

What is a new patient worth to your practice?

Your practice attracts loyal, long-term patients

When a patient comes to your practice, it's very rarely a one-off consultation. The great experience you offer your patients creates a relationship that keeps them coming back time and time again.

With the average HealthEngine patient making, on average, 5.3 appointments per year - incurring only a single new patient connection fee - the value comes from the multiple follow-up visits you'll get in the months and years to come.

5.3

appointments are made by HealthEngine per year, on average.

1%

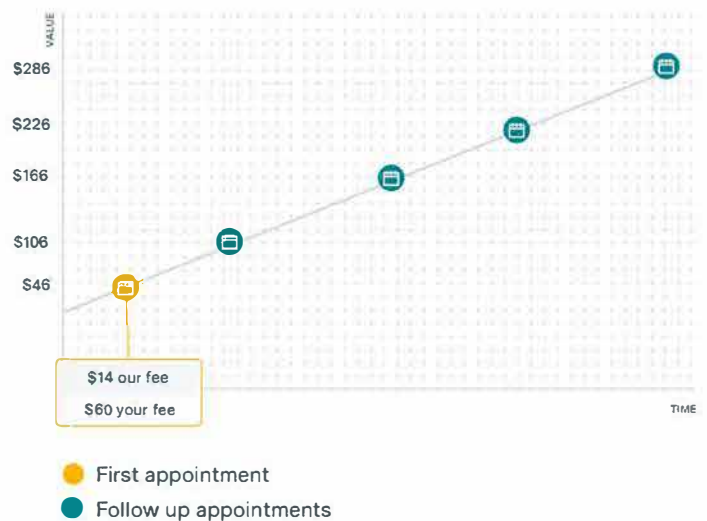
Do Not Attend rate for HealthEngine patients.

Over 91% of bookings on HealthEngine are existing patients booking with their regular practice

The lifetime value of your patients.

And, while calculating your cost per new patient is important to discover whether you're in the positive in that area, it only tells half the story. To truly understand the return you're getting on a patient, it's crucial to think in terms of **Life Time Value (LTV)**.

For example, if a new patient costs your practice \$14, you may not see the value once you take that off the first consultation fee. But, when you consider the value your practice receives from the multiple follow-up visits from a patient, it paints a very different picture.



View your ROI

View the return you're getting from your HealthEngine investment using our Value Insights Report.

[View your ROI](#)

Concerned about your spend?

HealthEngine price capping gives you complete control allowing you to set your budget and stick to it.