eVisit®

RELEASE NOTES

eAnalyze Dashboard

What is it?

The eAnalyze standard dashboard is a powerful reporting tool now available to all customers. This dashboard provides valuable data insights into areas, such as usage, wait times, and other valuable adoption metrics. We're working to empower our customers to track their success with eVisit.

Why is it useful?

You can't improve what you cannot measure. eVisit seeks to change this by allowing administrators to understand the dynamics behind visit traffic, with a variety of visualizations, metrics, and filter options. It allows management to track visit metrics, to improve the patient experience, operational efficiency, and increase adoption of eVisit.

When should I use it?

The dashboard helps administrators monitor the success of the eVisit platform. Initially, use the dashboard in combination with your internal reporting tools to compare how visit counts, wait times, and durations improve with virtual video appointments. Its optimum use begins after a few months of visit history. The tool becomes more useful the more you use it.

Feature Overview

The eAnalyze standard dashboard allows users to understand the performance of their eVisit virtual care platform. It displays metrics in different formats, such as graphs, tables, and standalone statistics. Brief descriptions accompany graphs to help new administrators understand the visuals.

Be sure to see the [Overview of the eAnalyze Dashboard](#) for detailed information regarding charts and functionality in the dashboard.

How to get started

We will automatically give practice owners access to the standard dashboard with the release. If you want other users to have access to the dashboard, contact your customer success representative or our support team.

Additional Information

Although visualizations in eAnalyze update continuously, there can be some lag time of up to four hours. This is important for assessing data for the current day. The time displayed is Mountain Standard Time.

Some graphs may appear blank. This can occur for a variety of reasons, including:

- A user has too many or disjointed global features selected.
- If you are a new customer, data is still being collected to help with a longitudinal analysis. It will take time for the user to see how metrics are evolving over time.
- We may not be collecting data to make a specific graph useful to the user. For example, if a customer only uses our Express product, the visit funnel for core visits will not generate an image because there is no underlying data.