

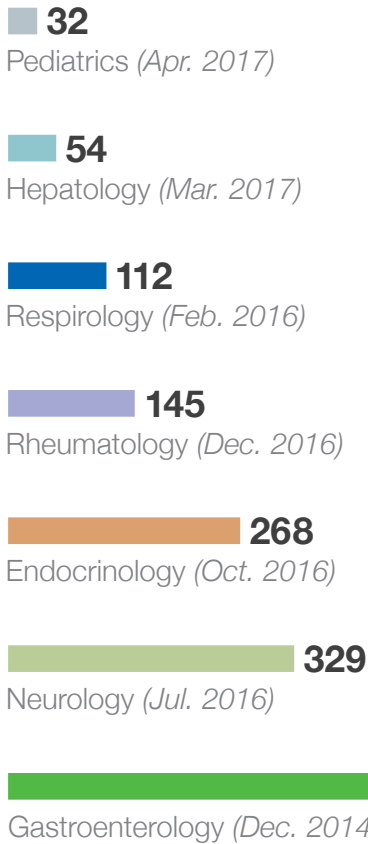
By the numbers

April, 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



7
SPECIALIST GROUPS



1,938
Physicians called the service (YTD) since inception

Calgary and area population

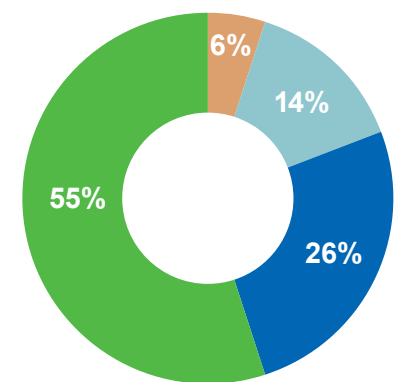


1,600
Number of physicians in Calgary and area



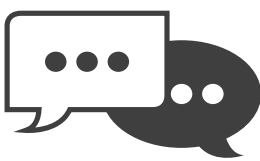
1.3 million
Estimated number of patients in Calgary and area

Average call length



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

Satisfaction



930
PATIENTS
(48%)

Avoided unnecessary consultation



756
PATIENTS
(39%)

Avoided Emergency Room visits



98%
of **PHYSICIANS** surveyed were satisfied with the service



Website use



3,550
Website visits to specialistlink.ca



YTD PROJECTED COST SAVINGS

\$342,251

\$176.60 per call times total calls to date



375

Downloads from specialistlink.ca