

Utilization

Utilization definition

Utilization should include all clients with at least one **attended** appointment between July 1st and June 30th. If your center or Electronic Medical Record is combined with a medical center or other non-mental health center, exclude the medical appointments at those centers.

Calculating Utilization

Below are instructions for obtaining this number in each EMR. Because installations and site configurations may differ, specific steps for obtaining this number may differ for you. If you are having difficulties, please contact your EMR for more specific instructions on obtaining this number.

Unsure about your results? Question to consider...

- Divide your utilization by enrollment. Does that make sense for the % of the student body you serve? ○ *FYI: less than 3% of centers have a utilization over 4000. Does your utilization seem reasonable for your school size?*
- Is your center/EMR integrated with your health center? If so, remember to remove duplicates clients and/or test/dummy cases from the combined list.

Medicat Legacy

- From the Practice Home Screen, select Standard Reports < Appointments < Daily Schedule.
- Filter by Appointment date and Clinic (if applicable).
- Click Print Report.
- After the report compiles, advance to the last page. Report on **Distinct Accounts**.

Medicat One (updated 6/27/2026)

Navigate to Activity, then Reports.

Select First Generation Reports

Select Counseling

Select the "Visits: Unique People Season" under "Director Survey."

Set the filters for Clinic Code and Appointment Date, leaving all other filters as "All."

The number of unique people seen in the clinic for the date range will be displayed.

Point N Click

- In the web apps version of PnC, go to PnCChart > Facility > Clinical Reports > AUCCCD > Overall Utilization.
- In the windows version of PnC, go to OpenChart > Facility > Clinical Reports > AUCCCD > Overall Utilization.
- **For both web apps and windows versions, enter the date and department parameters.**

PyraMed

- Go to Main > Other Workplaces > Data Analysis Workplace ○ Select the folder to import the analysis to
 - Click on the Globe ICON to access the Data Analysis Repository  ○ Choose a category of Counseling and select Search ○ Find the analysis named “Utilization” ○ Select Import ○ Close the Online Repository
 - Find the analysis in the list and enter the parameters for start date (7/1) and end date (6/30) and division (select your counseling division)
 - Click OK
 - The only total that displays is the Patient ID Total – this is the total # of unique patient appointments for the time period and division specified
 - *This information can also be added to other reports – for assistance please reach out to support@pyramed-health.com*

Titanium

- Go to “Reports” Tab > Select “Appointment Statistics”
- Choose the following report parameters: ○ Schedules to include: “Group” – Select “All” ○ Appointment types to include: “Group” – Select “All” ○ Start date: Select 7/1, End date: Select 6/30 ○ Attendance: Select “Attended”
 - Appointment Mode (if this feature was activated): Select “ANY”
- Click Preview
- After selecting “Preview”, the utilization number is located at the top of the Appointment Statistics Report, in the row titled “Attended”, in the column titled “No. of Clients”

If you do not have access to reports in Titanium:

- From the schedule screen, navigate to “Open” > “Advanced Client Search” • Filter: Choose “Appointments” • Appointments Filter:
 - Schedules to search for – “Group” – Select “All” ○ Appointment types to search for – “Group” – Select “All”
- Set Start Date 7/1 and end date 6/30
- Schedule Attendance: Choose “Attended”. Client attendance: Choose “Attended”.
- Appointment Mode: Select “ANY”
- Click “Search” on the menu bar
- Utilization is the number in the top, right corner of the window.