>Uncategorised</td><td>247</td><td>0</td></tr></tbody></table>	Category	Patients Waiting within Ultra Long Wait Timeframes	Ultra Long Wait Outpatients	Category 1	5	4,358	Category 2	223	18,657	Category 3	195	19,074	Uncategorised	247	0	Chart displays the distribution of patients who are Waiting Within Ultra Long Wait Timeframes and Ultra Long Wait Outpatients, organised by the category of referral. Shows clear comparison of the number of patients experiencing ultra long waits across different referral categories in the filtered selection. Note: Clicking on a bar triggers a category filter for the entire component and will adjust the other charts.																																																
Category	Patients Waiting within Ultra Long Wait Timeframes	Ultra Long Wait Outpatients																																																															
Category 1	5	4,358																																																															
Category 2	223	18,657																																																															
Category 3	195	19,074																																																															
Uncategorised	247	0																																																															
Ultra Long Wait Outpatients by Specialty and Booking Status	 <table border="1"><thead><tr><th>Specialty</th><th>Booked</th><th>Unbooked</th></tr></thead><tbody><tr><td>Specialty 1</td><td>10</td><td>10</td></tr><tr><td>Specialty 2</td><td>5</td><td>5</td></tr><tr><td>Specialty 3</td><td>5</td><td>5</td></tr><tr><td>Specialty 4</td><td>5</td><td>5</td></tr><tr><td>Specialty 5</td><td>5</td><td>5</td></tr><tr><td>Specialty 6</td><td>5</td><td>5</td></tr><tr><td>Specialty 7</td><td>5</td><td>5</td></tr><tr><td>Specialty 8</td><td>5</td><td>5</td></tr><tr><td>Specialty 9</td><td>5</td><td>5</td></tr><tr><td>Specialty 10</td><td>5</td><td>5</td></tr><tr><td>Specialty 11</td><td>5</td><td>5</td></tr><tr><td>Specialty 12</td><td>5</td><td>5</td></tr><tr><td>Specialty 13</td><td>5</td><td>5</td></tr><tr><td>Specialty 14</td><td>5</td><td>5</td></tr><tr><td>Specialty 15</td><td>5</td><td>5</td></tr><tr><td>Specialty 16</td><td>5</td><td>5</td></tr><tr><td>Specialty 17</td><td>5</td><td>5</td></tr><tr><td>Specialty 18</td><td>5</td><td>5</td></tr><tr><td>Specialty 19</td><td>5</td><td>5</td></tr><tr><td>Specialty 20</td><td>5</td><td>5</td></tr></tbody></table>	Specialty	Booked	Unbooked	Specialty 1	10	10	Specialty 2	5	5	Specialty 3	5	5	Specialty 4	5	5	Specialty 5	5	5	Specialty 6	5	5	Specialty 7	5	5	Specialty 8	5	5	Specialty 9	5	5	Specialty 10	5	5	Specialty 11	5	5	Specialty 12	5	5	Specialty 13	5	5	Specialty 14	5	5	Specialty 15	5	5	Specialty 16	5	5	Specialty 17	5	5	Specialty 18	5	5	Specialty 19	5	5	Specialty 20	5	5	Chart displays the distribution of Ultra Long Wait patients across different specialties, highlighting the proportion of these patients who are either Booked or Unbooked for their appointments. The chart is organised in descending order, with the specialty with the most Ultra Long Wait patients shown first on the left. Note: Clicking on a bar triggers a specialty filter for the entire component and will adjust the other charts.
Specialty	Booked	Unbooked																																																															
Specialty 1	10	10																																																															
Specialty 2	5	5																																																															
Specialty 3	5	5																																																															
Specialty 4	5	5																																																															
Specialty 5	5	5																																																															
Specialty 6	5	5																																																															
Specialty 7	5	5																																																															
Specialty 8	5	5																																																															
Specialty 9	5	5																																																															
Specialty 10	5	5																																																															
Specialty 11	5	5																																																															
Specialty 12	5	5																																																															
Specialty 13	5	5																																																															
Specialty 14	5	5																																																															
Specialty 15	5	5																																																															
Specialty 16	5	5																																																															
Specialty 17	5	5																																																															
Specialty 18	5	5																																																															
Specialty 19	5	5																																																															
Specialty 20	5	5																																																															

Referral Management

Auditor

Auditor component is designed to flag potential errors in the outpatient waiting list, such as duplicate entries or patients who have already had an appointment. Users can review these flagged referrals using a web form within the component to determine if they have been falsely identified. Once confirmed, the valid errors can be addressed by either removing or updating the referral in the source system, ensuring accuracy in future audits.



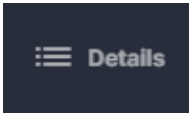
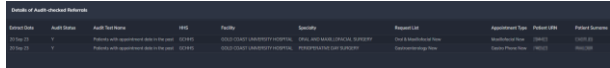
Filtering

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

Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health. Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care. Select single, multiple or all Clinic Type.	Request List	The requested specialty or subspecialty waitlist patient is assigned to. Select single, multiple or all Request List.
		NRFC	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment). Select all, yes or no.
		Wait Type	Defines whether a patient is booked or unbooked. Select single or all Wait Type.
		Audit Test	The specific type of audit test conducted. This describes the error found in the waitlist. Select single, multiple or all Audit Test.
Appointment Mode	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.		

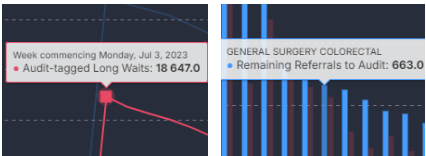
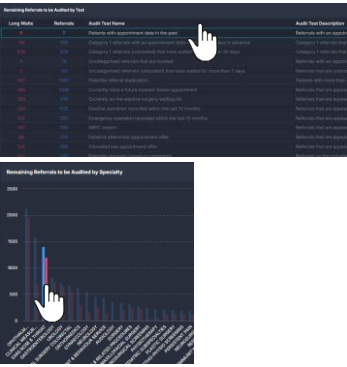
Buttons

The following buttons are available in this component.

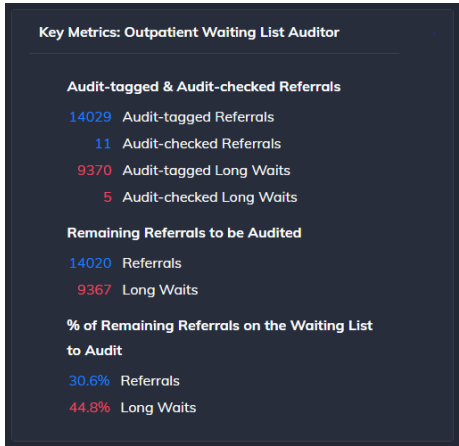
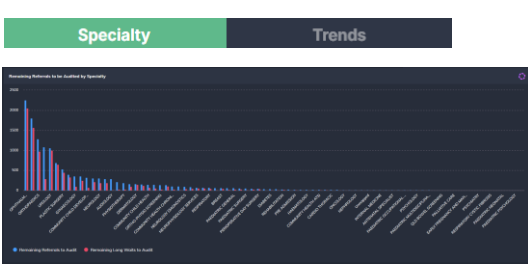
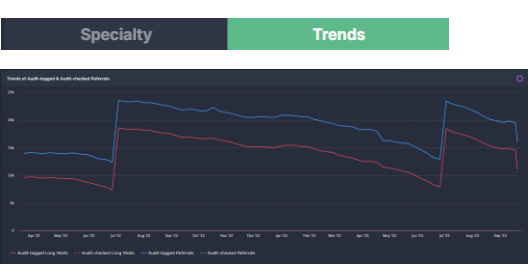
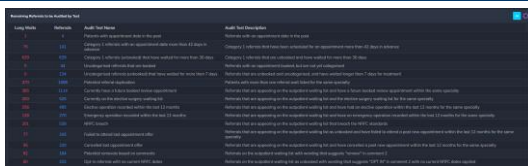
Button	Screenshot	Action
Details		Clicking button displays: Details of Remaining Referrals to Audit List of remaining referrals to audit as per the filtered selection.  Details of Audit-checked Referrals List of audit-checked referrals as per the filtered selection. 
Specialty / Trends Toggle		Clicking button changes tile below to: Remaining Referrals to be Audited by Specialty or Trends of Audit-tagged & Audit-checked Referrals

Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover over Chart		Hovering over a trendline, bar or pie segment in any of the charts in this component displays data point details and dims the other data points.
Click on Data Point		Clicking on a data point in the Remaining Referrals to be Audited by Specialty tile triggers a Specialty filter for the entire component and dims unselected data points. Clicking on a row in the Remaining Referrals to be Audited by Test tile triggers an Audit Test filter for the entire component and dims unselected data points. Select data point again to deselect filter or use filter bar to adjust.

Component Tiles

Tile	Screenshot	Explanation
Outpatient Waiting List Auditor Metrics	 Key Metrics: Outpatient Waiting List Auditor Audit-tagged & Audit-checked Referrals 14029 Audit-tagged Referrals 11 Audit-checked Referrals 9370 Audit-tagged Long Waits 5 Audit-checked Long Waits Remaining Referrals to be Audited 14020 Referrals 9367 Long Waits % of Remaining Referrals on the Waiting List to Audit 30.6% Referrals 44.8% Long Waits	Displays a summary of the number of referrals and long waits that have been tagged through audit tests and subsequently reviewed by user. It also highlights the remaining referrals awaiting audit and their proportion relative to the entire Outpatient Waiting List. Audit-tagged Referrals are the referrals selected by the audit test, regardless of their validity. Audit-checked referrals are Audit-tagged referrals that have been reviewed and confirmed as falsely flagged by checking the checkbox in the web-form. Audit-tagged Long Waits are the Long Wait referrals selected by the audit test, regardless of their validity. Audit-checked Long Waits are Long Wait Audit-tagged referrals that have been reviewed and confirmed as falsely flagged by checking the checkbox in the web-form. Remaining referrals to audit: This category includes Audit-tagged referrals that were not identified as Audit-checked referrals. These referrals are considered valid for removal or updating within the source system OR they await further review and confirmation of their validity.
Remaining Referrals to be Audited by Specialty		Displays the count of remaining referrals and long waits yet to undergo audit by Specialty. Note: Clicking on a bar triggers a specialty filter for the entire component. Selecting a bar will adjust the other charts. Clicking on a legend data point triggers a filter for the tile only.
Trends of Audit-tagged & Audit-checked Referrals		Displays the trends of Referrals and Long Waits that have been tagged by audit tests and checked by users as incorrectly flagged.
Remaining Referrals to be Audited by Test		Displays the number of remaining Referrals and Long Waits awaiting audit within the Outpatient Waiting List by Audit Test. Note: Clicking on a row triggers an audit test filter for the entire component. Selecting a bar will adjust the other charts.

Tile	Screenshot	Explanation
WEBFORM Details of Audit-tagged Referrals		Provides a list of referrals flagged by audit tests and offers the ability to mark incorrectly flagged referrals by using checkboxes in the Status Column. Tip: Select the number of rows shown utilising the Rows Shown button.

Uncategorised Referrals

Uncategorised Referrals provides visibility into referrals that have not yet been categorised, helping teams track and manage delays in the categorisation process. It displays the distribution of referrals by wait time, highlights those waiting longer than expected, and offers trend analysis to monitor improvements or backlogs over time. Uncategorised referrals can be viewed at record and patient level to support proactive referral management and help improve referral processing efficiency, ensuring timely patient care.

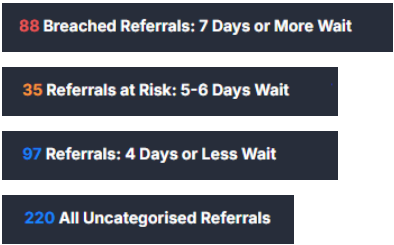


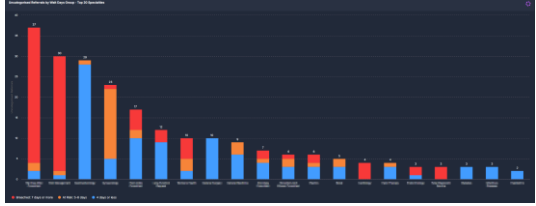
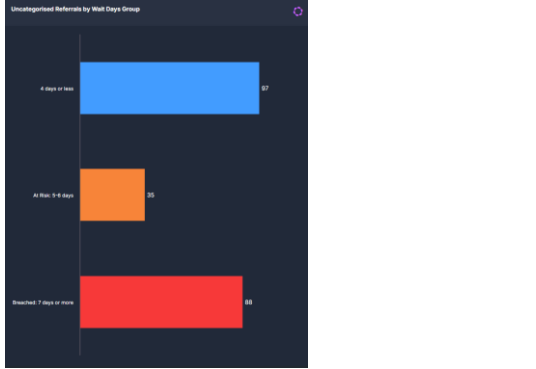
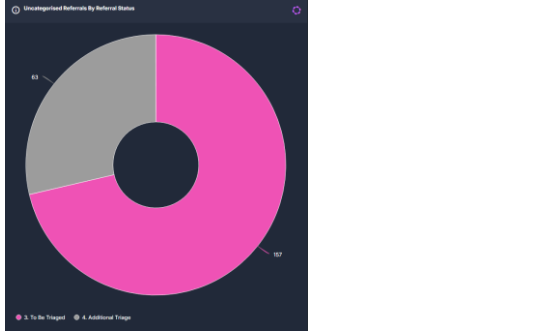
Filtering

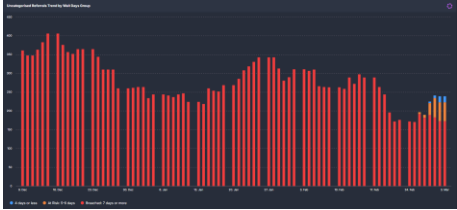
The following options are available in this component’s **Filter Bar**:

Filter	Description	Filter	Description
Wait Days Group	Allows filtering of component to show All uncategorised patients or only patients who have been waiting 4 day or less, At Risk patients waiting 5-6 days, or Breached patients who have been waiting over 7 days.	Referral Status	Allows filtering of the component based on which step of the triaging process the referral is up to.

Component Tiles

Tile	Screenshot	Explanation
Uncategorised Referrals Metrics		Display a high-level overview of all uncategorised referrals, grouped by wait days categories. ■ Breached Referrals: Uncategorised referrals that have been waiting over 7 days. ■ Referrals at Risk: Uncategorised referrals that have been waiting 5-6 days and are at risk of breaching. ■ Uncategorised referrals: Uncategorised referrals that have been waiting 4 days or less, not yet at risk of breaching.

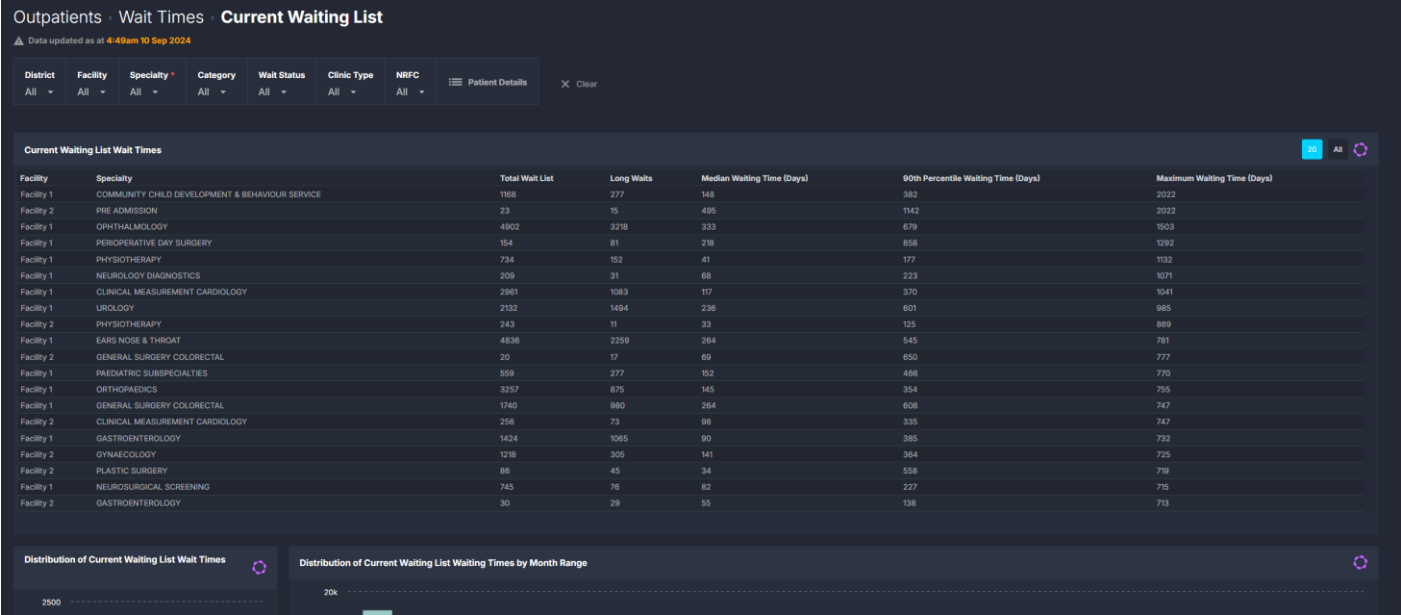
Tile	Screenshot	Explanation
Uncategorised Referrals by Wait Group – Top 20 Specialties		Displays current uncategorised referrals, grouped by wait day categories and broken down by specialty. It highlights the top 20 specialties with the highest number of uncategorised referrals across the facility. Data points include: ■ Breached Referrals ■ Referrals at Risk ■ Referrals waiting 4 days or less. Note: Selecting a specialty in this chart will apply the specialty filter to the entire component. To view data for a specialty that isn't in the top 20, use the specialty filter in the filter bar to refine the chart and focus on specific specialties of interest.
Uncategorised Referrals by Wait Days Group		Displays all current uncategorised referrals, grouped by wait days category, allowing for easy identification of volume of uncategorised referrals and those that may require prompt categorisation to ensure timely patient management.
Uncategorised Referrals Distribution by Wait Days Group / Referral Category Code		Displays the distribution of uncategorised referrals based on how many days they have been waiting. The X-axis represents wait days, while colours indicate wait days groups, with the view changing based on the selected toggle: By Wait Days Group: displays the number and distribution of all current uncategorised referrals based on how many days they have been waiting. By Referral Category Code: breaks down wait time distribution by the specific category code the referrals have been allocated to for the selected specialty/s. Note: Use the toggle below the chart to switch between wait days group distribution and referral category code distribution. Uncategorised Referrals by Wait Days Group Uncategorised Referrals by Referral Category Code
Uncategorised Referrals by Referral Status		Displays the total number of uncategorised referrals, broken down by their Referral Status which is the current status in the triaging process. It shows the proportion of referrals at each step, to help quickly identify where referrals are in the workflow. Tip: Select the ⓘ in the top left corner of this chart for explanation of the Referral Status steps in your SystemView environment. Referral Status 3. To be Triage Referral documents still to be opened by administration. This would include some documents which are ultimately not referrals, or referrals which will ultimately not be accepted, but there is no way to know these records at this point. All new referrals requiring review by a Referral prior to Clinical Categorization. 4. Additional Triage The referral has been placed in the categorizing clinician's folder waiting for a clinical category to be assigned. The clinician has categorized the referral. The referral is now ready for Administration staff to update in the next lot.

Tile	Screenshot	Explanation
Uncategorised Referrals Trend by Wait Days Group	 A bar chart with a dark background and red bars. The x-axis represents months from January to December. The y-axis represents the number of referrals, ranging from 0 to 100. The bars show a fluctuating trend, with higher values in the first half of the year and lower values in the second half.	Chart displays the previous 12-months trend of uncategorised referrals, displaying how many were present each month and grouping them by wait days category.
Uncategorised Referral Details	 A screenshot of a data table with multiple columns. The columns include patient information, referral received date, total wait time, wait days group, and current referral status. The table is ordered by longest waiting time at the top.	Displays a patient list of all uncategorised referrals, ordered by longest waiting at the top. It includes key details such as patient information, referral received date, total wait time, wait days group, and current referral status to help track individual referrals and prioritise cases that may need prompt attention

Wait Times

Current Waiting List

Current Waiting List displays the distribution of wait times for all current patients, organised by specialty, category, and clinic. It allows users to compare mean, percentile, and maximum wait times. This feature helps identify teams with significant variations in wait times within the same specialty, enabling a deeper understanding of chronological booking management and waiting list complexities. The component includes box and whisker charts to visually analyse wait time distribution across different facilities and specialties. For a breakdown on understanding the box and whisker charts, click [here](#).



Filtering

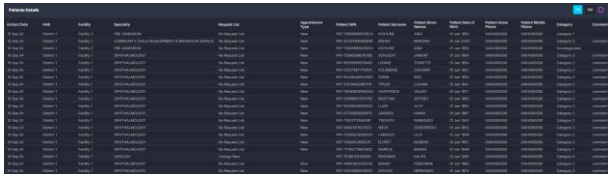
The following noteworthy options are available in this component’s **Filter Bar**:

Filter	Description	Filter	Description
Clinic Type	Specialist / Reportable are services reportable to the Department of Health.	NRFC	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment). Select all, yes or no.
	Other / Non-reportable are not reportable to Department of Health. These are still patient waiting for care. Select single, multiple or all Clinic Type.	Referral Source	Defines whether a patients referral is from an External or Internal source. Select all, GP/external or internal

Buttons

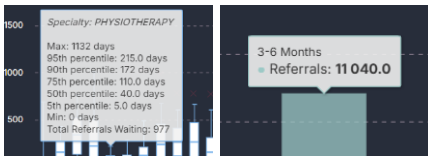
The following buttons are available in this component.

Button	Screenshot	Action
Patient Details		Clicking button displays: Patients Details List List of the filtered selection of outpatients with key details such as Treat by Date, Days Wait, Long Wait Status and Booked Status. This list is ordered chronologically with longest waiting patients at the top.

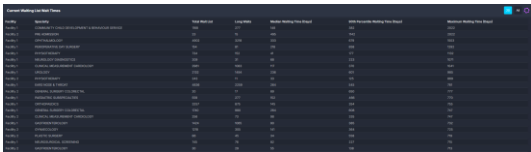
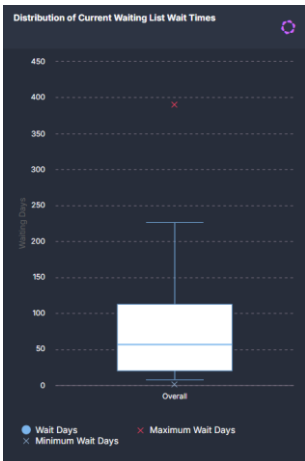
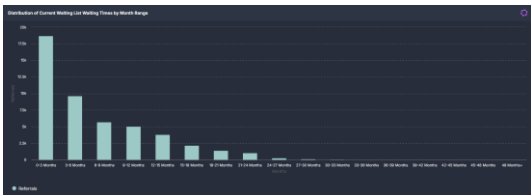
Button	Screenshot	Action
		

Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a data point in any of the charts in this component displays data point details and dims the other data points.
Click on Chart		Clicking on a data point in the Distribution of Current Waiting List Wait Times by Specialty chart triggers a Specialty filter for the entire component.

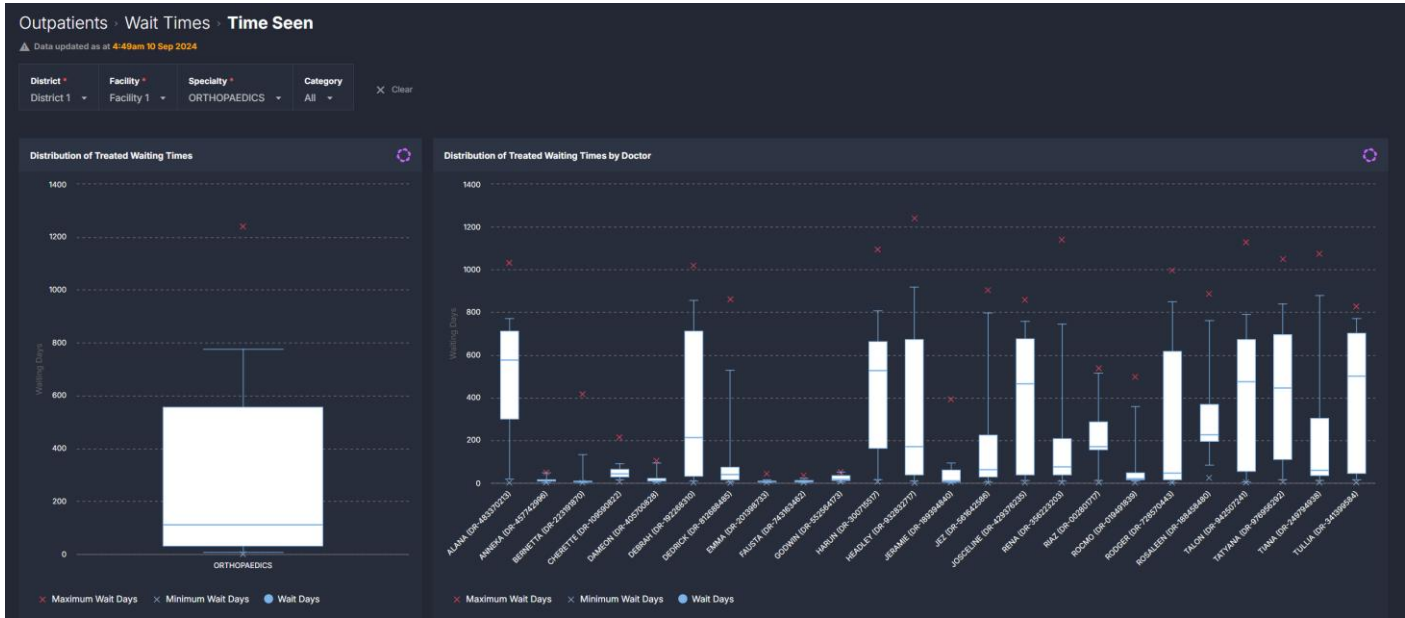
Component Tiles

Tile	Screenshot	Explanation
Current Waiting List Wait Times		Displays a specialty-level breakdown of outpatient wait times, with insights into how long patients are waiting for their appointments. It includes the total number of patients on the waitlist , the number classified as long waits , the median wait time , the 90th percentile wait time (indicating how long the majority of patients wait), and the maximum wait time recorded for each specialty.
Distribution of Current Waiting List Wait Times		Displays the distribution of wait times for all current patients on the outpatient waitlist based on the filtered selection, showing how long patients have been waiting for their appointments. The box and whisker chart provides breakdown of wait times by: - Maximum Wait Days - Minimum Wait Days - Wait Days (hover over box to view further break down of wait days by percentile and number of patients waiting) <i>For a breakdown on understanding the box and whisker charts, click here.</i>
Distribution of Current Waiting List Waiting Times by Month Range		Displays the distribution of current patients wait times, grouped by 3-month intervals.

Tile	Screenshot	Explanation
Distribution of Current Waiting List Wait Times by Specialty		Displays the distribution of wait times for all current patients on the outpatient waitlist, broken down by specialty. Provides key wait time insights, including: ■ Maximum Wait Days ■ Minimum Wait Days ■ Wait Days (hover over box to view detailed break down of wait days by percentile and number of patients waiting) Note: Clicking on a specialty in this chart will apply a specialty filter to the entire component and adjust the other charts. Use the specialty filter in the filter bar to select multiple specialties.
Distribution of Current Waiting List Wait Times by Facility		Displays the distribution of wait times for the selected specialty or specialties across different facilities within the district, allowing for a visual comparison of how long patients are waiting at each location. The box and whisker chart provides insights into maximum and minimum wait days, while hovering over the chart reveals a detailed breakdown of wait times by percentile and the number of patients waiting.

Time Seen

Time Seen displays the distribution of wait times for patients who have been seen and removed from the waiting list for individual specialties will drills downs to doctor and clinic levels. It allows for comparison of mean, percentile, and maximum wait times, helping to identify variations in treatment times within the same specialty. The component includes box and whisker charts to visually analyse wait time distribution, supporting a deeper understanding of chronological booking management and waiting list complexities. For a breakdown on understanding the box and whisker charts, click [here](#).



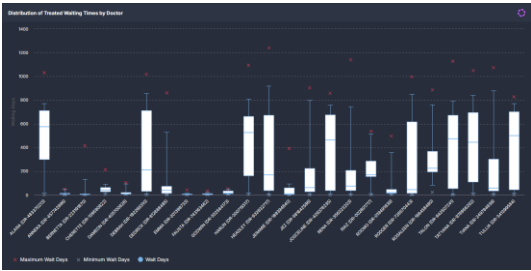
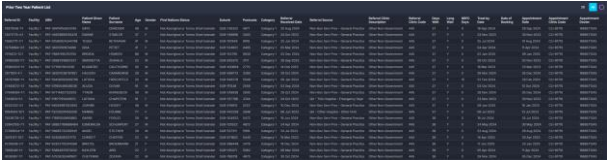
Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a data point in any of the charts in this component displays data point details and dims the other data points.

Component Tiles

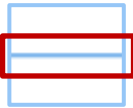
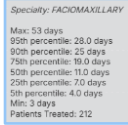
Tile	Screenshot	Explanation
Distribution of Treated Waiting Times		Displays the distribution of wait times for all patients who have been seen and removed from the waitlist, based on the selected filters. It provides insights for: - Maximum Wait Days - Minimum Wait Days - Wait Days (hover over box to view detailed break down of wait days by percentile and number of patients waiting) For a breakdown on understanding the box and whisker charts, click here.

Tile	Screenshot	Explanation
Distribution of Treated Waiting Times by Doctor		Displays the distribution of wait times for all patients who have been seen and removed from the waitlist, broken down by doctor within the selected specialty. It allows for comparison of wait times for appointments across individual doctors or resources, helping to identify variations in patient wait times depending on the provider. The box and whisker chart highlights minimum and maximum wait days, while hovering over the chart reveals a detailed breakdown of wait time percentiles and the number of patients seen. Note: clicking on a doctor in this chart will open: Distribution of Treated Waiting Times by Wait Days  Displays a detailed breakdown of the distribution of patients seen over the past 2 years, grouped by wait days, for the selected doctor. It includes a trendline representing the overall wait time trend for the specialty, allowing users to compare an individual doctor's wait times against the specialty as a whole. Selecting a wait days range in this chart will generate the subsequent patient list. Prior Two Year Patient List  Displays a list of all patients who were seen by the doctor within the selected wait days range. It includes key information such as patient details, appointment date, wait time in days, and referral category, helping users track who was seen, how long they waited, and their priority level.
Distribution of Treated Waiting Times by Clinic		Displays the distribution of wait times for all patients who have been seen and removed from the waitlist, broken down by clinics within the selected specialty. It allows for comparison of wait times for an appointment across different clinics, helping to identify variations in patient wait times depending on clinic allocation. The box and whisker chart highlights minimum and maximum wait days, while hovering over the chart reveals a detailed breakdown of wait time percentiles and the number of patients seen.

Tile	Screenshot	Explanation
		Note: clicking on a clinic in this chart will open: Distribution of Treated Waiting Times by Wait Days  Displays a detailed breakdown of the distribution of patients seen over the past 2 years, grouped by wait days, for the selected clinic. It includes a trendline representing the overall wait time trend for the specialty, allowing users to compare an individual clinic's wait times against the specialty as a whole.

Understanding Box and Whisker Charts

The box and whiskers chart visually represents the **range and distribution of patient wait times** for an outpatient appointment.

Element	Screenshot	Explanation
Box (Main Body)		Represents the middle 50% of patients (between the 25th and 75th percentiles), showing where most wait times fall.
Horizontal Line (Inside Box)		Marks the median (50th percentile) , which is the typical wait time for the specialty.
Whiskers (Lines Extending from the Box)		Represents the 5th percentile (bottom whisker) and 95th percentile (top whisker) , meaning that 90% of patients wait times are within this range.
Grey Cross		Represents the minimum wait time , showing the shortest time a patient is waiting/waited for an appointment.
Red Cross		Represents the maximum wait time , showing the longest time a patient is waiting/waited for an appointment.
Hovering Over the Chart	 Specialty: FACIOMAXILLARY Max: 53 days 95th percentile: 28.0 days 90th percentile: 25 days 75th percentile: 19.0 days 50th percentile: 11.0 days 25th percentile: 7.0 days 5th percentile: 4.0 days Min: 3 days Patients Treated: 212	Displays detailed wait time breakdowns , including percentiles (5th, 25th, 50th, 75th, 95th), total maximum and minimum wait times, and the total number of patients waiting/seen.

Outpatient Forecasting Tool

Outpatient Forecasting Tool displays a view of forecasts for outpatient waiting lists, including total waiting lists and long waits, by facility, specialty, and category. Users can create scenarios with multiple strategies to see their impact on waiting list positions and track progress over time. This component allows waiting list strategies to be quantified, and its active monitoring features ensure that progress is tracked against planned outcomes.



Filtering

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

Filter	Description	Filter	Description
Projection Start Date	Use this filter to select when projection date starts, this will update the subsequent charts.	Scenario	Filters allows the option to apply previously saved scenarios. This will update the subsequent charts to project how the scenarios impact on waiting list trends.
Projection End Date	Use this filter to select when projection date ends, this will update the subsequent charts.		

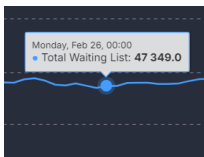
Buttons

The following buttons are available in this component.

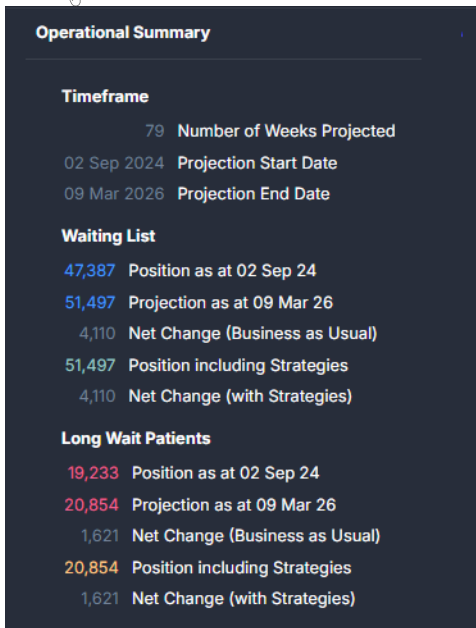
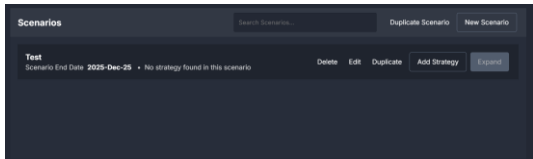
Button	Screenshot	Action
Tabular View of Scenarios & Strategies		Clicking button displays: Details of Scenarios and Strategies Detailed breakdown list of all scenarios and strategies created. Use to see a comprehensive view of each scenario and its associated strategy organised into one table. Also allows for exporting of scenarios and strategies to excel.
Duplicate Scenario / New Scenario		The Duplicate Scenario tab creates a copy of an existing scenario that can be edited, while the original remains unchanged. The New Scenario tab creates a brand-new scenario from scratch.

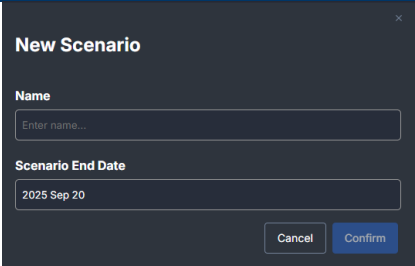
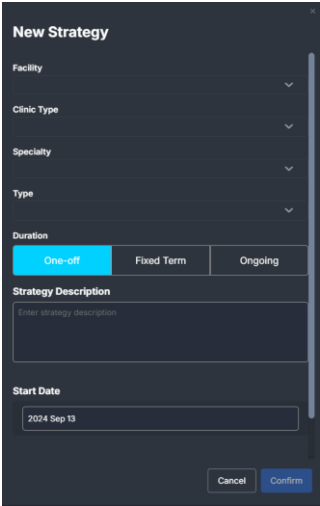
Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover over Chart		Hovering over a trendline in Outpatient Waiting List Trend or Long Waits Forecast by Category charts displays data point details and dims the other data points.

Component Tiles

Tile	Screenshot	Explanation
Operational Summary		Provides a quick snapshot of the outpatient waiting list and long waits status at the projection start date and projection end date. It displays: - Waiting List numbers - Long Waits patients - Waiting List Position including Strategies - Long Waits Position including Strategies - Other metrics (e.g., change in waitlist numbers with and without strategies) It also highlights the remaining referrals awaiting audit and their proportion relative to the entire Outpatient Waiting List.
Outpatient Waiting List Trend		Provides a trend of the historical and projected waiting list and long waits patients, including the scenario's effect. This chart displays: - Total Waiting List - Projected Waiting List - Projected Waiting List with Scenario - Total Long Waits - Projected Long Waits - Projected Long Waits with Scenario The historical waiting list and long waits patients in this tile display consistent waiting list that corresponds with the Outpatients > Waiting List > Trends.
Scenarios		Provides a simulation tool to help create scenarios and strategies for managing the outpatient waiting list by the projected end date. Step 1: Use the New Scenario button to create a new entry, the default scenario end date will be on year from today. Name the scenario, select an end date and confirm.

Tile	Screenshot	Explanation
		 New Scenario Name Enter name... Scenario End Date 2025 Sep 20 Cancel Confirm Step 2: Use the Add Strategy button on the new scenario entry to input the strategy. This is when you can plan your simulation.  New Strategy Facility Clinic Type Specialty Type Duration One-off Fixed Term Ongoing Strategy Description Enter strategy description Start Date 2024 Sep 13 Cancel Confirm Select your facility, clinic type, specialty and type of strategy: - Audits - Increased Capacity - Other - Outsourcing - Reduced Capacity - Temporary Clinics Select duration, one-off, fixed-term or ongoing, enter a description of the strategy, confirm start and end date and select average waiting list removals per week for the specific categories. Step 3: Choose the new scenario from the filter bar to see the projection with the selected scenario displayed on the charts.
Additions and Removals by Week		Display the outpatient waiting list weekly additions and removals metrics by Category with a Total number which summarise Category 1, 2 and 3 numbers. This information updates dynamically, based on the filters selected in the underlying source table.
Long Waits Forecast by Category		Displays a chart of the historical and projected number of long waits patients broken down by category. It displays historical, baseline and scenario data of:

Tile	Screenshot	Explanation
		■ Total patients ■ Category 1 ■ Category 2 ■ Category 3 ■ Uncategorised Displays projection with and without scenario for easy comparison of baseline and scenario projections.

Demand & Activity

Demand & Activity visualises activity versus demand using historical data to estimate capacity, instantly highlighting imbalances between actual and predicted demand. It allows users to view actual and forecasted patient numbers needing new outpatient appointments over the next 13 weeks and compare weekly demand with available appointments to assess balance. This component helps teams adjust appointment slots to meet changing demand, supporting performance improvement strategies and ensuring that specialties can maintain balance.



Filtering

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

Filter	Description
Include FTAs	Filter allows for the inclusion or exclusion of Fail to Attend appointments in demand and activity calculations. When No is selected, only new appointment that were attended are considered in Activity. When Yes is selected, all booked new appointment are considered in Activity, regardless of whether the appointment was attended or Failed to Attend. *May display as Include DNAs in your environment

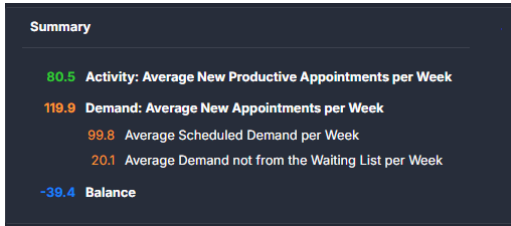
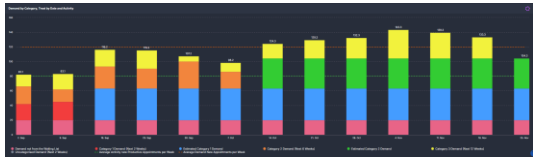
Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a trendline or bar in any of the charts in this component displays data point details and dims the other data points.

Interaction	Screenshot	Action
Click on Chart		Clicking on a trendline or bar in any of the charts in this component triggers a filter for the tile only. Click on the trendline or bar again to deselect filter.

Component Tiles

Tile	Screenshot	Explanation
Demand and Activity Summary Metrics		Displays key metrics for outpatient demand and activity, including the number of new productive appointments per week, the average new referrals triaged (broken down by waitlist and non-waitlist), and the balance between activity and demand. A negative balance shows the number of additional spots needed per week to meet demand. The FTA filters allow to include or exclude failed-to-attend appointments, which affects the balance by accounting for missed appointments.
Demand, Activity and Balance Trend		Chart visualises the trends of outpatient demand, activity, and balance over the past 12 months. It helps to track how closely the activity) aligns with demand.
Demand by Category, Treat by Date and Activity		Displays the upcoming referral demand based on treat-by dates and categories: - Category 1 Demand (Next 4 Weeks) - Category 2 Demand (Next 12 Weeks) - Category 3 Demand - Category 4 Demand - Category 5 Demand - Uncategorised Demand - Demand not from Waiting List Estimates upcoming demand using historical data: - Estimated Category 1 Demand - Estimated Category 2 Demand Compares the actual productive activity over the past 13 weeks to the average demand, helping identify any gaps between scheduled activity and patient demand: - Average Activity New Productive Appointments per Week - Average Demand New Appointments per Week

Bookings

Future Booked Appointments

Future Booked Appointments provides a forward-looking view of new and review appointments booked up to 12 months in the future, with patient and doctor identifiers that can be filtered by clinic code. Users can view future appointments at the specialty, doctor, and clinic levels, with access to individual patient lists. This component helps monitor upcoming new and review rates, allowing for proactive booking adjustments to meet demand projections. It also enables clinicians to see which patients are scheduled in their clinics in the coming weeks, ensuring alignment with future demand.



Filtering

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

Filter	Description	Filter	Description
Time Period	Provides the ability to view bookings 6 weeks, 3 months, 6 months or 12 months ahead.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Days of Week	Allows filtering of component to show future booked appointments for all days or specific days of week only.
Clinic Type	Allows narrowing down of the component to a specific clinic, providing a view of future booked appointments for that clinic only.	Appointment Time Slots	Allows filtering of component to show future booked appointments for all or AM, or PM time slots only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.		

Interaction

The following interactions are available in this component.

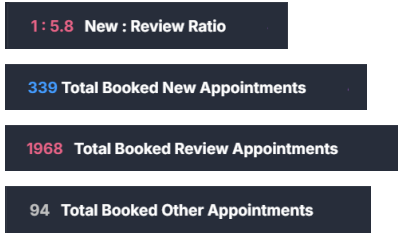
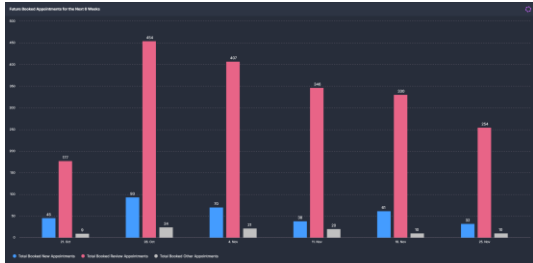
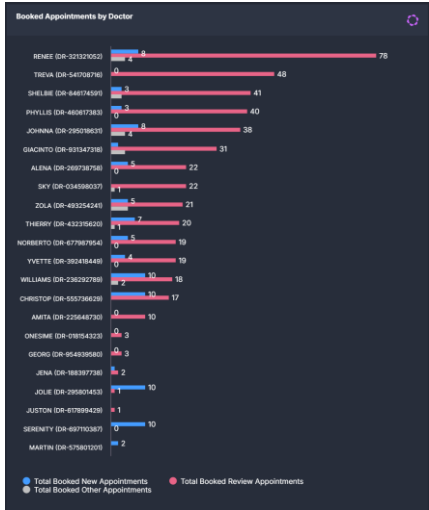
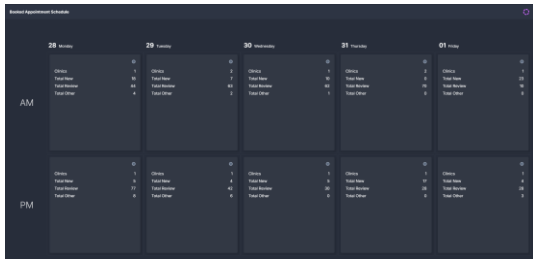
Interaction	Screenshot	Action
Hover Over Chart		Hovering over a bar in any of the charts in this component displays data point details and dims the other data points.
Click on Chart		Clicking on a specific week in the Future Booked Appointments for the Next XX chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Booked Appointment Schedule table will adjust the surrounding tiles to only display information about that day and sessions schedule.

Buttons

The following buttons are available in this component.

Button	Screenshot	Action
Patient Details		Clicking button displays: Patients Details List List of the filtered selection of outpatients with key details such as Appointment Type, Date of Booking, Appointment Mode, etc.
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Future Booked Appointments tiles only.

Component Tiles

Tile	Screenshot	Explanation
Future Booked Appointments Summary Metrics		Displays key metrics for the filtered selection of future booked appointments, including the ratio of new to review appointments: - Total New Appointments - Total Review Appointments - Total Other Appointments
Future Booked Appointments for the Next XX		Chart displays a prospective view of the upcoming outpatient appointments by New, Review, and Other Appointment Type. Use the Time Period filter to adjust the chart and view either 6 weeks, 3 months, 6 months, or 12 months ahead. Note: clicking on a specific week in this chart will open in depth visualisation of that week.
Booked Appointments by Doctor		Displays a summary of booked appointments for the selected week by doctor and the proportion of New, Review, and Other appointments each doctor has.
Booked Appointment Schedule		Displays a calendar view of booked appointments for the selected week. It is broken down into the days of week and AM or PM session. Note: Selecting a session in this tile will adjust the surrounding charts to only display data for that specific schedule.

Future Booked Appointments by Wait Status

Future Booked Appointments by Wait Status provides a view of booked new appointments up to 12 months ahead, categorised by in-time and long wait referrals. Users can filter by specialty, doctor, category, and clinic, with the ability to drill down to individual patient lists. This component ensures that long wait patients are prioritised for long wait clinics and identifies lower-urgency patients who may be occupying slots needed for unbooked long wait patients, thereby improving chronological management.



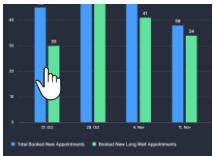
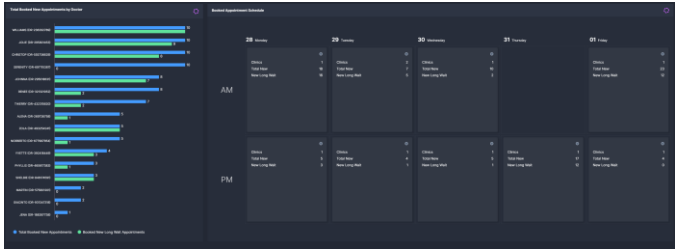
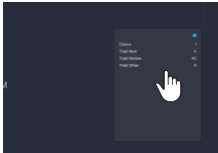
Filtering

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

Filter	Description	Filter	Description
Time Period	Provides the ability to view bookings 6 weeks, 3 months, 6 months or 12 months ahead.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.		
Clinic Type	Allows narrowing down of the component to a specific clinic, providing a view of future booked appointments for that clinic only.	Days of Week	Allows filtering of component to show future booked appointments for all days or specific days of week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of component to show future booked appointments for all or AM, or PM time slots only.

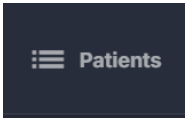
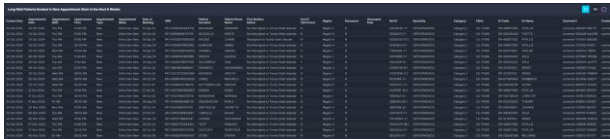
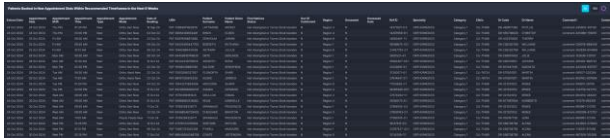
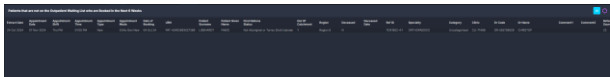
Interaction

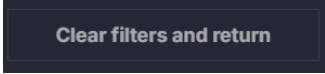
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a bar in any of the charts in this component displays data point details and dims the other data points.
Click on Chart	 	Clicking on a specific week in the Booked New & Long Wait Appointments for the Next XX chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Booked Appointment Schedule chart will adjust the surrounding tiles and generate the Total Booked New Appointments by Clinic & Long Wait Status chart and subsequent Patient Lists.

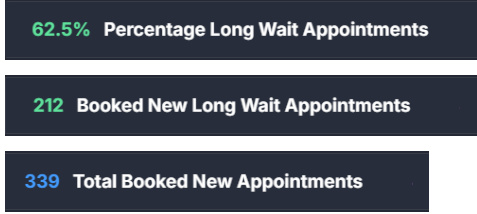
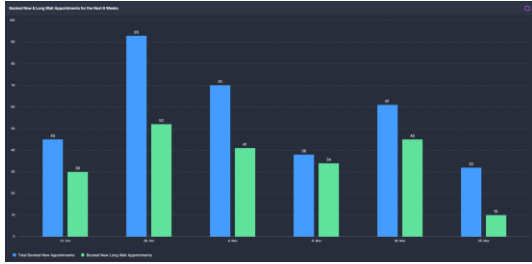
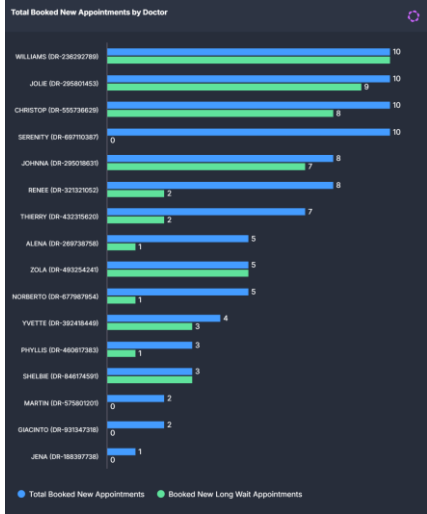
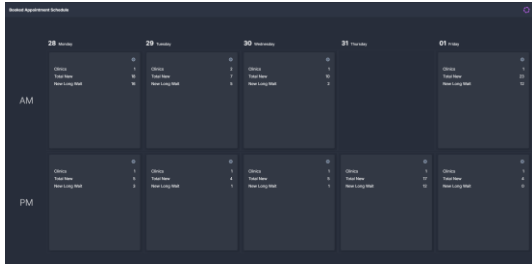
Buttons

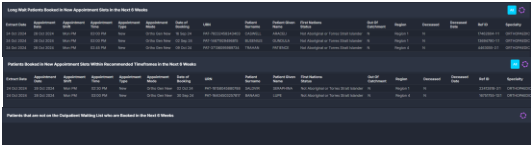
The following buttons are available in this component.

Button	Screenshot	Action
Patients		Clicking button displays: Long Wait Patients Booked in New Appointment Slots Detailed list of New Long Wait patients with an upcoming appointment.  Patients Booked in New Appointment Slots Within Recommended Timeframes Detailed list of New patients booked within the recommended timeframe with an upcoming appointment.  Patients that are not on the Outpatient Waiting List who are Booked Detailed list of any New patients who are not in the waiting list but have an upcoming appointment. 

Button	Screenshot	Action
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Booked New & Long Wait Appointment tiles only.

Component Tiles

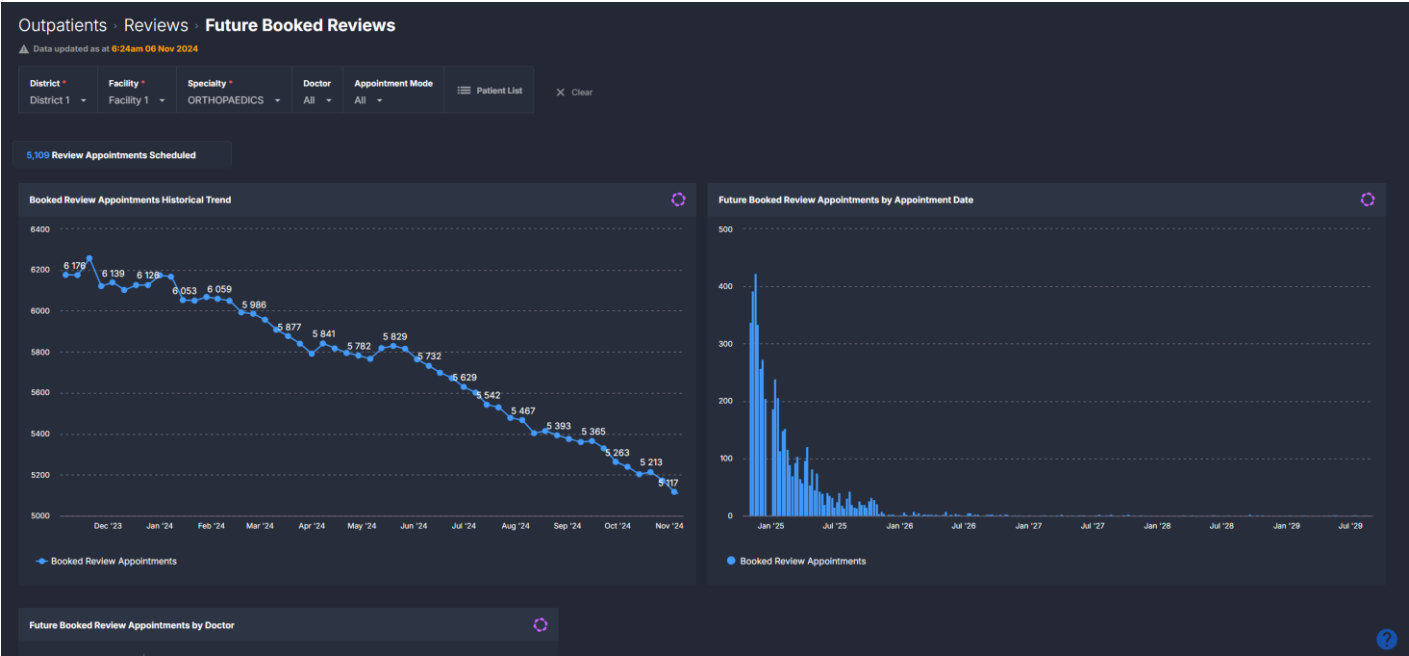
Tile	Screenshot	Explanation
Booked New & Long Wait Summary Metrics		Displays key metrics for the filtered selection of future booked new appointments: - Total Booked New Appointments - Booked New Long Wait Appointments - Percentage of Long Wait Appointments
Booked New & Long Wait Appointments for the Next XX		Chart displays a prospective view of the upcoming outpatient appointments by Total Booked New Appointments and Booked New Long Wait Appointments. Use the Time Period filter to adjust the chart and view either 6 weeks, 3 months, 6 months, or 12 months ahead. Note: clicking on a specific week in this chart will open in depth visualisation of that week.
Total Booked New Appointments by Doctor		Displays a summary of booked appointments for the selected week by doctor and the proportion of Total and Long Wait new appointments each doctor has.
Booked Appointment Schedule		Displays a calendar view of booked appointments for the selected week. It is broken down into the days of week and AM or PM session. Note: Selecting a session in this tile will adjust the surrounding charts and generate the clinic breakdown and patient lists below.

Tile	Screenshot	Explanation
Total Booked New Appointments by Clinic & Long Wait Status	 The screenshot shows a horizontal bar chart with a dark background. The title is 'Total Booked New Appointments by Clinic & Long Wait Status'. Below the title, it says 'CLINIC - A56372 (CL-74498)'. There are two bars: a blue bar representing 'Total Booked New Appointments' with a value of 5, and a green bar representing 'Booked New Long Wait Appointments' with a value of 3. A legend at the bottom indicates that blue represents 'Total Booked New Appointments' and green represents 'Booked New Long Wait Appointments'.	Displays a summary of booked appointments for the selected week by clinic and the proportion of Total and Long Wait new appointments each clinic has.
Patient Lists	 The screenshot shows two tables of patient data. The first table is titled 'Long Wait Patients Booked in New Appointment Slots in the Next 6 Weeks' and the second is titled 'Patients Booked in New Appointment Slots Within Recommended Timeframes in the Next 6 Weeks'. Both tables have columns for Patient Name, Date of Birth, Gender, Appointment Date, Appointment Time, Appointment Location, Appointment Status, and Appointment Type. The first table has 3 rows of data and the second table has 2 rows of data.	Displays detailed patient lists showing: - Long Wait Patients Booked in New Appointment Slots in the Next 6 Weeks - Patients Booked in New Appointment Slots Within Recommended Timeframes - Patients that are not on the Outpatient Waiting List who are Booked

Reviews

Future Booked Reviews

Future Booked Reviews tracks trends in review appointments, with drill-downs to doctor-level schedules. It highlights increasing review schedules and identifies patients with multiple future appointments. This helps doctors assess the need for continued reviews and supports appropriate discharges. Patient histories can be accessed for audits, aiding in identifying patients suitable for discharge and improving future patient management.



Filtering

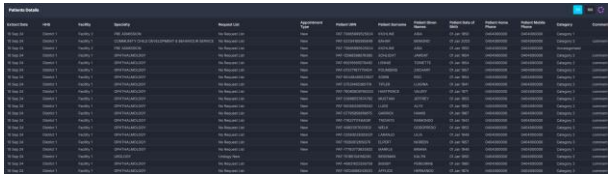
The following noteworthy options are available in this component’s **Filter Bar**:

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.

Buttons

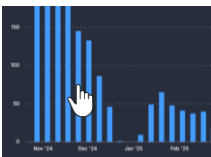
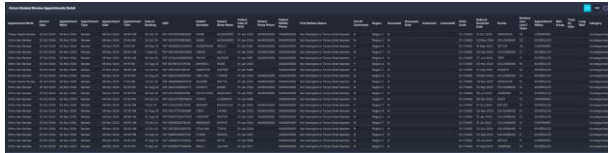
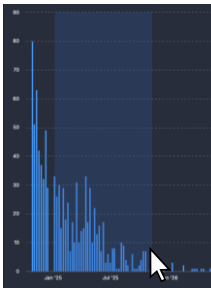
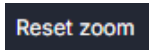
The following buttons are available in this component.

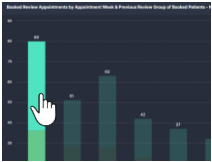
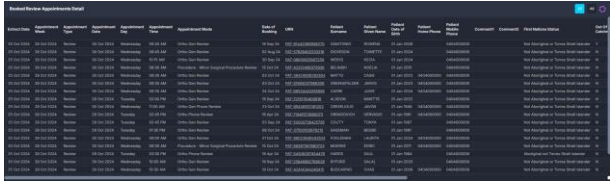
Button	Screenshot	Action
Patient List		Clicking button displays: Patients Details List List of the filtered selection of outpatients sorted by appointment date with key details such as Appointment Date and Time, Doctor, Clinic, and Category.

Button	Screenshot	Action
		

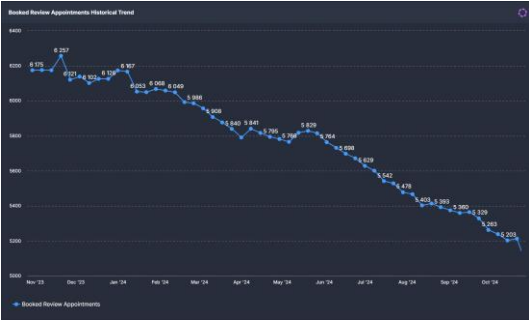
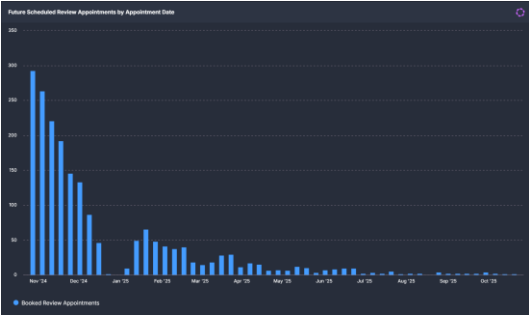
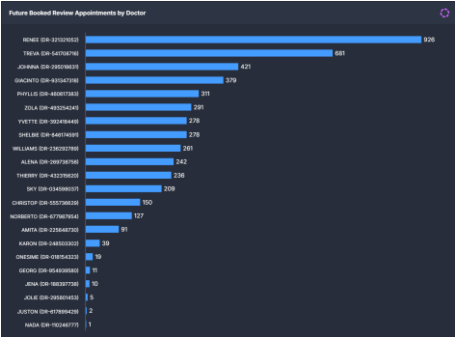
Interaction

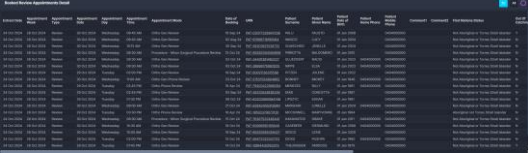
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.
Click on Chart		Clicking on a week in the Future Review Appointments by Appointment Date chart opens a Future Booked Review Appointments Detail list for all the patients booked for review appointments in the selected week. 
Click and Drag on Chart		Clicking and dragging your cursor over selected bars in the Future Review Appointments by Appointment Date Chart will magnify the view of the chart. Use the Reset zoom button to return to the entire view. 
Click on Chart		Clicking on a specific doctor in the Future Booked Review Appointments by Doctor generates Booked Review Appointments by Appointment Week & Previous Review Group of Booked Patients - Next 13 Weeks chart. 

Interaction	Screenshot	Action
Click on Chart		Clicking on a bar in the Booked Review Appointments by Appointment Week & Previous Review Group of Booked Patients chart will generate a corresponding Booked Review Appointments Detail patient list below.
		

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays summary of the total future booked review appointments in the source system.
Booked Review Appointments Historical Trend		Displays the historical trend of booked review appointments over the past 12 months.
Future Booked Review Appointments by Appointment Date		Chart displays the appointment dates of every review appointment booked in the source system. Dragging your cursor over a selection of bars will magnify the view. Note: Clicking on a bar will open detailed patient list for that week of review appointments.
Future Booked Review Appointments by Doctor		Displays a summary view of all the future booked review appointments broken down by treating doctor. Note: Clicking a bar of the specific doctor will generate the Booked Review Appointment by Appointment Week & Previous Review Group of Booked Patients chart to the right.

Tile	Screenshot	Explanation
Booked Review Appointments by Appointment Week & Previous Review Group of Booked Patients – Next 13 Weeks		Displays a view of all booked review appointments over the next 13 weeks for a selected doctor. Each colour in the bars represents the number of review appointments a patient has had over the past two years, making it easy to identify patients with frequent reviews. Note: By clicking on a bar for a specific week, you can generate a detailed patient list below.
Booked Review Appointment Details		Displays detailed patient list of the selected week, sorted by patients with the highest number of reviews over the past two years at the top, with a column showing each patient's number of Reviews over Last 2 Years.

High Frequency Reviews

High Frequency Reviews component allows users to audit patients who have had a high number of review appointments, with drill-downs into individual appointments by doctor and clinic. It provides patient lists of future booked appointments, sorted by the number of reviews each patient has had in the last 2 years. Users can click through to view individual appointment histories, helping identify patients who may no longer benefit from further reviews and could be discharged to free up capacity for new appointments.

Outpatients · Reviews · **High Frequency Reviews**

⚠ Data updated as at 6:24am 06 Nov 2024

District *
District 1

Facility *
Facility 1

Specialty *
ORTHOPAEDICS

Doctor
All

Appointment Mode
All

✕ Clear

High-Frequency Review Patients Booked for a Review in the Next 13 Weeks

36

100

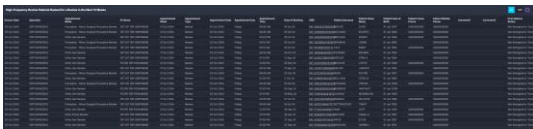
Extract Date	Specialty	Appointment Mode	Dr Name	Appointment Week	Appointment Type	Appointment Date	Appointment Day	Appointment Time	Date of Booking	URN	Patient Surname	Patient Given Name	Patient Date of Birth	Patient Home Phone
06 Nov 2024	ORTHOPAEDICS	Procedure - Minor Surgical Procedure Review	ELFREDIA IDR-062286909	04 Nov 2024	Review	08 Nov 2024	Friday	09:45 AM	01 Nov 24	PAT-3368880083863WASHO	ISAJI	01 Jan 1975	0404000000	
06 Nov 2024	ORTHOPAEDICS	Procedure - Minor Surgical Procedure Review	ELFREDIA IDR-062286909	04 Nov 2024	Review	08 Nov 2024	Friday	09:45 AM	01 Nov 24	PAT-616304842829271 CUSTOPE	BEATE	01 Jan 1960	0404000000	
06 Nov 2024	ORTHOPAEDICS	Procedure - Minor Surgical Procedure Review	ELFREDIA IDR-062286909	04 Nov 2024	Review	08 Nov 2024	Friday	08:45 AM	01 Nov 24	PAT-2078423272402FARRABINE	JUSTICE	01 Jan 1940	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	08 Nov 2024	Wednesday	10:45 AM	24 Oct 24	PAT-85878599004122EPRRO	BRENDON	01 Jan 2024	0404000000	
06 Nov 2024	ORTHOPAEDICS	Procedure - Minor Surgical Procedure Review	ELFREDIA IDR-062286909	04 Nov 2024	Review	08 Nov 2024	Friday	09:00 AM	01 Nov 24	PAT-6385363931835BALOK	JEMMY	01 Jan 1995	0404000000	
06 Nov 2024	ORTHOPAEDICS	Physio Peds Review	ALANNAH IDR-917207805	04 Nov 2024	Review	06 Nov 2024	Wednesday	08:30 AM	30 Oct 24	PAT-85878599004122EPRRO	BRENDON	01 Jan 2024	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	ELFREDIA IDR-062286909	04 Nov 2024	Review	08 Nov 2024	Friday	01:15 PM	06 Sep 24	PAT-461337169624995ARTMAN	ILEANA	01 Jan 1984	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	08 Nov 2024	Wednesday	08:45 AM	05 Nov 24	PAT-42778394061193POLKENS	ZEPH	01 Jan 2024	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	DIDI IDR-282450318	04 Nov 2024	Review	07 Nov 2024	Thursday	08:30 AM	24 Oct 24	PAT-6252497481666ROMAN	MAVERICK	01 Jan 1968	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	06 Nov 2024	Wednesday	01:15 PM	02 Aug 24	PAT-51025737106103 MICKELSON	HIBA	01 Jan 2022	0404000000	
06 Nov 2024	ORTHOPAEDICS	Physio Peds Review	ALANNAH IDR-917207805	04 Nov 2024	Review	06 Nov 2024	Wednesday	11:30 AM	23 Oct 24	PAT-56009070394819ENJAMIN	ELIGIO	01 Jan 2022	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	NICOLETTA IDR-411810151	04 Nov 2024	Review	06 Nov 2024	Wednesday	09:30 AM	28 Oct 24	PAT-6050998762968WHISTLEHUNT	MARGY	01 Jan 1963	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	06 Nov 2024	Wednesday	02:15 PM	02 Aug 24	PAT-0685162503818DBLASE	RAWIYA	01 Jan 2023	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	ANTWON IDR-324868507	04 Nov 2024	Review	06 Nov 2024	Wednesday	01:30 PM	04 Oct 24	PAT-785760161304880SPITAL	GERHARD	01 Jan 1952	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	ELFREDIA IDR-062286909	04 Nov 2024	Review	08 Nov 2024	Friday	02:00 PM	11 Oct 24	PAT-5102510960383FRANKSON	ELIGIA	01 Jan 1995	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	06 Nov 2024	Wednesday	09:45 AM	02 Aug 24	PAT-4143277038819BOLDE	LEANDRA	01 Jan 2024	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	06 Nov 2024	Wednesday	09:30 AM	23 Oct 24	PAT-7838628581888FAULKENBURG	TRIX	01 Jan 2024	0404000000	
06 Nov 2024	ORTHOPAEDICS	Procedure - Minor Surgical Procedure Review	ELFREDIA IDR-062286909	04 Nov 2024	Review	08 Nov 2024	Friday	10:00 AM	01 Nov 24	PAT-538661022601637ORGENSEN	HAYDEE	01 Jan 1984	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	06 Nov 2024	Wednesday	02:30 PM	02 Aug 24	PAT-7817652155987DEPNER	SUZAN	01 Jan 2023	0404000000	
06 Nov 2024	ORTHOPAEDICS	Ortho Gen Review	LETA IDR-008510345	04 Nov 2024	Review	06 Nov 2024	Wednesday	02:00 PM	24 Sep 24	PAT-0288530740416PAYANO	ESTHER	01 Jan 2021	0404000000	

Filtering

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

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of high frequency review bookings for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode . Examples include In Person , Telehealth , Phone .

Component Tiles

Tile	Screenshot	Explanation
Patient Details		Tile is a detailed table that shows all the patients with a scheduled review appointment in the next 13 weeks. Patients are ordered by the number of reviews they have had within the last 2 years. The list can be filtered to specialty, doctor and appointment mode level allowing audit of patients that have had a high number of productive review appointments.

Clinic Effectiveness

New & Review Appointments

New & Review Appointments component displays trends from the previous year for specialty-level new and review appointments. Users can drill down to individual doctor and clinic-level analyses within selected weeks and compare selections with historical trends using **SystemView** visualisations. This component highlights clinic productivity, variations between doctors within the same specialty, and weekly capacity fluctuations. It also allows exploration of new-to-review ratios at the doctor and clinic levels.



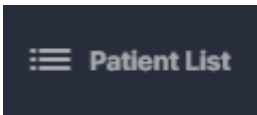
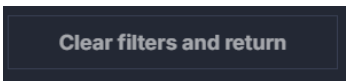
Filtering

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

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode . Examples include In Person , Telehealth , Phone .
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slots only.

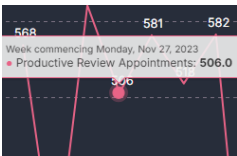
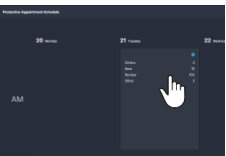
Buttons

The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments – Previous 52 Weeks List of the filtered selection of outpatients with key details such as Appointment Type, Date of Booking, Appointment Mode, etc.
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments Trend tiles only.

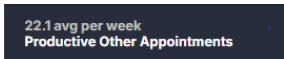
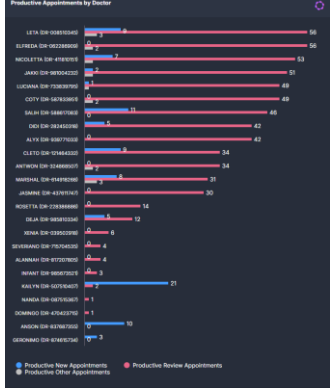
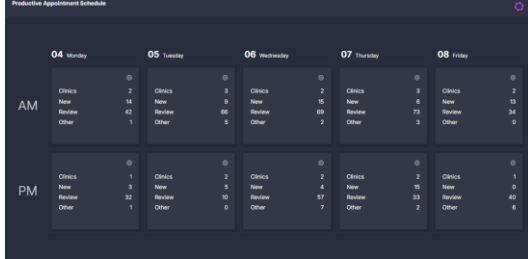
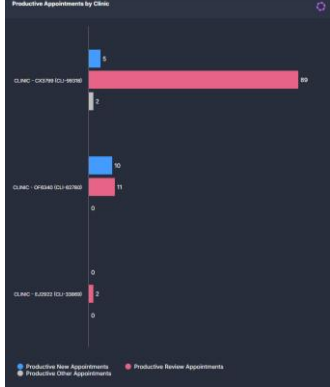
Interaction

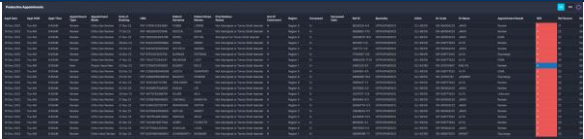
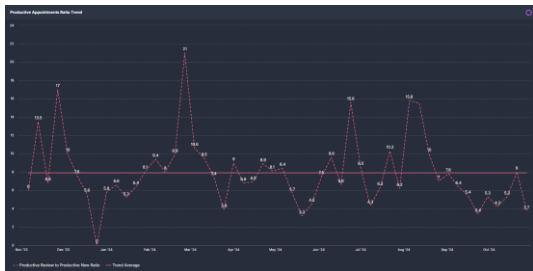
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.
Click on Chart		Clicking on a specific week in the Productive Appointments Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule table will adjust the surrounding tiles and generate the Productive Appointments by Clinic, Productive Appointment Trend, and Productive Appointment Ratio Trend charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of productive* appointments, including: - Ratio of New to Review appointments: - Total New Productive Appointments - Total Review Productive Appointments - Total Other Productive Appointments

Tile	Screenshot	Explanation
		<i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>
Productive Appointment Trend		Chart displays a historical analysis of the previous 12 month trend of productive appointments by New, Review, and Other Appointment Type. <i>Tip:</i> clicking on a specific week in this chart will open in depth visualisation of that week.
Productive Appointments by Doctor		Displays a summary of productive appointments for the selected week by doctor and the proportion of New, Review, and Other appointments each doctor had.
Productive Appointment Schedule		Displays a calendar view of productive appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.
Productive Appointments by Clinic		Displays a summary of productive appointments for the selected week by clinic and the proportion of New, Review, and Other appointments each clinic had. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.
Productive Appointments Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of productive appointments by New, Review, and Other Appointment Type specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive Appointments for the selected week and filtered selection.

Tile	Screenshot	Explanation
		
Productive Appointments Ratio Trend		Displays the difference in productive reviews compared to new from the Productive Appointment Trend chart and adds a trend average.

New Appointments Not From The Waiting List

New Appointments Not From The Wait List tracks specialty-level trends of patients treated in new appointments who were not on the waiting list at the start of the appointment week, helping to understand unscheduled demand. Users can drill down to specific weeks for doctor and clinic-level analyses and access patient-level details. This component helps identify unscheduled appointments, including potential incorrect bookings, improving booking processes, capacity calculations, and monitoring interventions.



Filtering

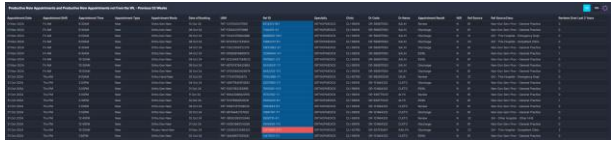
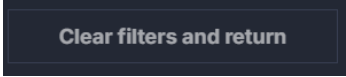
The following noteworthy options are available in this component’s **Filter Bar**:

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slots only.

Buttons

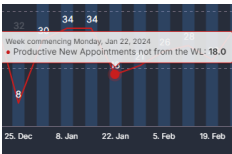
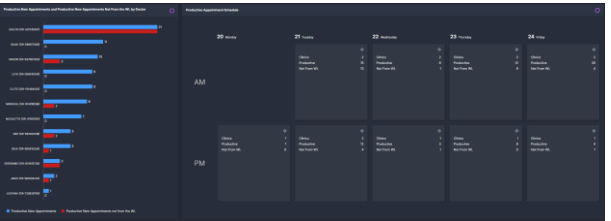
The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive New Appointments and Productive New Appointments not from the WL - Previous 52 Weeks

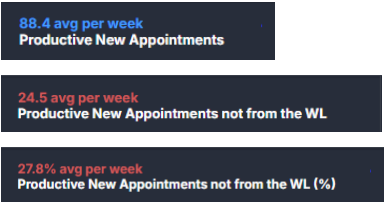
Button	Screenshot	Action
		List of the filtered selection of outpatients with key details such as Appointment Date, Appointment Result, Reviews Over Last 2 Years, etc. 
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive New Appointments and Productive New Appointments not from the WL Trend tiles only.

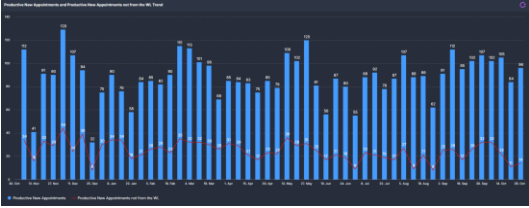
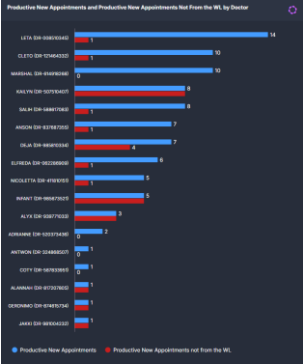
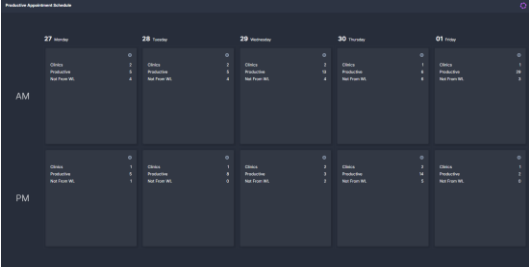
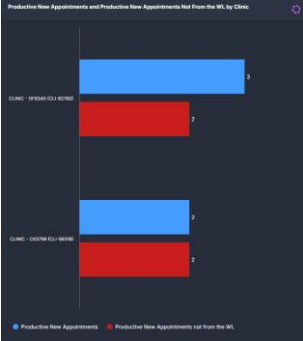
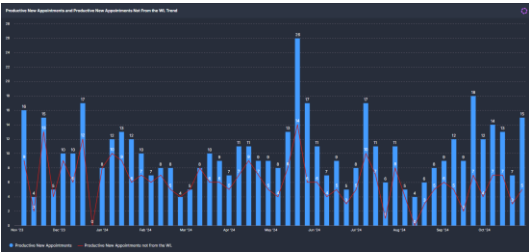
Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.
Click on Chart	 	Clicking on a specific week in the Productive New Appointments chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule table will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of productive* new appointments, and those not from the waitlist on average per week: - Total New Productive Appointments - New Productive Appointments not from the waitlist - Percentage of New Productive Appointments not from the waitlist out of Total New Productive Appointments <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>

Tile	Screenshot	Explanation
Productive New Appointments and Productive New Appointments not from the WL Trend		Chart displays a historical analysis of the previous 12 month trend of Total Productive New appointments and Productive New Appointments not from the waitlist. <i>Tip:</i> clicking on a specific week in this chart will open in depth visualisation of that week.
Productive New Appointments and Productive New Appointments Not From the WL by Doctor		Displays a summary of productive appointments for the selected week by clinic and the proportion of New, and New not from the Waitlist appointments each doctor had.
Productive Appointment Schedule		Displays a calendar view of the number of productive new appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.
Productive New Appointments and Productive New Appointments Not From the WL by Clinic		Displays a summary of productive appointments for the selected week by clinic and the proportion of New, and New not from the Waitlist appointments each clinic had. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.
Productive New Appointments and Productive New Appointments Not From the WL Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of productive appointments by New and New not from the Waitlist specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive New Appointments and Productive New Appointments not from the WL for the selected week and filtered selection. 

Tile	Screenshot	Explanation
Productive New Appointments Not From the WL (%) Trend		Displays the difference in productive news compared to news not from the waitlist from the Productive New Appointments and Productive New Appointments Not From the WL Trend above chart and adds a trend average.

FTA/DNA Trends

FTA Trends tracks **Fail to Attend/Did Not Attend** trends for both new and review appointments across specialties. Users can drill down to specific weeks, doctors, and clinics, viewing patient-level details, including the number of FTAs each patient has had in the past 2 years. This component helps understand FTA variations across specialties, doctors, and clinics, while enabling audits of recent FTA appointments to identify and appropriately discharge patients with high numbers of FTAs.

Please note: This component may display as **DNA Trends** in your environment.



Filtering

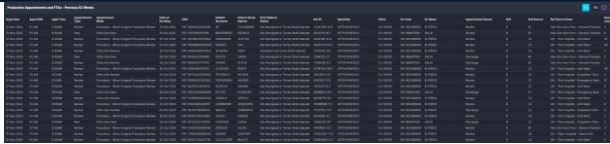
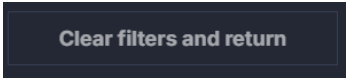
The following noteworthy options are available in this component’s **Filter Bar**:

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slows only.

Buttons

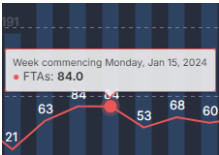
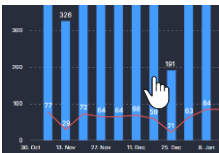
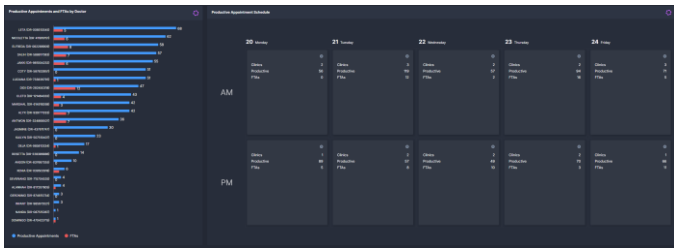
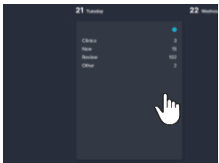
The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments and FTAs – Previous 52 Weeks List of the filtered selection of outpatients with key details such as Appointment Type, Review Over Last 2 Year, FTAs Over Last 2 Years.

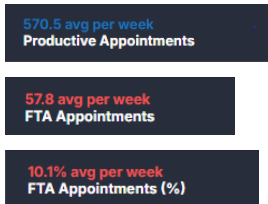
Button	Screenshot	Action
		
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments and FTAs Trend tiles only.

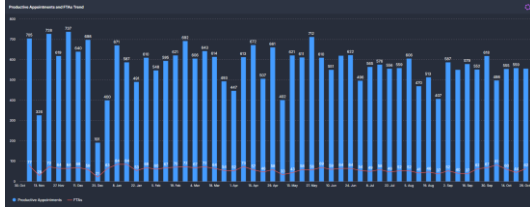
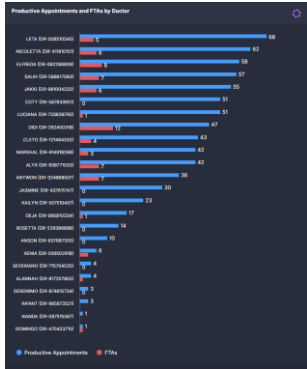
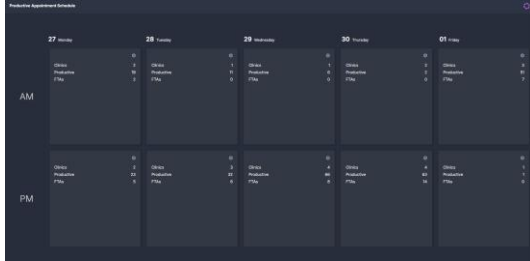
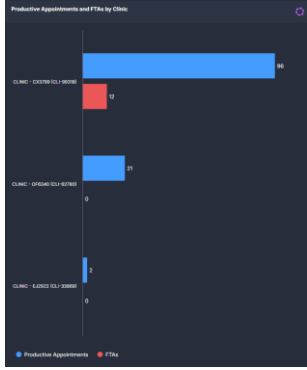
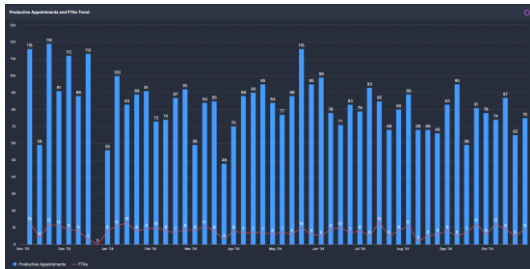
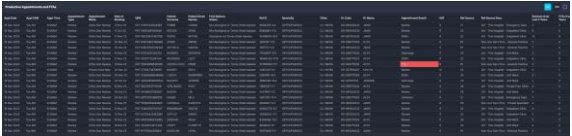
Interaction

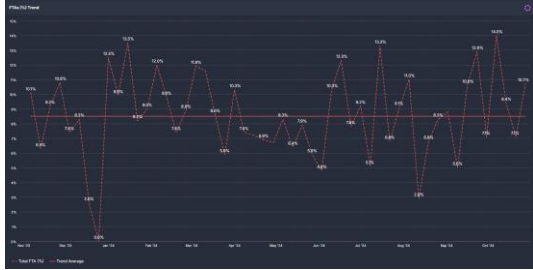
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.
Click on Chart	 	Clicking on a specific week in the Productive Appointments and FTAs Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule chart will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

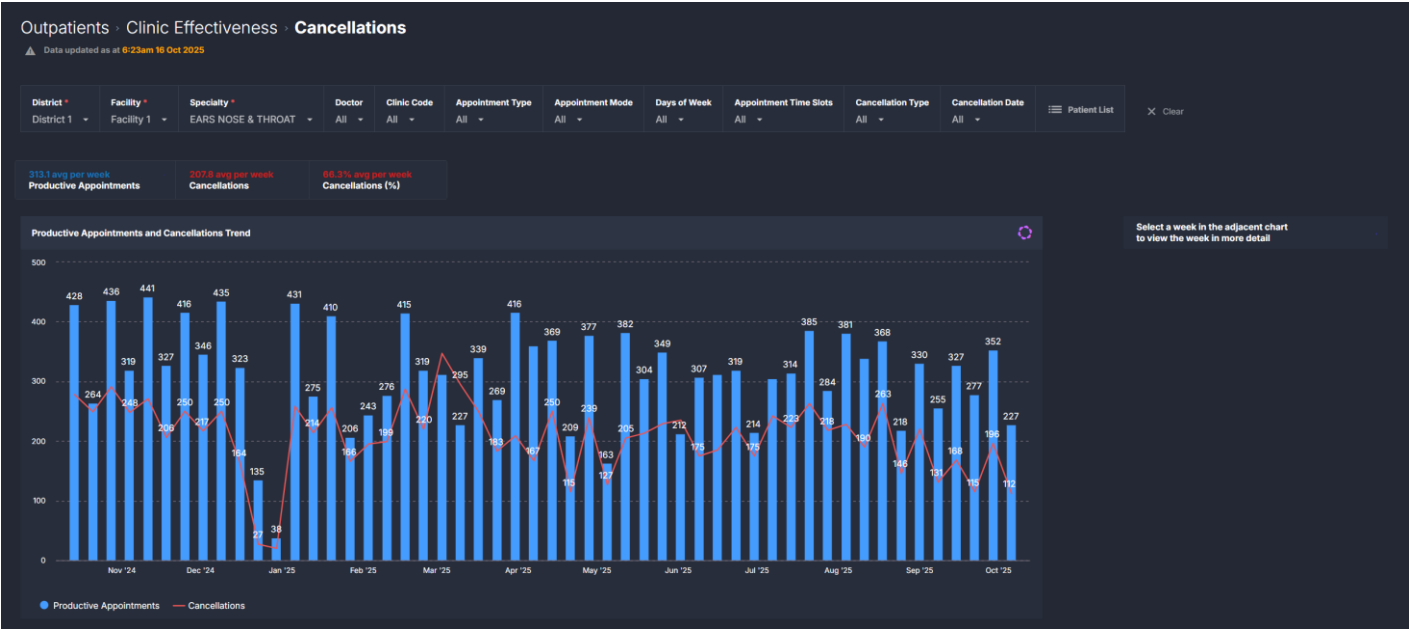
Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of total productive* appointments and the amount of appointments that were failed to attend on average per week: - Total Productive Appointments - Total Failed to Attend Appointments - Percentage of scheduled appointments Failed to Attend <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>

Tile	Screenshot	Explanation
Productive Appointments and FTAs Trend		Chart displays a historical analysis of the previous 12-month trend of Productive Appointments and Failed to Attend appointments. <i>Tip:</i> clicking on a specific week in this chart will open in depth visualisation of that week.
Productive Appointments and FTAs by Doctor		Displays a summary of Productive Appointments for the selected week by doctor and the proportion of Failed to Attend scheduled appointments each doctor had.
Productive Appointment Schedule		Displays a calendar view of the number of productive appointments and Failed to Attend appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.
Productive Appointments and FTAs by Clinic		Displays a summary of Productive Appointments for the selected week by clinic and the proportion of Failed to Attend scheduled appointments each clinic had. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.
Productive Appointments and FTAs Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Failed to Attend appointments specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive Appointments and FTAs for the selected week and filtered selection. 

Tile	Screenshot	Explanation
FTAs (%) Trend		Displays the total FTA as a percentage trend and includes an overall trend average.

Cancellations

The **Cancellations** component enables users to monitor outpatient appointment cancellations and identify who cancelled, why, and when. The component displays trends in cancelled appointments across specialties, clinics, and doctors, allowing users to understand how cancellations impact overall clinic activity. Users can also view cancellation reasons, when the appointment was cancelled, and whether the cancellation was made by the hospital or the patient to provide further insight into why appointments are being lost.



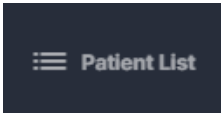
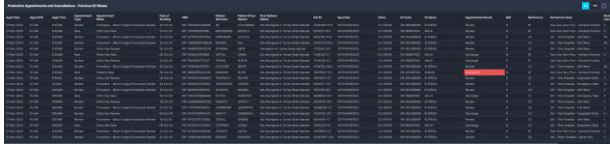
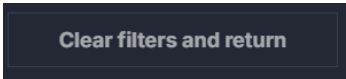
Filtering

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

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slows only.
Cancellation Type	Allows filtering by whether the cancellation was made by the Patient or the Hospital, or view All cancellations.	Cancellation Date	Enables filtering based on when the appointment was cancelled, such as Post appointment, Same day, Previous day, 2–3 days before, 4–7 days before, 1–2 weeks before, 2–6 weeks before, 6–8 weeks before, 8–12 weeks before, or 12+ weeks before.

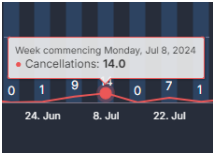
Buttons

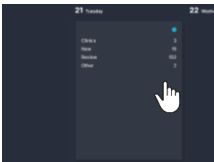
The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments and Cancellations - Previous 52 Weeks Displays all cancelled and productive appointments for the past 12 months (or selected week).  The table shows detailed information for each appointment, including the <i>Appointment Result</i>, and also includes additional columns that provide context around each cancellation: ▪ Cancellation Reason: The description of the reason entered in the hospital's source system. ▪ Cancellation Date: The exact date the appointment was cancelled. ▪ Cancellation Days Notice: How many days before the appointment the cancellation occurred. ▪ Cancellation Originator: Whether the cancellation was made by the <i>hospital</i> or the <i>patient</i>. ▪ Reviews: The total number of review appointments the patient has had in the same specialty over the past two years. ▪ Cancellations: The total number of cancellations the patient has had in the same specialty over the past two years. These details allow users to identify trends in cancellation behaviour, such as short-notice cancellations or recurring reasons.
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments and Cancellations Trend tiles only.

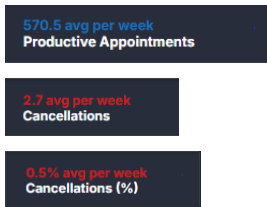
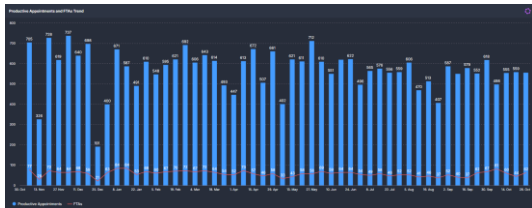
Interaction

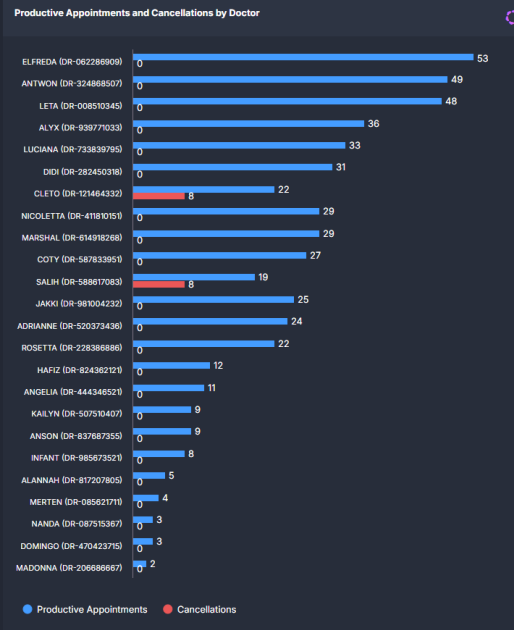
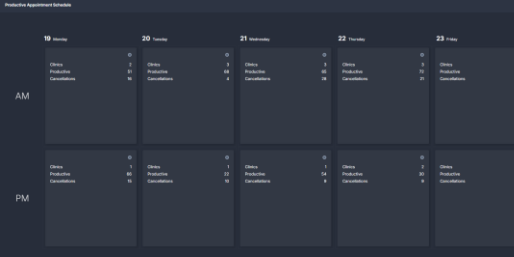
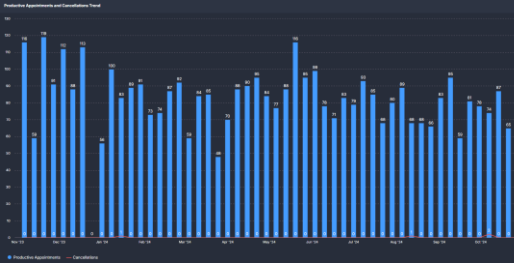
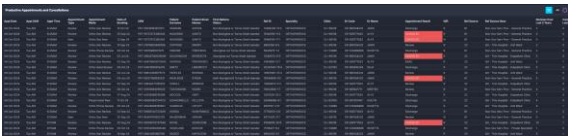
The following interactions are available in this component.

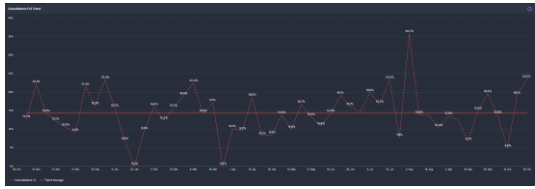
Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.

Interaction	Screenshot	Action
Click on Chart		Clicking on a specific week in the Productive Appointments and Cancellations Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule table will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of total productive* appointments and the amount of appointments that were Cancelled on average per week: - Total Productive Appointments - Total Cancelled Appointments Percentage of appointments Cancelled <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>
Productive Appointments and FTAs Trend		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Cancelled appointments. <i>Tip:</i> clicking on a specific week in this chart will open in depth visualisation of that week (listed below).
Cancellation Type Originator		Displays the number of cancelled appointments per originator (Patient, Hospital, or Unknown) for the selected week. This chart helps users understand which cancellations were initiated by patients and which were initiated by the hospital.

Title	Screenshot	Explanation																																																																											
Productive Appointments and FTAs by Doctor	 <table border="1"> <thead> <tr> <th>Doctor</th> <th>Productive Appointments</th> <th>Cancellations</th> </tr> </thead> <tbody> <tr><td>ELFREDA (DR-062286909)</td><td>53</td><td>0</td></tr> <tr><td>ANTWON (DR-324868507)</td><td>49</td><td>0</td></tr> <tr><td>LETA (DR-008510345)</td><td>48</td><td>0</td></tr> <tr><td>ALYX (DR-939771033)</td><td>36</td><td>0</td></tr> <tr><td>LUCIANA (DR-733839793)</td><td>33</td><td>0</td></tr> <tr><td>DIDI (DR-282450318)</td><td>31</td><td>0</td></tr> <tr><td>CLETO (DR-121464332)</td><td>22</td><td>8</td></tr> <tr><td>NICOLETTA (DR-411810151)</td><td>29</td><td>0</td></tr> <tr><td>MARSHAL (DR-614918268)</td><td>29</td><td>0</td></tr> <tr><td>COTY (DR-587833961)</td><td>27</td><td>0</td></tr> <tr><td>SALIH (DR-588617083)</td><td>19</td><td>8</td></tr> <tr><td>JAKKI (DR-981004232)</td><td>25</td><td>0</td></tr> <tr><td>ADRIANNE (DR-520373436)</td><td>24</td><td>0</td></tr> <tr><td>ROSETTA (DR-228386886)</td><td>22</td><td>0</td></tr> <tr><td>HAFIZ (DR-824362121)</td><td>12</td><td>0</td></tr> <tr><td>ANGELIA (DR-444346521)</td><td>11</td><td>0</td></tr> <tr><td>KAILYN (DR-507510407)</td><td>9</td><td>0</td></tr> <tr><td>ANSON (DR-837687355)</td><td>9</td><td>0</td></tr> <tr><td>INFANT (DR-985673521)</td><td>8</td><td>0</td></tr> <tr><td>ALANNAH (DR-817207805)</td><td>5</td><td>0</td></tr> <tr><td>MERTEN (DR-085621711)</td><td>4</td><td>0</td></tr> <tr><td>NANDA (DR-087515367)</td><td>3</td><td>0</td></tr> <tr><td>DOMINGO (DR-470423715)</td><td>3</td><td>0</td></tr> <tr><td>MADONNA (DR-206686667)</td><td>2</td><td>0</td></tr> </tbody> </table>	Doctor	Productive Appointments	Cancellations	ELFREDA (DR-062286909)	53	0	ANTWON (DR-324868507)	49	0	LETA (DR-008510345)	48	0	ALYX (DR-939771033)	36	0	LUCIANA (DR-733839793)	33	0	DIDI (DR-282450318)	31	0	CLETO (DR-121464332)	22	8	NICOLETTA (DR-411810151)	29	0	MARSHAL (DR-614918268)	29	0	COTY (DR-587833961)	27	0	SALIH (DR-588617083)	19	8	JAKKI (DR-981004232)	25	0	ADRIANNE (DR-520373436)	24	0	ROSETTA (DR-228386886)	22	0	HAFIZ (DR-824362121)	12	0	ANGELIA (DR-444346521)	11	0	KAILYN (DR-507510407)	9	0	ANSON (DR-837687355)	9	0	INFANT (DR-985673521)	8	0	ALANNAH (DR-817207805)	5	0	MERTEN (DR-085621711)	4	0	NANDA (DR-087515367)	3	0	DOMINGO (DR-470423715)	3	0	MADONNA (DR-206686667)	2	0	Displays a summary of Productive Appointments for the selected week by doctor and the proportion of Cancelled appointments each doctor had.
Doctor	Productive Appointments	Cancellations																																																																											
ELFREDA (DR-062286909)	53	0																																																																											
ANTWON (DR-324868507)	49	0																																																																											
LETA (DR-008510345)	48	0																																																																											
ALYX (DR-939771033)	36	0																																																																											
LUCIANA (DR-733839793)	33	0																																																																											
DIDI (DR-282450318)	31	0																																																																											
CLETO (DR-121464332)	22	8																																																																											
NICOLETTA (DR-411810151)	29	0																																																																											
MARSHAL (DR-614918268)	29	0																																																																											
COTY (DR-587833961)	27	0																																																																											
SALIH (DR-588617083)	19	8																																																																											
JAKKI (DR-981004232)	25	0																																																																											
ADRIANNE (DR-520373436)	24	0																																																																											
ROSETTA (DR-228386886)	22	0																																																																											
HAFIZ (DR-824362121)	12	0																																																																											
ANGELIA (DR-444346521)	11	0																																																																											
KAILYN (DR-507510407)	9	0																																																																											
ANSON (DR-837687355)	9	0																																																																											
INFANT (DR-985673521)	8	0																																																																											
ALANNAH (DR-817207805)	5	0																																																																											
MERTEN (DR-085621711)	4	0																																																																											
NANDA (DR-087515367)	3	0																																																																											
DOMINGO (DR-470423715)	3	0																																																																											
MADONNA (DR-206686667)	2	0																																																																											
Productive Appointment Schedule		Displays a calendar view of the number of productive appointments and Cancelled appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.																																																																											
Productive Appointments and FTAs by Clinic	 <table border="1"> <thead> <tr> <th>Clinic</th> <th>Productive Appointments</th> <th>Cancellations</th> </tr> </thead> <tbody> <tr><td>CLINIC 1 (000000001)</td><td>53</td><td>13</td></tr> <tr><td>CLINIC 2 (000000002)</td><td>2</td><td>0</td></tr> </tbody> </table>	Clinic	Productive Appointments	Cancellations	CLINIC 1 (000000001)	53	13	CLINIC 2 (000000002)	2	0	Displays a summary of Productive Appointments for the selected week by clinic and the proportion of Cancelled scheduled appointments each clinic had. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.																																																																		
Clinic	Productive Appointments	Cancellations																																																																											
CLINIC 1 (000000001)	53	13																																																																											
CLINIC 2 (000000002)	2	0																																																																											
Productive Appointments and FTAs Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Cancelled appointments specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive Appointments and Cancellations for the selected week and filtered selection. 																																																																											

Tile	Screenshot	Explanation
Cancellations (%) Trend		Displays the total cancellations as a percentage trend and includes an overall trend average.

Discharges

Discharges displays historic discharge trends from new and review appointments at the specialty level, with drill-down options for appointment week, doctor, clinic, and patient-level details. It allows users to compare discharge trends over time using **SystemView** visualisations. This component highlights variations in discharge rates between doctors within the same specialty and supports discussions with clinicians by providing detailed appointment-level data for audits.



Filtering

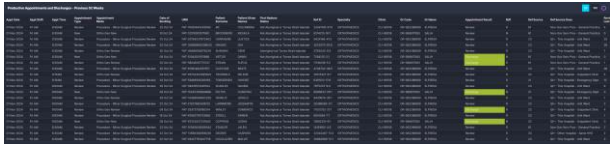
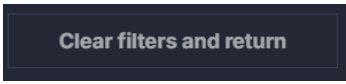
The following noteworthy options are available in this component’s **Filter Bar**:

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slows only.

Buttons

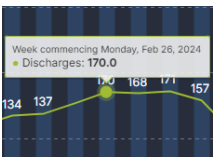
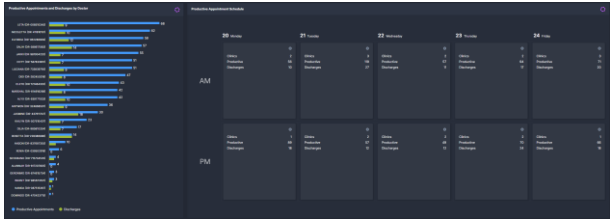
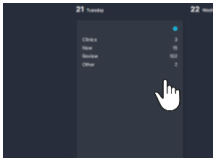
The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments and Discharges - Previous 52 Weeks

Button	Screenshot	Action
		List of the filtered selection of outpatients with key details such as Appointment Type, Appointment Result, and Cancellations over the past 2 Years. 
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments and Discharges Trend tiles only.

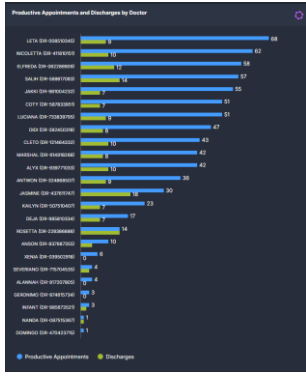
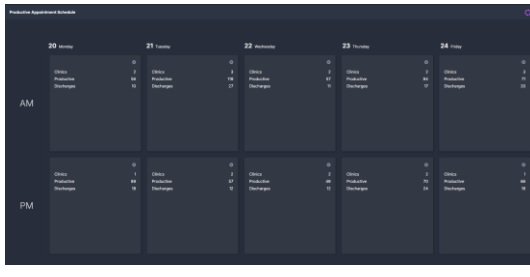
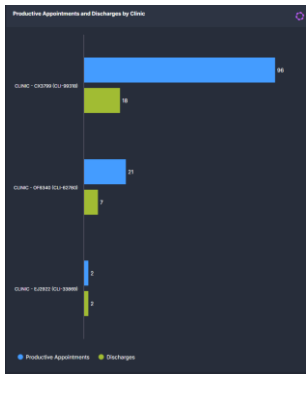
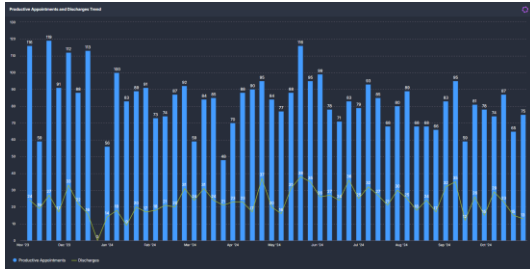
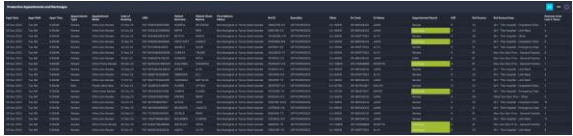
Interaction

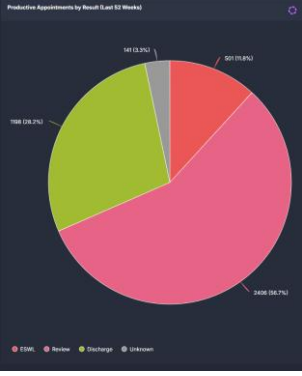
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.
Click on Chart		Clicking on a specific week in the Productive Appointments and Discharges Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level. 
Click on Table		Clicking on a specific session in the Productive Appointment Schedule chart will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of total productive* appointments and the amount of appointments that were discharged on average per week: - Total Productive Appointments - Total Discharged Appointments - Percentage of appointments Discharged <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>

Tile	Screenshot	Explanation
Productive Appointments and Discharges Trend		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Discharged appointments. <i>Tip:</i> clicking on a specific week in this chart will open in depth visualisation of that week.
Productive Appointments and Discharges by Doctor		Displays a summary of Productive Appointments for the selected week by doctor and the proportion of Discharged appointments each doctor had.
Productive Appointment Schedule		Displays a calendar view of the number of productive appointments and discharged appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.
Productive Appointments and Discharges by Clinic		Displays a summary of Productive Appointments for the selected week by clinic and the proportion of Discharged scheduled appointments each clinic had. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.
Productive Appointments and Discharges Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and the proportion of Discharged appointments specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive Appointments and Discharges for the selected week and filtered selection. 

Tile	Screenshot	Explanation															
Productive Appointment by Result (Last 52 Weeks)	 <table border="1"> <caption>Productive Appointments by Result (Last 52 Weeks)</caption> <thead> <tr> <th>Result</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Review</td> <td>3438</td> <td>56.7%</td> </tr> <tr> <td>Discharged</td> <td>1388</td> <td>23.2%</td> </tr> <tr> <td>ESWL</td> <td>811</td> <td>13.2%</td> </tr> <tr> <td>Unknown</td> <td>443</td> <td>6.9%</td> </tr> </tbody> </table>	Result	Count	Percentage	Review	3438	56.7%	Discharged	1388	23.2%	ESWL	811	13.2%	Unknown	443	6.9%	Displays the outcomes of Productive Appointments over the previous 52 weeks and the percentage of each outcome: - Added to the Elective Surgery Waiting List - Review appointment booked - Discharged - Unknown
Result	Count	Percentage															
Review	3438	56.7%															
Discharged	1388	23.2%															
ESWL	811	13.2%															
Unknown	443	6.9%															
Discharged (%) Appointment Trend		Displays the total discharges as a percentage trend and includes an overall trend average.															

Review Appointment Generations

Review Appointment Generation tracks historic rates of review appointment generation from both new and review appointments, with drill-down options for appointment week, doctor, clinic, and appointment-level data. It also includes analyses of each patient's previous review appointments over the last 2 years. This component highlights variation in review appointment generation among doctors within the same specialty and supports discussions by enabling audits of the appropriateness of each appointment outcome.



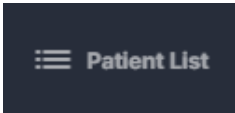
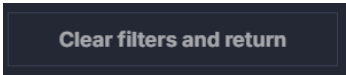
Filtering

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

Filter	Description	Filter	Description
Doctor	Allows narrowing down of the component to a specific doctor, providing a view of future booked appointments for that doctor only.	Appointment Mode	Refers to type of appointment booked. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.
Clinic Code	Allows narrowing down of the component to a specific clinic, providing a view of previous trends for that clinic only.	Days of Week	Allows filtering of the component to show previous appointment trends for all days or specific days of the week only.
Appointment Type	Allows view of All appointments or New, Review or Other appointments only.	Appointment Time Slots	Allows filtering of the component to show previous appointment trends for all or AM, or PM time slots only.

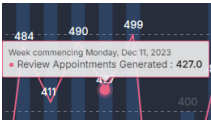
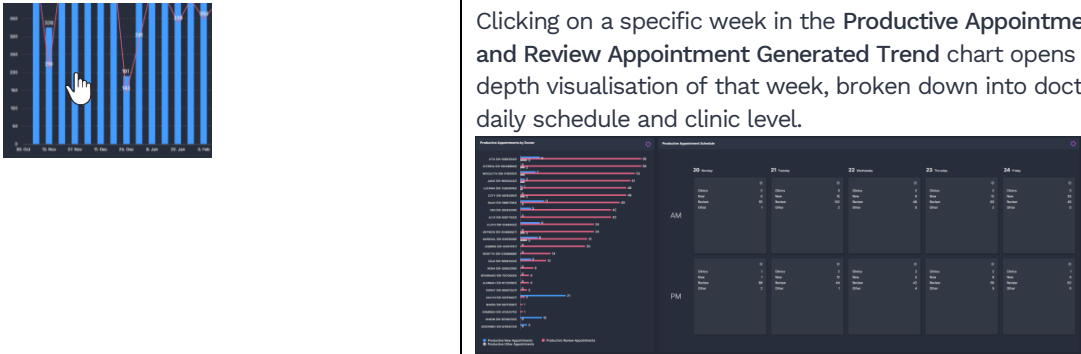
Buttons

The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments and Review Appointments Generated - Previous 52 Weeks List of the filtered selection of outpatients with key details such as Appointment Result, Appointment Date, Appointment Mode, etc.
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments and Review Appointment Generated Trend tiles only.

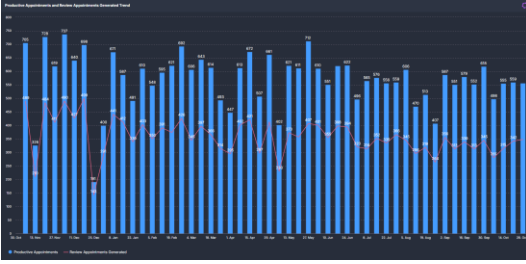
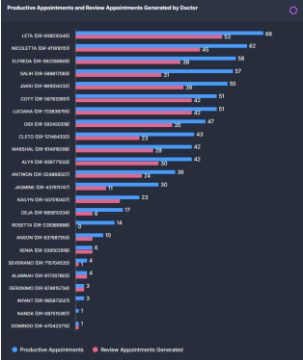
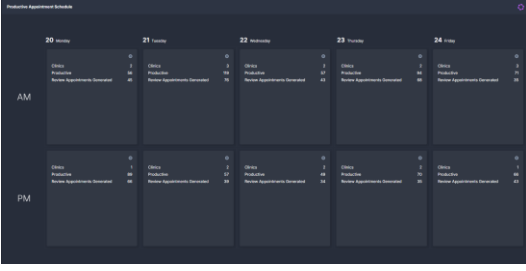
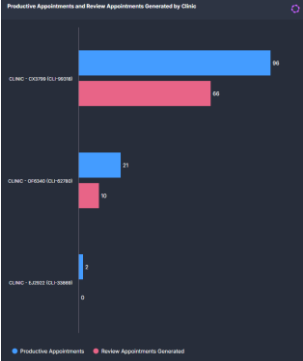
Interaction

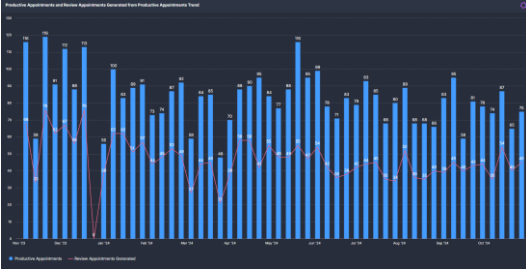
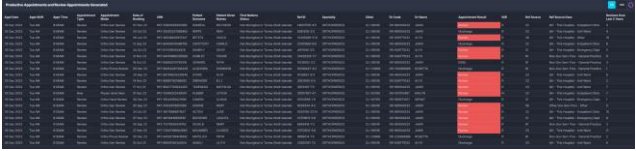
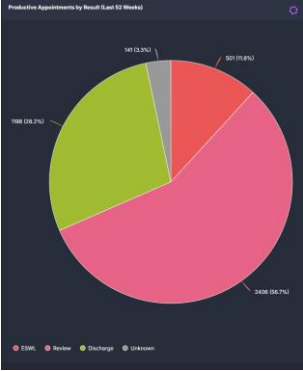
The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.
Click on Chart		Clicking on a specific week in the Productive Appointments and Review Appointment Generated Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule table will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of productive* appointments and the proportion of subsequent review appointments generated from those appointments: - Productive Appointments - Review Appointment Generated

Title	Screenshot	Explanation
		Percentage of Productive Appointments which had Review Appointments Generated <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>
Productive Appointment and Review Appointments Generated Trend		Chart displays a historical analysis of the previous 12-month trend of Productive Appointments and the proportion of subsequent Review Appointments Generated. <i>Tip:</i> clicking on a specific week in this chart will open in depth visualisation of that week.
Productive Appointments and Review Appointment Generated by Doctor		Displays a summary of Productive Appointments for the selected week by doctor and the proportion of those appointments which had a subsequent Review Appointment Generated for each doctor.
Productive Appointment Schedule		Displays a calendar view of productive appointments and reviews appointment generated from those appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.
Productive Appointments and Review Appointments Generated by Clinic		Displays a summary of Productive Appointments for the selected week by clinic and the proportion of those appointments which had a subsequent Review Appointment Generated for each clinic. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.

Title	Screenshot	Explanation
Productive Appointments and Review Appointments Generated Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and Review Appointments Generated, from those appointments specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive Appointments and Review Appointments Generated for the selected week and filtered selection. 
Productive Appointment by Result (Last 52 Weeks)		Displays the outcomes of Productive Appointments over the previous 52 weeks and the percentage of each outcome: ■ Added to the Elective Surgery Waiting List ■ Review appointment booked ■ Discharged ■ Unknown
Review Appointments Generated from Productive Appointments (%) Trend		Displays the total review appointment generated as a percentage trend and includes an overall trend average.

Conversions to Elective Surgery

Conversions to Elective Surgery tracks trends in patient conversions to elective surgery from both new and review outpatient appointments, with drill-down options for appointment week, doctor, clinic, and individual appointment details. It highlights variation in conversion rates to elective surgery among doctors within the same specialty and allows users to audit the appropriateness of these conversions based on appointment type and outcomes, facilitating discussions and improving appointment outcome usage.



Buttons

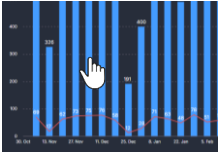
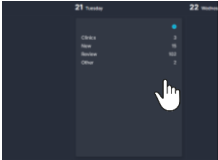
The following buttons are available in this component.

Button	Screenshot	Action
Patient List		Clicking button displays: Productive Appointments and Conversions to Elective Surgery - Previous 52 Weeks List of the filtered selection of outpatients with key details such as Appointment Result, Appointment Date, Appointment Mode, etc.
Clear filters and return		Clicking button returns component to initial component screen displaying the Metrics and Productive Appointments and Conversions to Elective Surgery Trend tiles only.

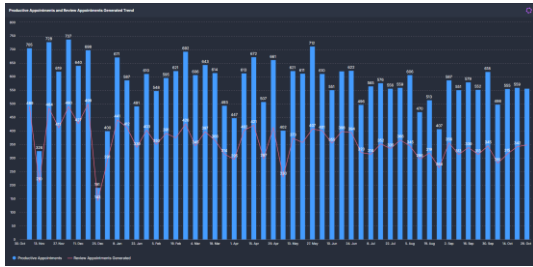
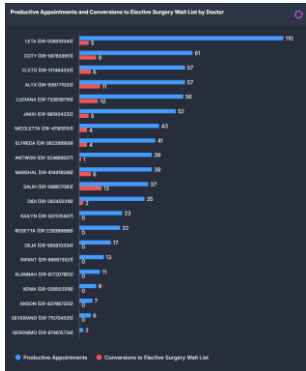
Interaction

The following interactions are available in this component.

Interaction	Screenshot	Action
Hover Over Chart		Hovering over a point in any of the charts in this component displays data point details.

Interaction	Screenshot	Action
Click on Chart		Clicking on a specific week in the Productive Appointments and Conversions to Elective Surgery Wait List Trend chart opens an in-depth visualisation of that week, broken down into doctor, daily schedule and clinic level.
Click on Table		Clicking on a specific session in the Productive Appointment Schedule table will adjust the surrounding tiles and generate the subsequent charts.

Component Tiles

Tile	Screenshot	Explanation
Summary Metrics		Displays key metrics for the filtered selection of productive* appointments and the proportion of subsequent conversions to elective surgery from those appointments: - Productive Appointments - Elective Surgery Wait List generated - Percentage of Productive Appointments which had an Elective Surgery Wait List generated <i>*Productive appointment is an appointment where a patient has been registered in the source system as having attended and departed the session or checked in and checked out for that visit.</i>
Productive Appointment and Review Appointments Generated Trend		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and the proportion of those appointments which were Conversions to Elective Surgery Wait List. Tip: clicking on a specific week in this chart will open in depth visualisation of that week.
Productive Appointments and Review Appointment Generated by Doctor		Displays a summary of Productive Appointments for the selected week by doctor and the proportion of those appointments which were Conversions to Elective Surgery Wait List for each doctor.

Tile	Screenshot	Explanation
Productive Appointment Schedule		Displays a calendar view of productive appointments and conversion to elective surgery from those appointments for the selected week. It is broken down into the days of week and AM or PM session. <i>Tip:</i> Selecting a session in this tile will apply a Days of Week filter to the entire component and generate the subsequent charts.
Productive Appointments and Conversion to Elective Surgery Wait List by Clinic		Displays a summary of Productive Appointments for the selected week by clinic and the proportion of those appointments which were Conversions to Elective Surgery Wait List for each clinic. <i>Note:</i> Clicking a bar on this chart will apply a Clinic Code filter for the entire component.
Productive Appointments and Conversions to Elective Surgery Wait List Trend (for Day of Week)		Chart displays a historical analysis of the previous 12 month trend of Productive Appointments and the proportion of those which were Conversions to Elective Surgery Wait List specific to the selected Days of Week filter. <i>Tip:</i> Selecting a week in this chart displays a detailed patient list of all the Productive Appointments and Conversion to Elective Surgery Wait List for the selected week and filtered selection.
Productive Appointment by Result (Last 52 Weeks)		Displays the outcomes of Productive Appointments over the previous 52 weeks and the percentage of each outcome: - Added to the Elective Surgery Waiting List - Review appointment booked - Discharged - Unknown
Conversions to Elective Surgery Wait List from Productive Appointments (%) Trend		Displays the total appointments that had conversion to elective surgery as a percentage trend and includes an overall trend average.

Request List

FTA Request List

FTA Request List component provides a list of patients who failed to attend an outpatient appointment and were added to a No Show or FTA request list in the system. It includes all necessary patient details to facilitate rebooking, offering a straightforward worklist for following up with these patients.

Please note: This component may display as **DNA Request List** in your environment.

OutpatientsRequest ListFTA Request List

▲ Data updated as at 4:27am 22 Aug 2024

DistrictFacilityClinic TypeSpecialtyAppointment ModeRequest ListNRFCBooking Status

ABFacility 1ABORTHOPAEDICSAllABAB

X Clear

Patients Details

Extract Date	HMS	Facility	Specialty	Request List	Appointment Type	Appointment Mode	Patient UBRN	Patient Surname	Patient Given Names	Patient Date of Birth	Patient Home Phone	Patient Mobile Phone	Comment 1
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-752540074796	CHUJ	YUSEF	01 Jan 1957	0404000000	0404000000	comment-871388-105489
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Review	Ortho Gen Review	PAT-5709999437284	WEINZNER	OTZELLA	01 Jan 2002	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-9584079643848	MERIKOTTO	LATONIA	01 Jan 1957	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-9128209837280	STOTTLAR	JEANETTE	01 Jan 1942	0404000000	0404000000	comment-727345-873024
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-9853887350686	ASTA	HERCYNMUS	01 Jan 1977	0404000000	0404000000	comment-727345-438823
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Procedure - Minor Surgical Procedure Review		PAT-6012527570008	KREMEK	POMPEO	01 Jan 2005	0404000000	0404000000	comment-983766-687723
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-0887643876878	REBA	CONCETTA	01 Jan 2024	0404000000	0404000000	comment-800476-608870
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Review	Ortho Gen Review	PAT-9432524476985	KALEY	DECON	01 Jan 1963	0404000000	0404000000	comment-814168-034561
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-02744424273760	COUTURE	ANJANETTE	01 Jan 1986	0404000000	0404000000	comment-806478-732542
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-9552018768338	ARIST	FELINA	01 Jan 1993	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Review	Ortho Gen Review	PAT-79673504846880	KABE	ALTA	01 Jan 2007	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen New	PAT-3750738892983	CZAR	SAYMUNDO	01 Jan 2024	0404000000	0404000000	comment-089339-54245
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-2263778303282	MULLENAX	MANNY	01 Jan 2002	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Review	Ortho Gen Review	PAT-4753309984675	SCHERBERG	DESTINI	01 Jan 1967	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-80096392238477	SCHWALB	ISAC	01 Jan 1945	0404000000	0404000000	comment-800553-545288
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Review	Ortho Gen Review	PAT-8397662757607	SHRIMSHERRY	SHYVARI	01 Jan 1970	0404000000	0404000000	comment-702709-390277
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Procedure - Minor Surgical Procedure Review		PAT-0545704532682	TRUESMIGHT	MCKENNA	01 Jan 1970	0404000000	0404000000	comment-778762-638273
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Procedure - Minor Surgical Procedure Review		PAT-2376242381889	TRINER	SHERLY	01 Jan 1955	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-96725438168826	REACHLER	EFREN	01 Jan 1955	0404000000	0404000000	comment-855533-308484
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-7812038816359	KASSOUF	KAYLIN	01 Jan 1992	0404000000	0404000000	comment-872540-021819
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-4322388847034	MILLNER	TERESA	01 Jan 1978	0404000000	0404000000	comment-304750-028774
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3		Ortho Gen Review	PAT-3823438388386	TRIMMARD	BEVERLEY	01 Jan 1977	0404000000	0404000000	comment-758829-512719

Filtering

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

Filter	Description	Filter	Description
Appointment Mode	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data.	NRFC	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment). Select all, yes or no.
	Select single, multiple or all Appointment Mode .	Booking Status	Defines whether a patient is booked or unbooked .
Request List	The requested specialty or subspecialty waitlist patient is assigned to. Select single, multiple or all Request List .		Select a single or all Booking Status .
Examples include In Person , Telehealth , Phone .			

Component Tiles

Title	Screenshot	Explanation
Patient Details		Tile is a detailed table that shows all the patients who have been added to the FTA waitlist. The list can be filtered to specialty, request list, and appointment mode level.

Review Request List

Review Request List component provides a list of patients who have a follow-up appointment required and have been added to a review request list in the system. It includes all necessary patient details to facilitate booking, offering a simple worklist for following up with these patients needing a review appointment.

Outpatients · Request List · Review Request List

⌵ Data updated as at 12:00am 22 Aug 2024

District

Facility

Clinic Type

Specialty

Appointment Mode

Request List

NRFC

Booking Status

X Clear

⌵ Patient Details

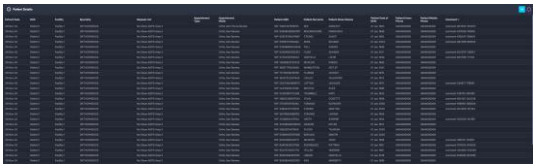
Extract Date	MRN	Facility	Specialty	Request List	Appointment Type	Appointment Mode	Patient UBRN	Patient Surname	Patient Given Names	Patient Date of Birth	Patient Home Phone	Patient Mobile Phone	Comment 1
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-0145245894341	SETH, EDNA	DULCE	01 Jan 1988	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-03428489428146	KRETTZER	VIOLA	01 Jan 2007	0404000000	0404000000	comment-170310-23053
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-027444628723740	COUTURE	ANJANETTE	01 Jan 1996	0404000000	0404000000	comment-838521-087840
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-04419787677774	SPAGNOLIA	FELISA	01 Jan 1995	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-05524371943345	AINST	FIBBIN	01 Jan 1983	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-07027687691632	WARRA, JOSE	JOSE	01 Jan 2008	0404000000	0404000000	comment-303174-790262
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-07065798776936	LESTON	FLORENTINO	01 Jan 2021	0404000000	0404000000	comment-588156-953822
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-08876438769376	HERA	CONCETTA	01 Jan 2024	0404000000	0404000000	comment-660651-814501
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-18832480884755	MONDELLI	LOREEN	01 Jan 1983	0404000000	0404000000	comment-948064-577373
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-1412208847634	MILLNER	TERESA	01 Jan 1978	0404000000	0404000000	comment-177172-14784
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-16034762883792	RACH	JABRI	01 Jan 1958	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-1633961020949	ALFA	HERNANDEZ	01 Jan 1977	0404000000	0404000000	comment-630457-810302
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-07144893884849	SATTON	GIANNINO	01 Jan 2007	0404000000	0404000000	comment-102031-210833
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-0283778303282	MULLENAX	MANNY	01 Jan 2002	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-23037876204006	LEISS	FABRICO	01 Jan 2007	0404000000	0404000000	comment-582289-162895
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-06725423988026	BEACHLER	EFREN	01 Jan 1955	0404000000	0404000000	comment-710809-507028
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-30542862999991	CHAFFIN	LYNDON	01 Jan 2014	0404000000	0404000000	
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-33766068010700	BENNET	EMILIA	01 Jan 1996	0404000000	0404000000	comment-533305-407703
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-04260480203380	KOZAKOBY	WALHINGTON	01 Jan 2023	0404000000	0404000000	comment-424814-605060
22 Aug 24	District 1	Facility 1	ORTHOPAEDICS	No Show ACPD Area 3	Ortho Gen Review	Ortho Gen Review	PAT-38234320385380	TAMMADO	SEVERELY	01 Jan 1977	0404000000	0404000000	comment-738015-403460

Filtering

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

Filter	Description	Filter	Description
Appointment Mode	Refers to type of appointment booked. Selecting an appointment mode will show only scheduled waitlist data. Select single, multiple or all Appointment Mode. Examples include In Person, Telehealth, Phone.	NRFC	Patients marked as not ready for care due to personal, medical or logistical reasons (e.g. on holidays, currently unwell, requires a staged appointment). Select all, yes or no.
		Booking Status	Defines whether a patient is booked or unbooked. Select a single or all Booking Status.
Request List	The requested specialty or subspecialty waitlist patient is assigned to. Select single, multiple or all Request List.		

Component Tiles

Tile	Screenshot	Explanation
Patient Details		Tile is a detailed table that shows all the patients who have been added to the review waitlist. The list can be filtered to specialty, request list, and appointment mode level.

