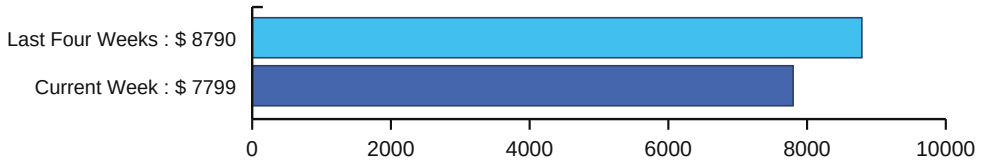
Amherst Road Medical Centre

Mon, 16 Nov 2026 – Sun, 22 Nov 2026

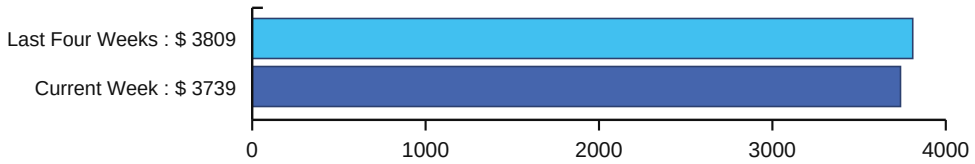
Booking Percentage	97.49%
Per Patient Average	$ 95.58
New Patients	8
Total Wages	$ 3738.81
Wage Ratio	14.38%
Online Appointments	121
Online Appointments Percentage	43.37%
Online Appointments Savings	$ 1621.49
Nurse Ratio	1

Utilization	30.22%
Total Fees	$ 25997
Management Fees	$ 7799.15
Operating Expense	$ 11737
Gross Profit	$ -3938.12
Other Income	$ 6298
Net Income	$ 2360.18
Net Profit Margin	9.08%

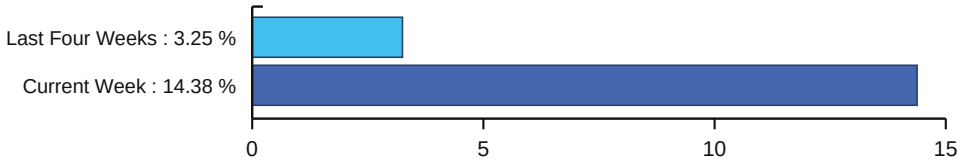
Management Fees



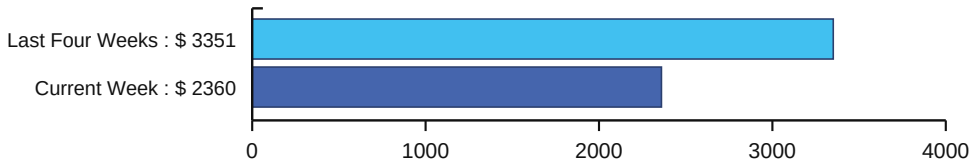
Total Wage



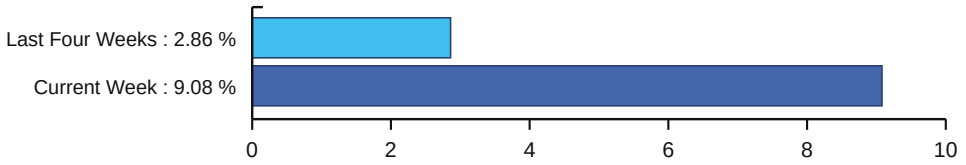
Wage Percentage



Net Profit



Net Profit Margin



Appointment Details

Doctor Name	Booked	Completed	DNA	Free Appts.	Book. %
Geethapriya Navaretnam	91	87	4	0	95.60%
Shazia Qureshi	0	0	0	23	0.00%
Siti Noerraya Dina Irwan Affandi	73	74	0	0	101.37%
Swee Han Khoo	115	111	4	0	96.52%
Sze Yuan Lim	0	0	0	77	0.00%
TOTAL	**279**	**272**	**8**	**100**	**97.49%**

Allied Appointment Details

Health Care Team	Booked	Completed	DNA	Free Appts.	Book. %
Divina Oppong	70	0	70	145	0.00%
TOTAL	**70**	**0**	**70**	**145**	**0.00%**

Billing Summary

Doctor Name	P.P.A	Fees
Geethapriya Navaretnam	$ 74.03	$ 6440
Shazia Qureshi	$ 0.00	$ 0
Siti Noerraya Dina Irwan Affandi	$ 100.62	$ 7446
Swee Han Khoo	$ 109.11	$ 12111
Sze Yuan Lim	$ 0.00	$ 0
TOTAL	**$ 95.58**	**$ 25997**

Allied Billing Details

Health Care Team	P.P.A	Fees
Divina Oppong	$ 0.00	$ 0
TOTAL	**$ 0.00**	**$ 0**

Predictor - Week One (23-11-2026 To 29-11-2026)

Doctor Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	PPA	P.E.
Geethapriya Navaretnam	22	19	20	20	0	0	0	81	$ 79.27	$ 6120.23
Shazia Qureshi	0	0	0	0	0	23	0	23	$ 42.06	$ 1877.59
Siti Noerraya Dina Irwan Affandi	16	14	0	14	9	0	0	53	$ 133.37	$ 5454.46
Swee Han Khoo	26	24	0	24	14	0	0	88	$ 133.00	$ 8847.69
Sze Yuan Lim	19	10	19	10	19	0	0	77	$ 82.67	$ 5971.42
TOTAL	**83**	**67**	**39**	**68**	**42**	**23**	**0**	**322**	**$ 101.01**	**$ 28692.59**

Allied Predictor - Week One (23-11-2026 To 29-11-2026)

Health Care Team	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	PPA	P.E.
Divina Oppong	43	43	43	43	43	0	0	215	$ 0.00	$ 0.00
TOTAL	**43**	**43**	**43**	**43**	**43**	**0**	**0**	**215**	**$ 0.00**	**$ 0.00**

Predictor - Week Two (30-11-2026 To 06-12-2026)

Doctor Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	PPA	P.E.
Geethapriya Navaretnam	22	19	20	20	0	0	0	81	$ 80.08	$ 6120.23
Shazia Qureshi	0	0	0	0	0	23	0	23	$ 34.62	$ 1877.59
Siti Noerraya Dina Irwan Affandi	16	14	0	14	9	0	0	53	$ 89.51	$ 5454.46
Swee Han Khoo	26	24	0	24	14	0	0	88	$ 126.00	$ 8847.69
Sze Yuan Lim	19	10	19	10	19	0	0	77	$ 91.46	$ 5971.42
TOTAL	**83**	**67**	**39**	**68**	**42**	**23**	**0**	**322**	**$ 93.66**	**$ 28692.59**

Allied Predictor - Week Two (30-11-2026 To 06-12-2026)

Health Care Team	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	PPA	P.E.
Divina Oppong	43	43	43	43	43	0	0	215	$ 0.00	$ 0.00
TOTAL	**43**	**43**	**43**	**43**	**43**	**0**	**0**	**215**	**$ 0.00**	**$ 0.00**

Wage Report

Health Care Team	Role	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Wages
Jingjie Shi	Nurse	08:00	08:00	08:00	08:00	08:00	00:00	00:00	40:00	$ 1400.00
Tejas Balasubramani	Staff	00:00	00:00	00:00	00:00	00:00	04:00	00:00	04:00	$ 120.00
Chandana Kankanala	Staff	00:00	00:00	00:00	09:00	09:00	00:00	00:00	18:00	$ 604.08
Manasi Pradeep Pillai	Staff	04:45	04:45	04:45	00:00	00:00	00:00	00:00	14:15	$ 332.53
Sania Jose	Staff	04:00	04:00	04:00	00:00	00:00	00:00	00:00	12:00	$ 322.20
Angelina Rose	Staff	08:00	08:00	08:00	08:00	00:00	00:00	00:00	32:00	$ 960.00
TOTAL		**24:45**	**24:45**	**24:45**	**25:00**	**17:00**	**04:00**	**00:00**	**120:15**	**$ 3738.81**

Role	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Wages
Nurse Total	08:00	08:00	08:00	08:00	08:00	00:00	00:00	40:00	$ 1400.00
Staff Total	16:45	16:45	16:45	17:00	09:00	04:00	00:00	80:15	$ 2338.81
TOTAL	**24:45**	**24:45**	**24:45**	**25:00**	**17:00**	**04:00**	**00:00**	**120:15**	**$ 3738.81**

Roster - Week One (16-11-2026 To 22-11-2026)

Name	Role	Mon		Tue		Wed		Thu		Fri		Sat		Sun	
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
Jingjie Shi	Nurse	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00				
Tejas Balasubramani	Staff											08:00	12:00		
Chandana Kankanala	Staff							08:15	17:15	08:15	17:15				
Manasi Pradeep Pillai	Staff	08:15	13:00	08:15	13:00	08:15	13:00								
Sania Jose	Staff	13:00	17:00	13:00	17:00	13:00	17:00								
Angelina Rose	Staff	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00						
TOTAL		**24:45**		**24:45**		**24:45**		**25:00**		**17:00**		**04:00**		**00:00**	

Roster - Week Two (23-11-2026 To 29-11-2026)

Name	Role	Mon		Tue		Wed		Thu		Fri		Sat		Sun	
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
Jingjie Shi	Nurse	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00				
Tejas Balasubramani	Staff											08:00	12:00		
Chandana Kankanala	Staff							08:15	17:15	08:15	17:15				
Manasi Pradeep Pillai	Staff	08:15	13:00	08:15	13:00	08:15	13:00								
Sania Jose	Staff	13:00	17:00	13:00	17:00	13:00	17:00								
Angelina Rose	Staff	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00						
TOTAL		**24:45**		**24:45**		**24:45**		**25:00**		**17:00**		**04:00**		**00:00**	

Staff Report - Works

Staff Name	Appt./Hr	Mon		Tue		Wed		Thu		Fri		Sat		Sun		Total	
		Apt.	Hrs	Apt.	Hrs	Apt.	Hrs	Apt.	Hrs	Apt.	Hrs	Apt.	Hrs	Apt.	Hrs	Apt.	Hrs
Divina Oppong	0	22	00:00	17	00:00	9	00:00	16	00:00	6	00:00	0	00:00	0	00:00	70	00:00
Geethapriya Navaretnam	0	23	00:00	22	00:00	22	00:00	24	00:00	0	00:00	0	00:00	0	00:00	91	00:00
Shazia Qureshi	0	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00
Siti Noerraya Dina Irwan Affandi	0	20	00:00	19	00:00	1	00:00	22	00:00	11	00:00	0	00:00	0	00:00	73	00:00
Swee Han Khoo	0	35	00:00	28	00:00	0	00:00	31	00:00	21	00:00	0	00:00	0	00:00	115	00:00
Sze Yuan Lim	0	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00
TOTAL	**0**	**100**	**00:00**	**86**	**00:00**	**32**	**00:00**	**93**	**00:00**	**38**	**00:00**	**0**	**00:00**	**0**	**00:00**	**349**	**00:00**

Nurse Report

Staff Name	Mon		Tue		Wed		Thu		Fri		Sat		Sun		Total		Booking %
	Bkd.	Fre.	Bkd.	Fre.	Bkd.	Fre.	Bkd.	Fre.	Bkd.	Fre.	Bkd.	Fre.	Bkd.	Fre.	Bkd.	Fre.	
Divina Oppong	22	21	17	26	9	34	16	27	6	37	0	0	0	0	70	145	32.56%
Geethapriya Navaretnam	23	0	22	0	22	0	24	0	0	0	0	0	0	0	91	0	100.00%
Shazia Qureshi	0	0	0	0	0	0	0	0	0	0	0	23	0	0	0	23	0.00%
Siti Noerraya Dina Irwan Affandi	20	0	19	0	1	0	22	0	11	0	0	0	0	0	73	0	100.00%
Swee Han Khoo	35	0	28	0	0	0	31	0	21	0	0	0	0	0	115	0	100.00%
Sze Yuan Lim	0	19	0	10	0	19	0	10	0	19	0	0	0	0	0	77	0.00%
TOTAL	**100**	**40**	**86**	**36**	**32**	**53**	**93**	**37**	**38**	**56**	**0**	**23**	**0**	**0**	**349**	**245**	**58.75%**

Nurse Ratio	Doctor Hours	Nurse Hours
1	211:25	40:00

Profitability Analysis

Based on your clinic's financial and operational data, here are the top five actions to improve profitability, each with a clear description:

1. **Increase Appointment Utilization**

Your overall utilization percentage is only 30.22%, meaning a large portion of doctor and allied health hours are not being used productively. Boosting utilization through more aggressive patient acquisition, targeted marketing, or optimizing scheduling (e.g., reducing unused slots for Shazia Qureshi, Sze Yuan Lim, Divina Oppong) will directly increase revenue without proportionally increasing costs.

2. **Activate Allied Health Revenue**

Allied health (Divina Oppong) has 70 appointments but $0 in fees and a booking rate of 0%. This is a major missed opportunity. Address why these appointments are unbilled or not completed. Consider launching new billable services, improving referral processes, or incentivizing allied health engagement to turn these appointments into income streams.

3. **Reduce Management Fees**

Management fees ($7799.15) are very high relative to total expenses ($11737), making up nearly 66% of expenses. Evaluate these fees critically – negotiate with providers, seek alternatives, or streamline management processes. This could significantly lower fixed costs and improve net profit margin.

4. **Improve Doctor Billing Efficiency**

Some doctors (e.g., Siti Noerraya Dina Irwan Affandi, Swee Han Khoo) generate higher average per patient earnings than others (e.g., Geethapriya Navaretnam, Shazia Qureshi). Identify and replicate best billing practices, train lower-billing doctors, and ensure all doctors use optimal codes. Also, address doctors with low or zero bookings (Shazia Qureshi, Sze Yuan Lim) and reallocate resources as needed.

5. **Optimize Online Appointment Process**

Online appointments account for 43.37% and save $1621.49, showing clear cost advantages. Expand online bookings further through improved digital marketing, patient education, and streamlined user experience. Increasing online percentage will reduce appointment costs and improve profitability.

Implementing these actions will address underutilized resources, unlock new revenue streams, contain excessive costs, and maximize efficiency, all of which are essential for improving profitability in your clinic.