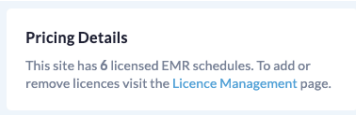
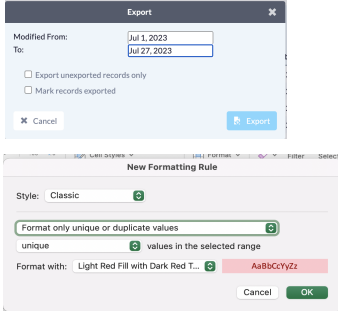


Online Booking Metrics: How to Track and Download Reporting Data

	Metric	Definition	Reporting Period	Pulling Stats from Ocean/EMR	Screenshots if applicable
1.a.	# of OAB licenses used by Physicians	Total # of Physicians with a live schedule online that patients can access to book appointments	Monthly	The total # of licensed EMR schedules in the top right corner of Ocean's OAB settings page (Menu > Online Booking > Settings). You can review the list of 'Active Schedules' to determine the number of Booking Schedules for Physicians.	 <p>Pricing Details This site has 6 licensed EMR schedules. To add or remove licences visit the Licence Management page.</p>
1.b.	# of OAB licenses used by Nurse Practitioners	Total # of Nurse Practitioners with a live schedule online that patients can access to book appointments	Monthly	The total # of licensed EMR schedules in the top right corner of Ocean's OAB settings page (Menu > Online Booking > Settings). You can review the list of 'Active Schedules' to determine the number of Booking Schedules for Nurse Practitioners.	
1.c.	# of OAB licenses used by Allied Health Providers	Total # of Allied Health Providers with a live schedule online that patients can access to book appointments	Monthly	The total # of licensed EMR schedules in the top right corner of Ocean's OAB settings page (Menu > Online Booking > Settings). You can review the list of 'Active Schedules' to determine the number of Booking Schedules for Allied Health Providers.	
2	# of Patients	Total # of patients in the EMR	Monthly	This report would need to be pulled from the EMR.	
3	# of New Patients who have booked an appointment using OAB	Total # of appointments booked by patients who used Ocean Online Booking for the first time	Monthly	<p>You can use the Online Booking metrics from Ocean to determine the number of new patients who have booked online.</p> <ul style="list-style-type: none"> - Export excel sheet with Online Booking for the current month - Export another sheet with Online Bookings before the current month (upto 180 days). Ensure that the option 'export unexported records only' is unchecked. - In the excel file with Online Bookings before the current month, copy column 'Patient HCN' - Paste this column in the excel sheet with Online Bookings for the month (note: you will now have two columns in this sheet called 'Patient HCN'). - Rename the columns for reference ('Patient HCN to date' and 'Patient HCN monthly' respectively) - Select both columns (click each column while holding ctrl button) - In the Home tab > Conditional Formatting > New Rule - A new window called 'New Formatting rule' will open, select 'Classic' in the 'Style' dropdown - Select 'Format only unique or duplicate values' > unique > OK - Review the Patient HCN monthly (the shorter column), to see if there are any highlighted cells - If there are highlighted cells: you can filter the cell by colour to get the total number of new patients who booked online (select the filtered cells and view the 'Count' on the bottom right corner of the spreadsheet to get the total number). 	
4	# of Patients interacting with the OAB solution	Total # of appointments booked online within the month (including no-shows and cancellations)	Monthly	You can export a list of appointments booked online monthly in the Online Booking dashboard in Ocean.	
5	# of Hours made available for OAB	Total number of hours made available for Online Booking in a month	Monthly	You can review the EMR schedule for each provider to determine the number of bookable hours in their schedule. Clinic should also take into account the restrictions in their Online Booking schedule (eg: Day/Time Restrictions).	
6	# of Completed Appointments	Total # of all appointments booked within the month in the EMR where the patient met with the provider and completed the appointment (not cancelled or no-show)	Monthly	This report would need to be pulled from the EMR.	
7	# of Completed Appointment booked using OAB	Total # of appointments booked online within the month where the patient met with the provider and completed the appointment (not cancelled or no-show)	Monthly	This report would need to be pulled from the EMR as Ocean tags each appointment with (booked online) in the booking details.	

Important to note: Ocean Online Booking records are kept in the Ocean portal for 180 days only