Component Spotlight
Cancellations component

About the component:
This component allows end users to better understand the amount of churn involved in patient bookings from cancellations at a specialty, appointment week, doctor level and clinic level, and by cancellation reason.

Who it's for: Nurse Unit Managers, Scheduling Officers, Administration Managers, Clinical Managers, Clinicians, Business and Finance Managers and Service Improvement and Project Officers.
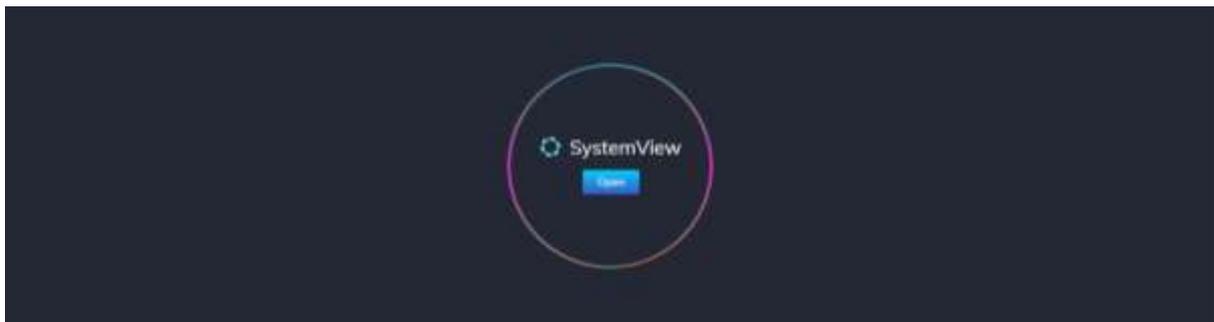
Where you'll find it:
SystemView > Explore > Outpatients > Clinic Effectiveness > Cancellations.
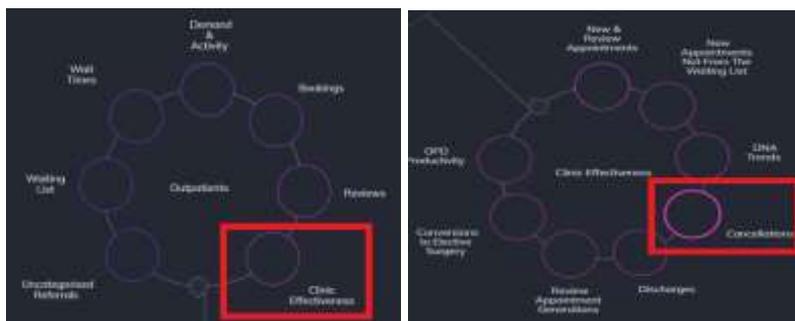
Data refresh rates:
The data within this component updates every morning.

Step 1.

Sign in to SystemView using your current hospital credentials and password.

Step 2.

Navigate to Explore > Outpatients > Clinic Effectiveness > Cancellations.

Step 3.

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

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

Step 4.

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

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

Step 5.

Summary tiles display the average Productive appointments and cancellations (by number and %) per week.

Step 6.

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

Selecting a bar in this chart will generate further analysis for individual doctors and clinics or days and times of the week.
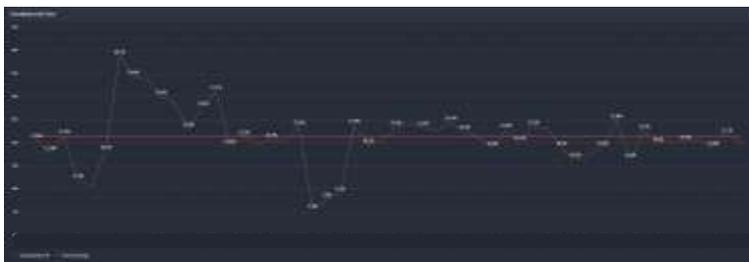
Productive Appointments and Cancellations by Doctor and calendar view charts display a summary of productive activity and cancellations by clinician and their corresponding clinics in a calendar view.

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

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

Selecting a clinic will filter the Trend and selecting a date bar in the Trend chart will open a patient table with individual appointment details, including status and other information related to the activity over the past 2 years.

Cancellations (%) Trend chart displays a summary of the total Cancellations as a % trend and includes an overall average for the previous 52 weeks.