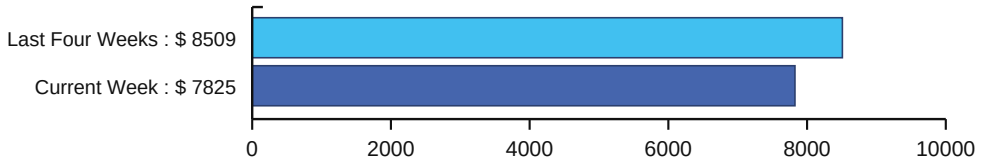
Innaloo Medical Centre

Mon, 16 Nov 2026 – Sun, 22 Nov 2026

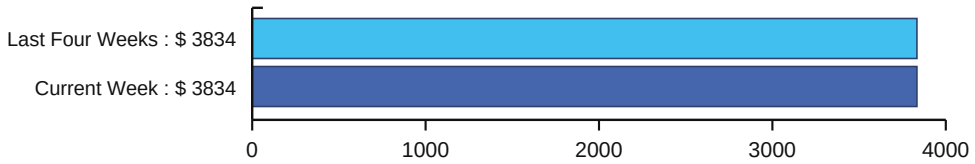
Booking Percentage	97.78%
Per Patient Average	$ 84.42
New Patients	26
Total Wages	$ 3833.55
Wage Ratio	14.70%
Online Appointments	141
Online Appointments Percentage	44.62%
Online Appointments Savings	$ 1710.54
Nurse Ratio	1

Utilization	34.33%
Total Fees	$ 26085
Management Fees	$ 7825.37
Operating Expense	$ 10423
Gross Profit	$ -2597.83
Other Income	$ 4853
Net Income	$ 2255.12
Net Profit Margin	8.65%

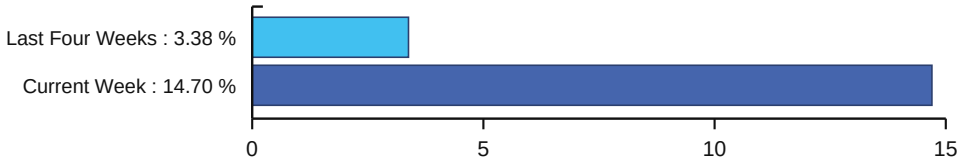
Management Fees



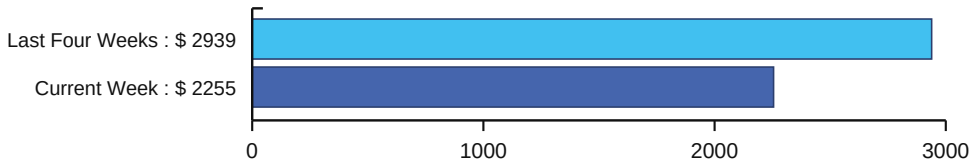
Total Wage



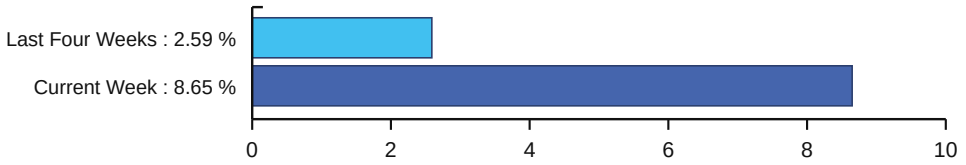
Wage Percentage



Net Profit



Net Profit Margin



Appointment Details

Doctor Name	Booked	Completed	DNA	Free Appts.	Book. %
Anthony Hiu Lam	22	22	0	1	100.00%
Haresh Das	214	209	5	21	97.66%
Lynn Thet Hein	11	11	0	4	100.00%
Xin Chaw	69	67	2	51	97.10%
TOTAL	**316**	**309**	**7**	**77**	**97.78%**

Allied Appointment Details

Health Care Team	Booked	Completed	DNA	Free Appts.	Book. %
Admin Column	25	0	25	281	0.00%
Jade Clark	37	0	37	178	0.00%
TOTAL	**62**	**0**	**62**	**459**	**0.00%**

Billing Summary

Doctor Name	P.P.A	Fees
Anthony Hiu Lam	$ 92.50	$ 2035
Haresh Das	$ 83.05	$ 17358
Lynn Thet Hein	$ 124.34	$ 1368
Xin Chaw	$ 79.46	$ 5324
TOTAL	**$ 84.42**	**$ 26085**

Allied Billing Details

Health Care Team	P.P.A	Fees
Admin Column	$ 0.00	$ 0
Jade Clark	$ 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.
Anthony Hiu Lam	0	0	0	0	0	23	0	23	$ 88.58	$ 2074.95
Haresh Das	47	47	47	47	47	0	0	235	$ 96.07	$ 20742.73
Lynn Thet Hein	0	0	0	0	0	0	15	15	$ 80.01	$ 1843.55
Xin Chaw	40	40	0	40	0	0	0	120	$ 53.32	$ 9706.81
TOTAL	**87**	**87**	**47**	**87**	**47**	**23**	**15**	**393**	**$ 81.97**	**$ 34583.38**

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.
Admin Column	56	56	56	56	56	26	0	306	$ 0.00	$ 0.00
Jade Clark	43	43	43	43	43	0	0	215	$ 0.00	$ 0.00
TOTAL	**99**	**99**	**99**	**99**	**99**	**26**	**0**	**521**	**$ 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.
Anthony Hiu Lam	0	0	0	0	0	23	0	23	$ 85.54	$ 2074.95
Haresh Das	47	47	47	47	47	0	0	235	$ 86.58	$ 20742.73
Lynn Thet Hein	0	0	0	0	0	0	15	15	$ 101.33	$ 1843.55
Xin Chaw	40	40	0	40	0	0	0	120	$ 48.95	$ 9706.81
TOTAL	**87**	**87**	**47**	**87**	**47**	**23**	**15**	**393**	**$ 75.59**	**$ 34583.38**

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.
Admin Column	56	56	56	56	56	26	0	306	$ 0.00	$ 0.00
Jade Clark	43	43	43	43	43	0	0	215	$ 0.00	$ 0.00
TOTAL	**99**	**99**	**99**	**99**	**99**	**26**	**0**	**521**	**$ 0.00**	**$ 0.00**

Wage Report

Health Care Team	Role	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Wages
Hannah Corro	Nurse	09:00	09:00	09:00	09:00	09:00	00:00	00:00	45:00	$ 1588.95
Mandy Lowe	Staff	09:00	09:00	09:00	08:00	05:00	00:00	00:00	40:00	$ 1080.00
Phyllis Tay	Staff	09:00	09:00	09:00	09:00	00:00	00:00	00:00	36:00	$ 1164.60
TOTAL		**27:00**	**27:00**	**27:00**	**26:00**	**14:00**	**00:00**	**00:00**	**121:00**	**$ 3833.55**

Role	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total	Wages
Nurse Total	09:00	09:00	09:00	09:00	09:00	00:00	00:00	45:00	$ 1588.95
Staff Total	18:00	18:00	18:00	17:00	05:00	00:00	00:00	76:00	$ 2244.60
TOTAL	**27:00**	**27:00**	**27:00**	**26:00**	**14:00**	**00:00**	**00:00**	**121:00**	**$ 3833.55**

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
Hannah Corro	Nurse	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00				
Mandy Lowe	Staff	09:00	18:00	09:00	18:00	08:00	17:00	08:00	16:00	08:00	13:00				
Phyllis Tay	Staff	08:15	17:15	08:15	17:15	09:00	18:00	09:00	18:00						
TOTAL		**27:00**		**27:00**		**27:00**		**26:00**		**14:00**		**00:00**		**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
Hannah Corro	Nurse	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00	09:00	18:00				
Mandy Lowe	Staff	09:00	18:00	09:00	18:00	08:00	17:00	08:00	16:00	08:00	13:00				
Phyllis Tay	Staff	08:15	17:15	08:15	17:15	09:00	18:00	09:00	18:00						
TOTAL		**27:00**		**27:00**		**27:00**		**26:00**		**14:00**		**00:00**		**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
Admin Column	0	1	00:00	4	00:00	10	00:00	4	00:00	6	00:00	0	00:00	0	00:00	25	00:00
Anthony Hiu Lam	0	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	22	00:00	0	00:00	22	00:00
Haresh Das	0	50	00:00	50	00:00	60	00:00	0	00:00	54	00:00	0	00:00	0	00:00	214	00:00
Jade Clark	0	9	00:00	4	00:00	10	00:00	9	00:00	5	00:00	0	00:00	0	00:00	37	00:00
Lynn Thet Hein	0	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	0	00:00	11	00:00	11	00:00
Xin Chaw	0	31	00:00	0	00:00	0	00:00	38	00:00	0	00:00	0	00:00	0	00:00	69	00:00
TOTAL	**0**	**91**	**00:00**	**58**	**00:00**	**80**	**00:00**	**51**	**00:00**	**65**	**00:00**	**22**	**00:00**	**11**	**00:00**	**378**	**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.	
Admin Column	1	55	4	52	10	46	4	52	6	50	0	26	0	0	25	281	8.17%
Anthony Hiu Lam	0	0	0	0	0	0	0	0	0	0	22	1	0	0	22	1	95.65%
Haresh Das	50	0	50	0	60	0	0	47	54	0	0	0	0	0	214	47	81.99%
Jade Clark	9	34	4	39	10	33	9	34	5	38	0	0	0	0	37	178	17.21%
Lynn Thet Hein	0	0	0	0	0	0	0	0	0	0	0	0	11	4	11	4	73.33%
Xin Chaw	31	9	0	40	0	0	38	2	0	0	0	0	0	0	69	51	57.50%
TOTAL	**91**	**98**	**58**	**131**	**80**	**79**	**51**	**135**	**65**	**88**	**22**	**27**	**11**	**4**	**378**	**562**	**40.21%**

Nurse Ratio	Doctor Hours	Nurse Hours
1	74:25	45:00

Profitability Analysis

Here are the top five actions to improve profitability, based on your data analysis:

1. **Activate and Monetize Allied Health Services**

Your allied health appointments and billings are currently at zero, despite having available staff and considerable appointment capacity. To improve profitability, launch and actively promote allied health services such as physiotherapy, psychology, or dietetics. This will utilize existing resources, attract new patient segments, and generate additional revenue streams with minimal incremental cost.

2. **Increase Utilization of Existing Capacity**

Your overall utilization percentage is low at 34.33%, and nurse booking percentage is just 8.17%. This means a large portion of your available appointment slots and staff time is unused. To address this, intensify marketing efforts, recall campaigns, and referral programs to bring in more patients, especially during low-demand periods. Consider reviewing your appointment scheduling and session lengths to optimize the number of patients seen per day.

3. **Review and Reduce Operating and Management Expenses**

Operating expenses are high at $10,423, and management fees are $7,825.37, which is substantial relative to your total income. Conduct a detailed review of all expense categories to identify inefficiencies or non-essential costs. Renegotiate contracts, streamline administrative processes, and consider outsourcing non-core functions to reduce overhead and improve margins.

4. **Increase Average Revenue Per Patient**

Your average per patient billing is $84.42, but there is variation among providers (e.g., Lynn Thet Hein bills $124.34 per patient). Standardize and upskill providers on higher-value services and billing opportunities where appropriate. Introduce value-added or bundled services, review item codes and rebates, and ensure all billable services are captured to lift average revenue per patient.

5. **Expand and Incentivize Online Appointments**

Online appointments already comprise 44.62% of your bookings and deliver savings of $1,710.54. Further promote online services to both existing and new patients, leveraging telehealth for convenience and operational efficiency. Streamlining workflows for online appointments can further reduce costs and increase appointment fill rates, especially in underutilized timeslots.

By focusing on these five areas—activating allied health, increasing utilization, reducing expenses, raising per patient revenue, and expanding online services—you can significantly improve both short-term and long-term profitability.