Office Detail Summary Definitions

Next Eye Exams Scheduled Last Year	Definition
Next Eye Exams Scheduled Last Year	Next Eye Exams added last year for schedule date range.
Total Next Eye Exams Moved to Appt Book	Total Next Eye Exams moved to active schedule by office and by patient.
• Next Eye Exam Moved by Inbound Call Center	Next Eye Exam moved by inbound call center
• Next Eye Exam moved via Patient Online	Next Eye Exam moved by patient online - via online profile
• Next Eye Exams Moved via Patient Email Notification	Next Eye Exams moved to active schedule through patient email notification link.
Percent of Next Eye Exams Converted to Scheduled Appts	Percentage of Next Eye Exams scheduled last year converted to scheduled appts by the office, patient online or email notification.
Percent of Next Eye Exams Retained	Percent of confirmed Next Eye Exams rescheduled within + or - 8 weeks of the original Next Eye Exam date.
Unconfirmed Next Eye Exams	Next Eye Exams on the Next Eye Exams page (light pink) that have not been confirmed. (Next Eye Exams LY minus Total Next Eye Exams moved to Appt Book minus Cancelled Next Eye Exams)
Future Next Eye Exams	**Definition**
Checked in Exams	Exam appointments checked in.
Next Eye Exams Added for the Future	Total number of exams pre-appointed for next year.
Percent Exams Pre-Appointed for Future	Percentage of patients seen this year checked in who were pre-appointed for a future date. Next Eye Exam statistics are based on the original date of the appointment.
Online Appointments	**Definition**
Total Online Exams	Total number of exams scheduled online.
• Glasses	Total number of exams scheduled online for glasses or eye health.
• Contacts	Total number of contact lens exams scheduled online.
New Patients Scheduled Online	Total number of new to office patients scheduling exams online.
• Percent New Patients Scheduled Online (Out of Total Online Exams)	Percentage of new patients scheduling online out of total online exams.
Existing Patients Scheduled Online	Total number of online exams scheduled by existing patients.
• Percent Existing Patients Scheduled Online (Out of Total Online Exams)	Percentage of existing patients scheduling online out of total online exams scheduled.
Confirmed for Future Date	Online exams confirmed for a future date.
Total Online Cancelled	Number of users who cancelled online appointment scheduled during date range.

• Confirmed via Email (Then Cancelled)	Online appointments confirmed via email notification link then cancelled.
• Not Confirmed via Email (Then Cancelled)	Online appointments not confirmed via email notification link then cancelled.
Checked-in	Online appointments checked in.
Percent of Exams Scheduled Online (Out of Total Scheduled Exams)	Percentage of exams scheduled online out of total scheduled exams.
Appointments (Office and Online)	**Definition**
Total Scheduled Appts (Exams & Checks)	Scheduled Exam + Check Appointments (includes same day appointments).
Total Exams Scheduled by Office and Online (no checks)	Total number of exams scheduled by Office and Online.
Total Exams Scheduled by Office (no online and no checks)	Total number of exams scheduled by Office.
Same Day	Appointments scheduled for the same day.
• Same Day Exams	Exams scheduled for the same day.
- Percent Same Day Exams	Percentage of Total Scheduled Exams scheduled the same day.
• Same Day Checks	Check appointments scheduled for the same day.
• Percent Same Day Appts	Percentage of same day appointments scheduled. (Same Day Exams + Same Day Checks / Total Scheduled Appts (Exams & Checks)
No Shows	**Definition**
Office No Show (not including checks)	Number of Exams not checked in (does not include unconfirmed Next Eye Exams).
Percent Office No Shows (not including checks)	Percentage of Exams not checked in out of Total Scheduled Exams.
Check No Shows	Number of scheduled checks that aren't checked in.
Percent check No Shows	Percentage of Checks not checked in out of Total Scheduled Exams.
Online No Shows	Number of scheduled Online that aren't checked in.
Percent Online No Shows	Percentage of Online Exams not checked in out of Total Scheduled Exams.
Total No Shows (does not include unconfirmed Next Eye Exams)	Number of scheduled exams that aren't checked in. (Requires pastdate range for results)
Percent exams No Show (Out of Total Scheduled Appts, Including Checks)	Percentage of Exams not checked in out of Total Scheduled Exams
Confirmations & Completions (Office and Online)	**Definition**
Scheduled Exams Confirmed by Email (No Checks)	Appointments confirmed via email notification link. Does not include checks.
Complete Appts (Checked In & Out)	Scheduled exam and check appointments checked in & out.
• Complete Exams	Scheduled exams checked in & out.

NP EEX	Number of new patient eye exams (glasses or eye health).
NP CL	Number of new patient contact lens exams.
NP CL NW	Number of new patient contact lens new wearer exams.
EP E	Number of existing patient eye exams (glasses or eye health).
EP CL	Number of existing patient contact lens exams.
EP CL NW	Number of existing patient contact lens new wearer exams.
other exams	Number of other eye exams types. (Ex. OneSight)
• Percent Exams Complete (Out of Total Scheduled Exams)	
• Complete Checks	Check appointments checked in & out.
• Percent Checks Complete (Out of Total Scheduled Checks)	Percentage of checks completed out of Total Scheduled Checks.
In-Complete Appts (Checked In Only / Not Checked Out)	Scheduled exam and check appointments checked in only but never checked out.
• In-Complete Exams	Scheduled exam appointments checked in only but never checked out.
• In-Complete Checks	Scheduled check appointments checked in only but never checked out.
Cancelled Appts	Exams + Checks + Next Eye Exams that are scheduled then cancelled.
• Exams	Exams that are scheduled then cancelled.
• Checks	Checks that are scheduled then cancelled.
• Next Eye Exams (From Next Eye Exams Page)	Next Eye Exams that are scheduled then cancelled.
Email Notification	**Definition**
New Patient Email Addresses Added For Appts During Date Range	Total number of new patient email addresses added to database for appts during date range.
• By Office	Number of new patient email addresses added to database by office.
• By Online	Number of new patient email addresses added to database by online.
• By Other	Number of new patient email addresses added to database by other.
Existing Patient Email Addresses Added For Appts During Date Range	Total number of existing patient email addresses added to database for appts during date range.
• By Office	Number of existing patient email addresses added to database by office.
• By Online	Number of existing patient email addresses added to database by online.
• By Other	Number of existing patient email addresses added to database by other.
Existing Patient Email Addresses Updated For Appts During Date Range	Total number of existing patient email addresses updated in database for appts during date range.

• By Office	Number of existing patient email addresses updated to database by office.
• By Online	Number of existing patient email addresses updated to database by online.
• By Other	Number of existing patient email addresses updated to database by other.
Patient Data	**Definition**
Total Number of Patients in Database (Cumulative from Enrollment Date)	Total Number of Patients in office Appointment Book Database. (Cumulative from Enrollment Date)
Total Patient Email Addresses (Cumulative from Enrollment Date)	Total Number of Patient Email Addresses in office Appointment Book Database. (Cumulative from Enrollment Date)
Percent Email Addresses in Database (Total Patient Email Addresses ÷ Total Number of Patients in Database)	Percentage of patients in database with email addresses.
Patient Communication Preferences (Cumulative)	**Definition**
Patients opted into Email	Number of patients opted into Email (Cumulative from Enrollment Date)
Patients Opted into Text	Number of patients opted into Text (Cumulative from Enrollment Date)
Patients Opted into Phone	Number of patients opted into Phone (Cumulative from Enrollment Date)
Patients opted into Mail	Number of patients opted into Mail (Cumulative from Enrollment Date)

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