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Clinect Portal Dashboard

After logging in, you will be automatically brought to the Dashboard page. The Dashboard is the default homepage and offers a high-level overview of the survey data that has been collected.

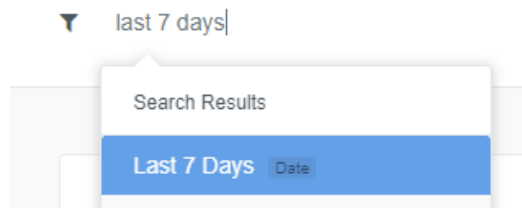
Dashboard Filters

There are several filter options for the Dashboard; Date, Survey Name, Provider and/or Location. You may apply a single filter or any combination of filters. For example, you can filter by Date, Survey, Provider and Location at the same time. You may also filter by multiple Surveys, Providers and Locations at the same time.

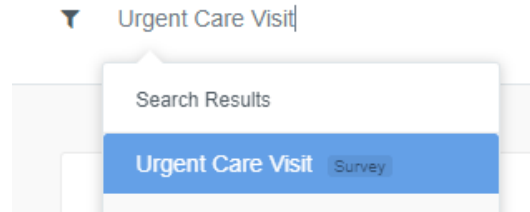
When a filter is added or removed, you will see the data dynamically refresh. Depending on the volume of responses, it may take a few minutes for the updated data to appear.

Filters are 'sticky' and will remain applied throughout the various sections of the portal, until removed by the user or until the portal data is manually refreshed.

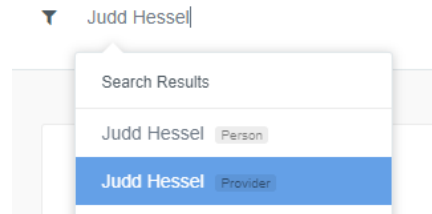
Date Filter: Type in any of the following date options (only one Date filter may be applied at a time): 'Today', 'Last 7 Days', 'Last 30 Days', 'Last 60 Days', 'Last 90 Days', 'Previous Quarter', 'Previous Month', 'Previous Year', 'Previous Week'; 'This Quarter', 'This Month', 'This Year', 'This Week'



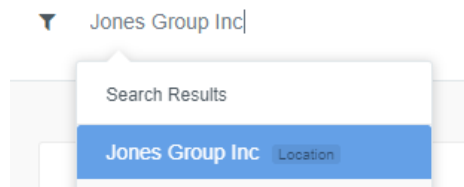
Survey Filter: Type in the name of the survey(s) or type 'survey' if you are unsure of the exact survey names used by your practice. It will have the name of the survey and an identifiable tag such as "the work survey".



Provider Filter: Type in the name of the rendering provider(s). If you filter by multiple providers, it will show you data for all the providers included. In the example below, you will see that the name appears twice. If you want to filter the data by Provider, make sure to select the name that shows 'Provider' (and not 'Person') to the right. We also have the ability to create provider 'groups' that you can filter by.



Location Filter: Type in the name of the service location(s). If you filter by multiple locations, it will show you data for all the locations included. We also have the ability to create location 'groups' that you can filter by.



Dashboard Totals

This toolbar includes a summary of the totals for Surveys Requested, Responses Received, Unresolved Incidents, Resolved Incidents, and the "?" in the grey box. Please note that the totals are impacted by any filters that are set.



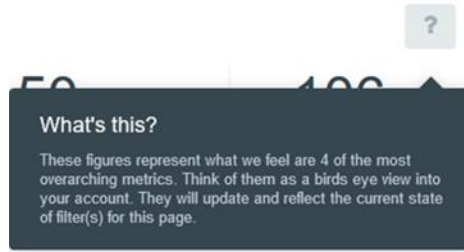
Surveys Requested: The total number of survey invitations that we attempted to send, based on any applied filters.

Responses Received: The total number of surveys submitted by patients, based on any applied filters.

Unresolved Incidents*: The total number of incidents that do not have a status of 'Completed', based on any applied filters.

Resolved Incidents*: The total number of incidents that have a status of 'Completed', based on any applied filters.
**Incidents will be covered in more detail in the 'Incidents' section of this user guide.*

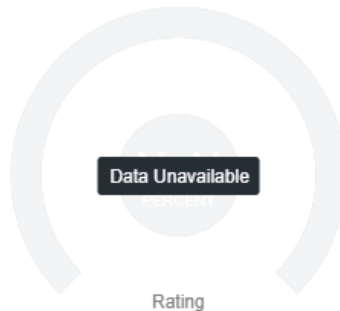
The "?" in the grey box: Users will see this tool throughout the Clinect platform. You can click on the box to view an explanation or additional details regarding the section. In this example, this is what this client's data looks like based on the metrics selected as most important.



Dashboard Graphs/Gauges

The graphs and gauges on the Dashboard can be customized based on the customer preferences. We typically like to you get started with graphs like those listed below, but data represented can be changed at request. Your Clinect Admin for the practice will be provided with a worksheet showing the configurations we set to get you started.

Please note that the data displayed by the graphs and gauges is impacted by any filters that are set. If there is no qualified data to display, you will see 'Data Unavailable' on the graph or gauge.



Net Promoter Score (NPS)

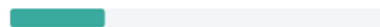
If one or more of your surveys include a NPS question, your Dashboard will likely include the below Net Promoter Score display.

Net Promoter Score®



% Promoters - % Detractors = NPS

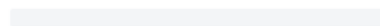
Promoters (9-10)



25.0 %

1 answered

Passives (7-8)



0.0 %

0 answered

Detractors (0-6)



75.0 %

3 answered

NPS is a metric used to gauge patient loyalty and is typically based on a single question like the below:

"How likely is it that you would recommend our practice to a friend or colleague?"

The question offers the patient the ability to select on a '0' to '10' scale, with 10 being 'Very Likely to Recommend'. Based on their response, they will fall into one of the following 3 categories:

Promoters: (Response of 9 or 10) These patients are considered loyal enthusiasts who will keep returning to the practice and will likely refer others.

Passives: (Response of 7 or 8) These patients are typically satisfied, but unenthusiastic. They may be vulnerable to competitive offerings.

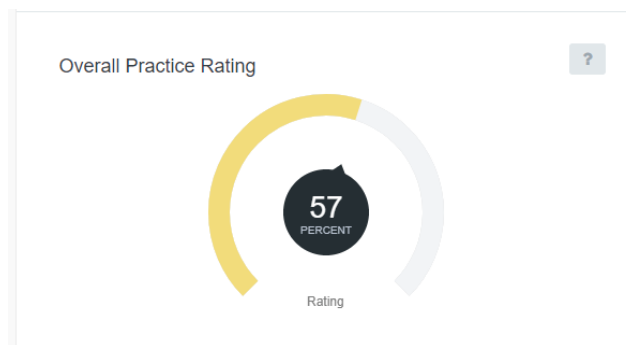


Detractors: (Response of 0-6) These are unhappy patients who can damage your reputation and impede growth through negative word-of-mouth.

The Net Promoter Score is calculated by subtracting the percentage of Detractors from the percentage of Promoters. NPS can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter). A score above '0' indicates that you have more happy patients than unhappy. Average NPS varies by specialty, but most practices aim for a score of 75 or higher.

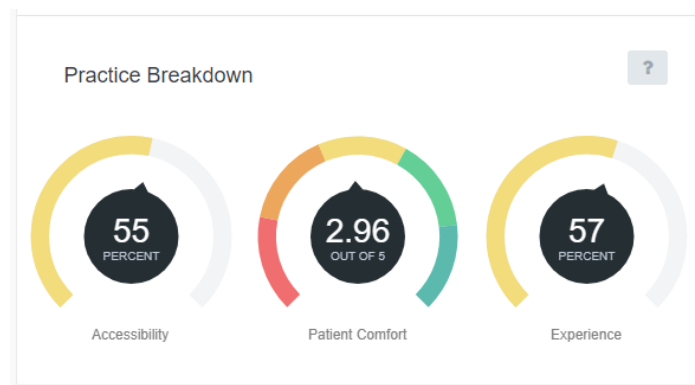
Overall Practice Rating

This is graph typically represents how well the practice is doing in non-clinical areas of the practice. The questions and responses included in this score can be customized based on practice preference. You can view the score as a grade, based on a 0-100 scale. The closer to 100 the better.



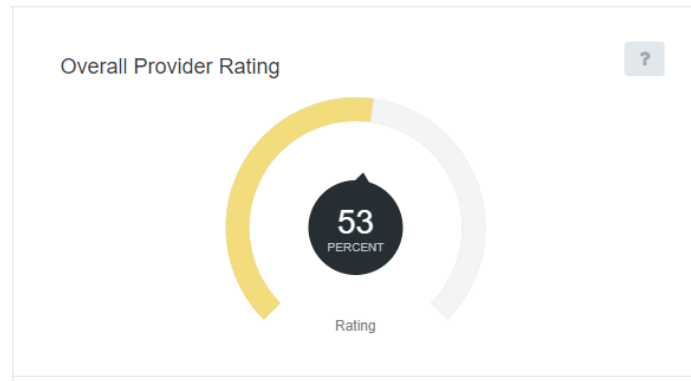
Practice Breakdown

These gauges typically provide a further breakdown of the key areas included in the Overall Practice Rating. The data measured in the breakdown section can also be customized based on practice preference.



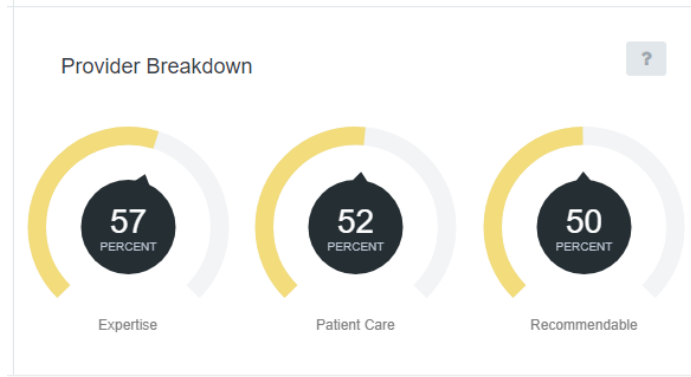
Overall Clinical/Provider Rating

This is graph typically represents how well the practice is doing in clinical areas of the practice. The questions and responses included in this score can be customized based on practice preference. You can view the score as a grade, based on a 0-100 scale. The closer to 100 the better.



Clinical Breakdown

These gauges typically provide a further breakdown of the key areas included in the Overall Practice Rating. The data measured in the breakdown section can also be customized based on practice preference.



What People are Saying

This section displays the most commonly used words, and number of times each was used, based on patient comments included on submitted surveys.

What People Are Saying

Wait	161	Time	150	Care	132	Very	121	Not	102	Long	87	Staff	82	Hours	73	Office	72	Great	72	Urgent	69
Been	64	Doctor	62	No	61	See	59	Visit	36	T	32	Physician	31	If	30	Out	30				

If you have questions or wish to make changes to the Dashboard graphs/gauges, please contact us via email support@clinecthealthcare.com.