



Front Office Reports

1. Productivity Detail

- a. This report shows detailed visits and charge amounts within user's requested date range, differentiated by calendar resource.
- b. This report utilizes filters. Users should select the appropriate Report Details they would like to view on the "Report Details" window that pops up before running the report to ensure accuracy.
- c. Paper billing will update to "yes" on this report once a HCFA is printed.
- d. Report Format: Excel
- e. Suggested Uses:
 - i. identify the details of any area of question/concern from the Productivity Summary report

2. No Show/Canceled Report

- a. This report allows clinic users to run a list of all patients who have been updated to No Show or Canceled Appointment status for the requested date range. The report displays patient name, patient account number, visit date, appointment status, No Show/Canceled Reason, and any corresponding Notes.
- b. Report Format: Excel
- c. Suggested Uses:
 - i. Identifying trends in appointment cancellation/no shows.

3. Monthly Birthday Report

- a. This report requires clinic users to select a Month and Patient Status parameter, then returns a list of all patients with birthdays meeting those parameters. The report display includes patient addresses, phone numbers, email address, and current visit count.
- b. Report Format: Excel
- c. Suggested Uses:
 - i. Identifying patient birthdays for clinic recognition

4. Date of Discharge Report

- a. This report shows Patient Names, Account Numbers, and their date of discharge within the requested date range.
- b. Report Format: Excel
- c. Suggested Uses:
 - i. Identifying when patients were discharged, how many were discharged per week/month/etc

5. Referrals by Type

- a. This report shows the Referral Types and Notes for all patients added within a particular timeframe.
- b. Report Format: Excel



- c. Suggested Uses:
 - i. Identifying where your patients are coming from (outside of doctor referrals)
 - ii. Monitoring effectiveness of marketing campaigns
- 6. PTPN Report**
 - a. This report shows the detail of all billing recorded during the requested date range for patients with the PTPN checkbox selected. For multi-location clinics, patients will only show up on the report for the location at which they were registered.
 - b. Report Format: Excel or PDF
 - c. Suggested Uses
 - i. Identifying total amount billed for PTPN patients