

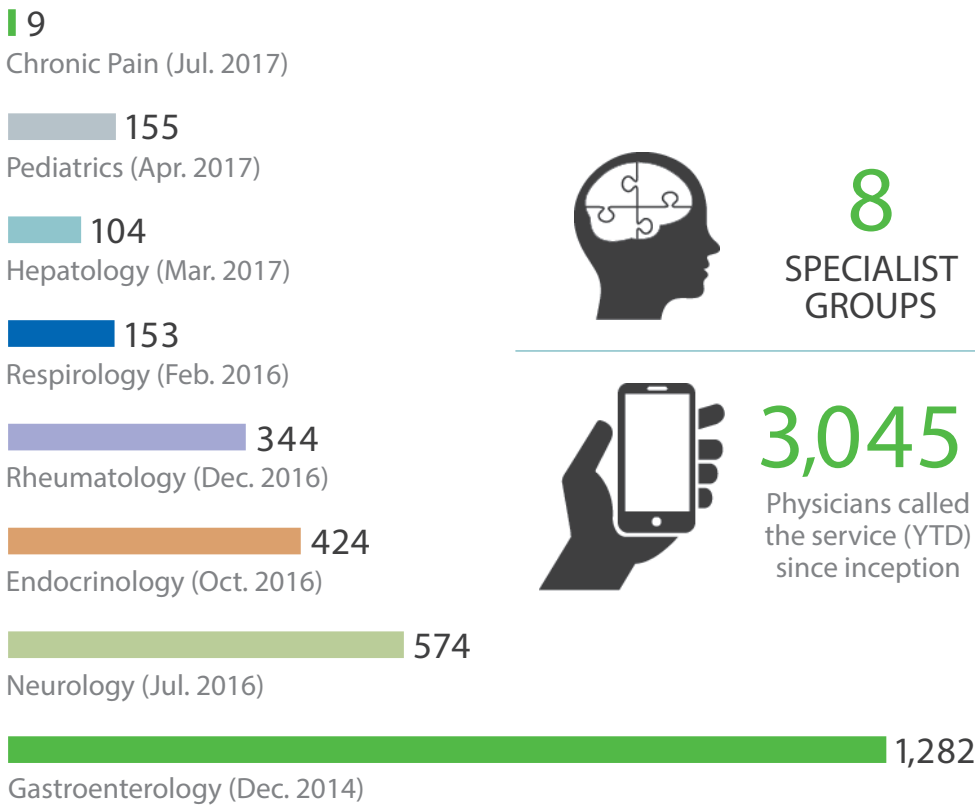
By the numbers

September, 2017

This scorecard provides cumulative data being tracked for Specialist LINK. Since launching in December, 2014, specialist groups have joined at different intervals. Additional long-term metrics are still being identified and defined for this program.

* Data is derived from billings, physician surveys, Google analytics and other physician reported sources.

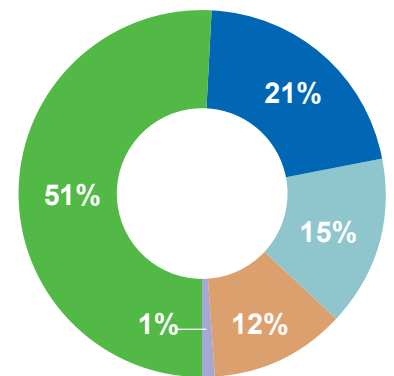
Participating specialists groups / Number of calls by group



Calgary and area population

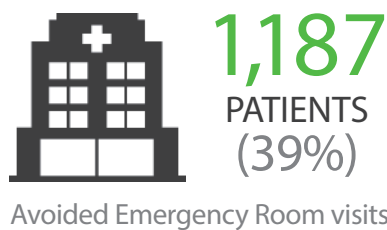


Average call length



- 6-10 minutes
- 11-15 minutes
- 16-25 minutes
- 26-35 minutes
- 2-5 minutes

Satisfaction



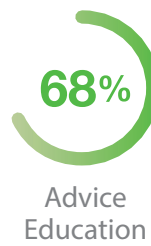
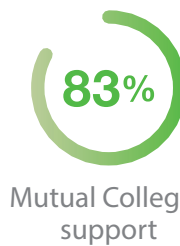
Website use



5,275
Website visits to specialistlink.ca



98%
of PHYSICIANS surveyed were satisfied with the service



YTD PROJECTED COST SAVINGS
\$537,747
(Cost savings are calculated based on current trend analysis and average monthly call volume)



1,106
Downloads from specialistlink.ca