

## Monthly Statistics and Graphs for Healthmail, secure clinical email



December 2018  
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### 1. Accounts Created

Month	GP	GP Support	Community Pharmacy	Nursing Home	Optometrist
December 2018	10	2	8	5	1
November 2018	28	6	25	5	11
October 2018	45	10	25	6	16
September 2018	40	15	71	11	25
August 2018	45	20	61	7	
July 2018	76	28	45	18	
June 2018	166	74	113	61	
May 2018	186	108	392	156	
April 2018	130	59	239	43	
March 2018	77	34	133	1	
February 2018	67	33	39		
January 2018	45	18	22		

Table 1 Accounts created this month by user group

### 2. Mailbox Statistics

Month	GP	GP Support	Community Pharmacy	Nursing Home	Optometrist	Service Admin	Total
December 2018	2418	690	1737	313	53	9	5220
November 2018	2410	688	1729	308	52	9	5196
October 2018	2384	682	1704	303	41	9	5123
September 2018	2339	672	1679	297	25	10	5022
August 2018	2303	656	1608	286		9	4862
July 2018	2261	636	1548	279		9	4733
June 2018	2186	607	1506	261		9	4569
May 2018	2021	535	1392	200		9	4157
April 2018	1832	428	1005	44		7	3316
March 2018	1705	377	772	1		7	2861
February 2018	1628	343	639			8	2618
January 2018	1561	310	600			8	2479

Table 2 Mailbox totals by user group

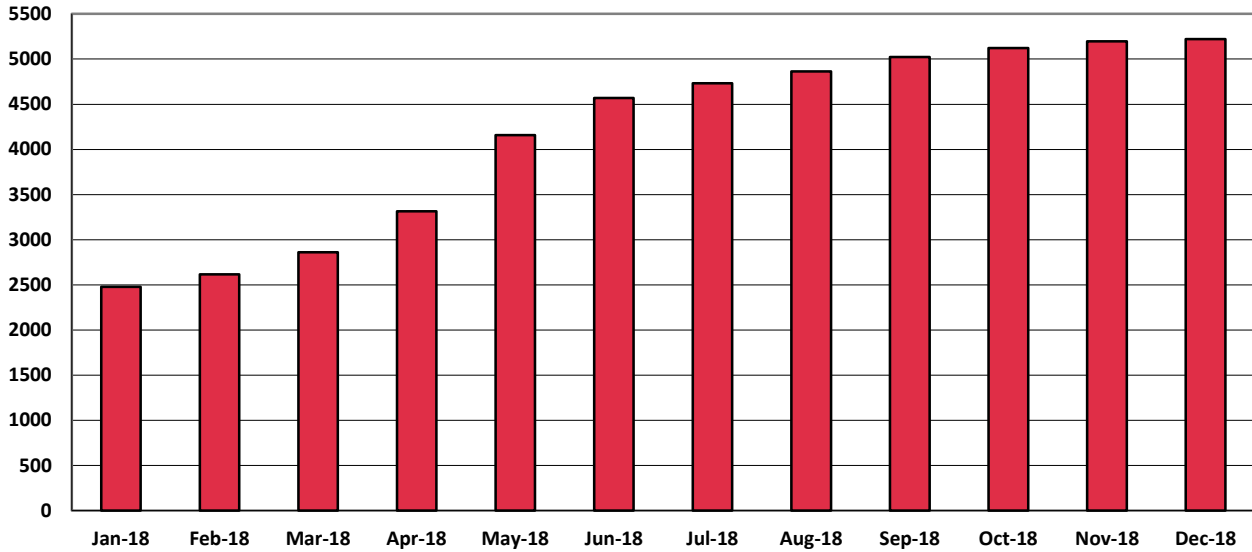


Figure 1 Healthmail users by month 2018

### 3. Historical User Statistics (Nov 2014 - Dec 2017)

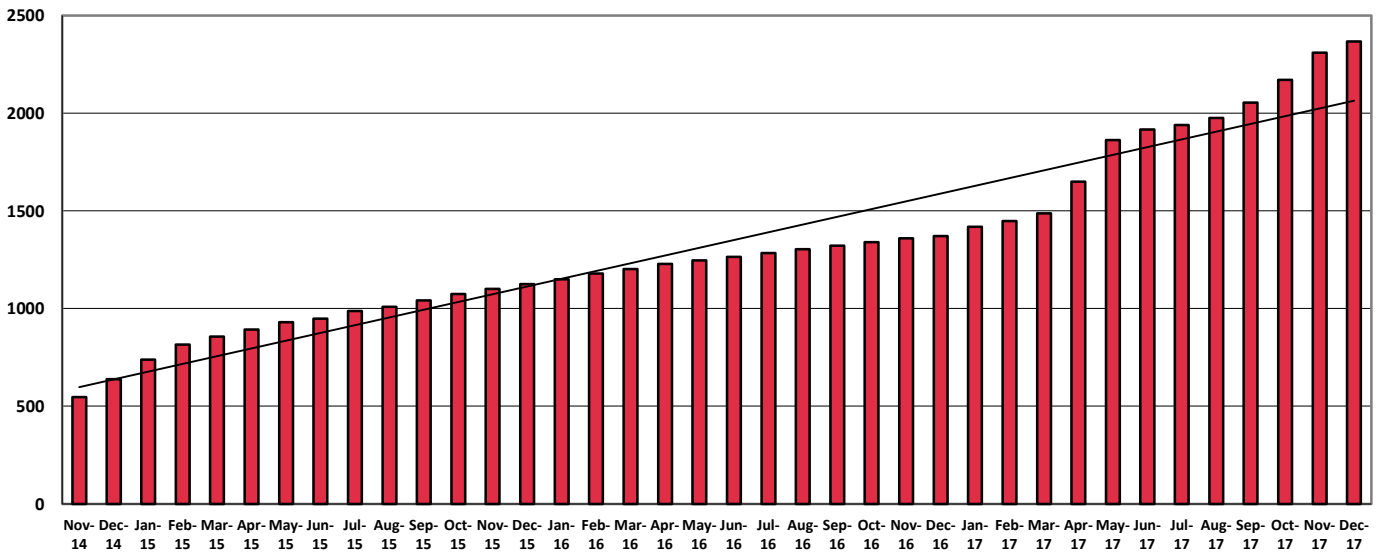


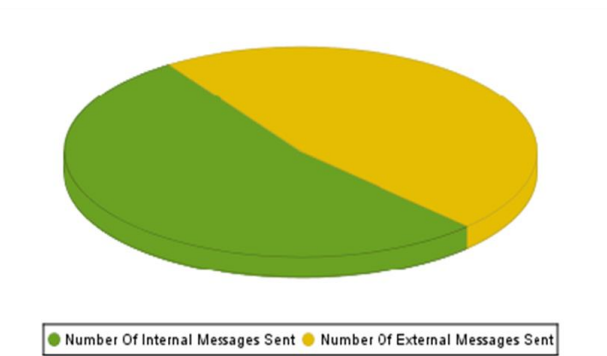
Figure 2 Healthmail users by month (historical)

Month	Number of Users
November 2014	547
December 2014	639
January 2015	739
February 2015	815
March 2015	856
April 2015	893
May 2015	930
June 2015	948
July 2015	988
August 2015	1,009
September 2015	1,042
October 2015	1,074
November 2015	1,101

December 2015	1,125
January 2016	1,149
February 2016	1,179
March 2016	1,202
April 2016	1,228
May 2016	1,246
June 2016	1,264
July 2016	1,284
August 2016	1,304
September 2016	1,322
October 2016	1,340
November 2016	1,360
December 2016	1,371
January 2017	1,419
February 2017	1,447
March 2017	1,487
April 2017	1,649
May 2017	1,863
June 2017	1,917
July 2017	1,940
August 2017	1,976
September 2017	2,054
October 2017	2,171
November 2017	2,309
December 2017	2,367

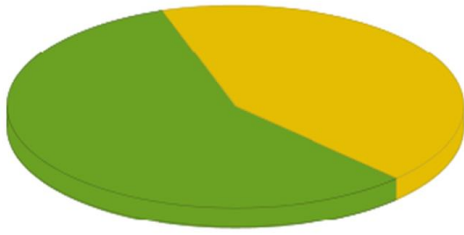
Table 4 Healthmail users by month (Historical)

### 3. Messages Sent and Received



Number Of Messages Sent	Number Of Internal Messages Sent	Number Of External Messages Sent
33362	17712	15650

Figure 3 Analysis of Sent Messages this month



● Number Of Internal Messages Received ● Number Of External Messages Received

Number Of Messages Received	Number Of Internal Messages Received	Number Of External Messages Received
30428	17452	12976

Figure 4 Analysis of Received Messages this month

Month	Number of Messages Sent	Number of Messages Received	Total Messages
Total 2014	3,372	2,594	5,966
Total 2015	23,324	38,189	61,603
Total 2016	36,298	70,969	107,269
January 2017	5,663	8,040	13,703
February 2017	5,001	6,976	11,977
March 2017	3,277	5,610	8,887
April 2017	2,832	4,754	7,586
May 2017	8,687	10,730	19,417
June 2017	3,211	4,847	8,058
July 2017	3,187	5,047	8,234
August 2017	3,665	5,284	8,949
September 2017	3,674	5,985	9,659
October 2017	4,155	6,410	10,565
November 2017	6,851	8,981	15,832
December 2017	3,337	5,216	8,553
Total 2017	53,540	77,880	131,420
January 2018	4,800	6,539	11,339
February 2018	6,297	8,387	14,684
March 2018	5,772	7,554	13,326
April 2018	8,659	10,476	19,135
May 2018	21,355	22,349	43,704
June 2018	40,878	42,856	83,734
July 2018	53,238	56,360	109,598
August 2018	33,193	27,144	60,337
September 2018	35,109	26,101	61,210
October 2018	40,958	36,111	77,069
November 2018	42,111	37,940	80,051
December 2018	33,362	30,428	63,790

Table 5 Total messages sent and received each month

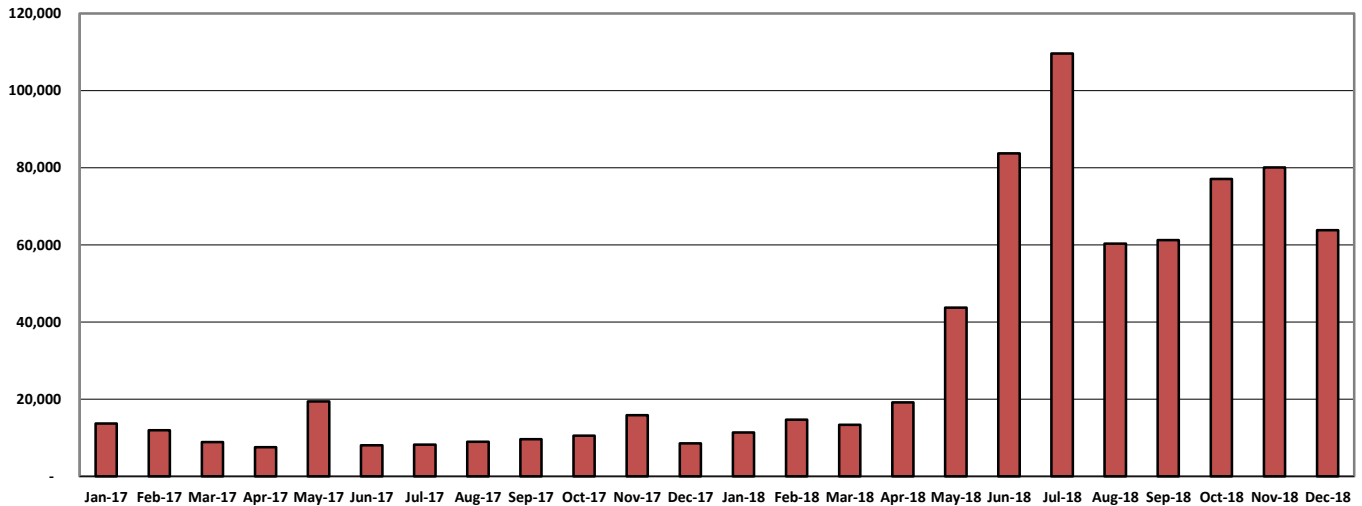


Figure 5 Total messages sent and received each month

#### 4. Notifications and Mass Mailings

Month	Notifications sent
January 2017	2
February 2017	1
March 2017	0
April 2017	0
May 2017	3
June 2017	0
July 2017	0
August 2017	0
September 2017	0
October 2017	0
November 2017	1
December 2017	0
January 2018	0
February 2018	0
March 2018	0
April 2018	0
May 2018	0
June 2018	0
July 2018	1
August 2018	0
September 2018	0
October 2018	0
November 2018	0
December 2018	0

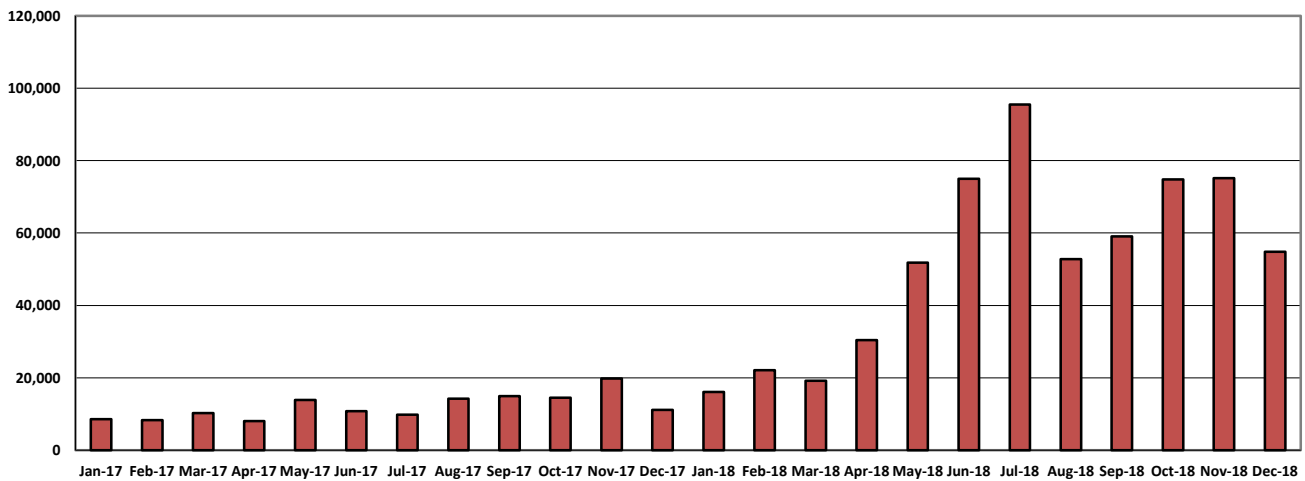
Table 6 Number of notifications or mass mailings sent each month

#### 5. Volume of Data Transmitted

Month	Volume of Messages in MB
Total 2014	1,201
Total 2015	26,675
Total 2016	72,574

January 2017	8,640
February 2017	8,302
March 2017	10,305
April 2017	8,079
May 2017	13,909
June 2017	10,783
July 2017	9,817
August 2017	14,275
September 2017	14,964
October 2017	14,505
November 2017	19,827
December 2017	11,148
<i>Total 2017</i>	<i>144,554</i>
January 2018	16,113
February 2018	22,127
March 2018	19,176
April 2018	30,410
May 2018	51,834
June 2018	74,973
July 2018	95,527
August 2018	52,786
September 2018	59,093
October 2018	74,813
November 2018	75,185
December 2018	54,832

**Table 7 Total volume of messages sent and received in MB**



**Figure 6 Total volume of messages sent and received in MB**

## 6. Healthmail Access Methods

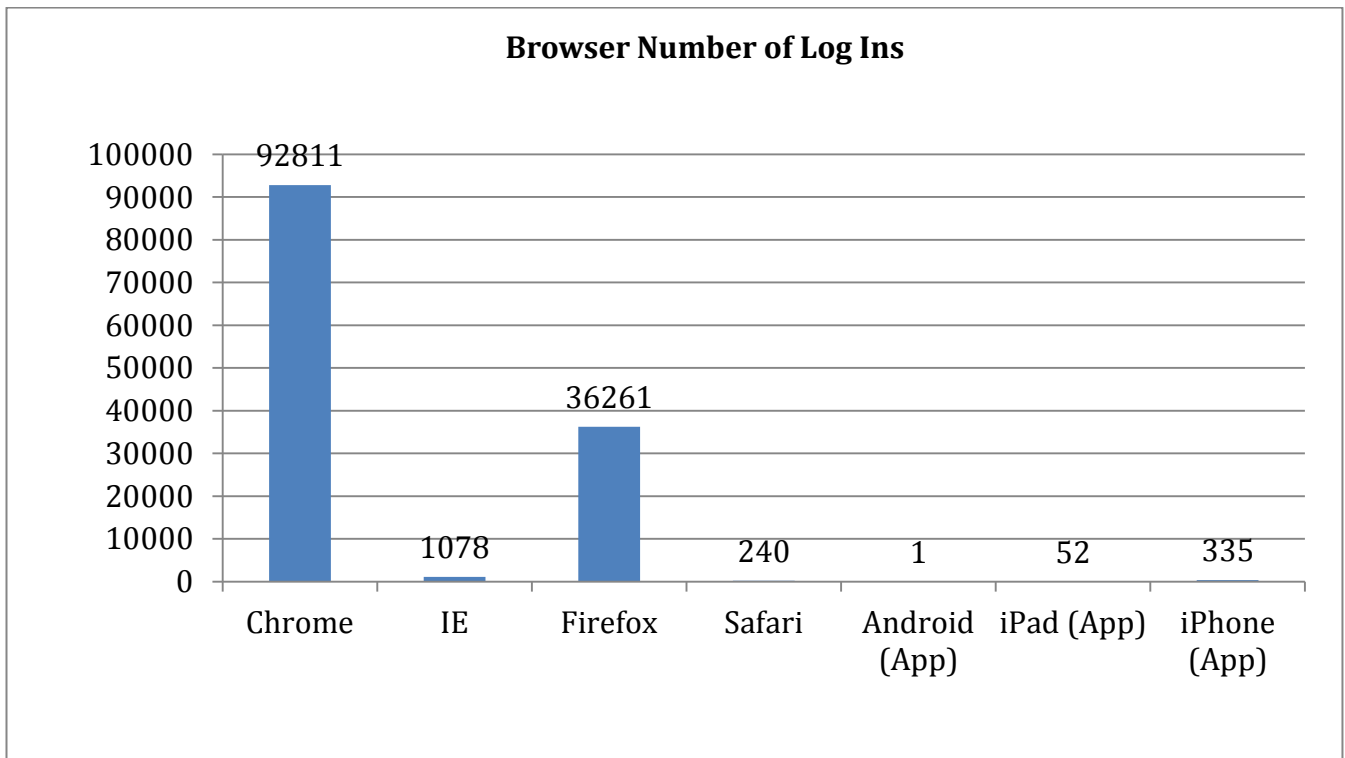
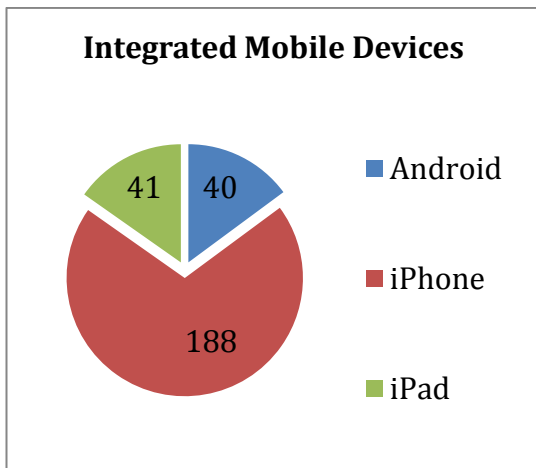


Figure 7 Number of logins across all devices

Month and Year	Total Browser Log Ins (all devices)
January 2016	7,678
February 2016	8,700
March 2016	8,588
April 2016	8,887
May 2016	9,272
June 2016	8,784
July 2016	8,934
August 2016	9,510
September 2016	9,050
October 2016	8,318
November 2016	9,381

December 2016	7,475
January 2017	9,615
February 2017	9,718
March 2017	11,530
April 2017	10,045
May 2017	11,929
June 2017	11,238
July 2017	11,916
August 2017	12,513
September 2017	12,738
October 2017	13,405
November 2017	15,457
December 2017	12,914
January 2018	17,341
February 2018	19,413
March 2018	20,692
April 2018	29,453
May 2018	67,196
June 2018	114,411
July 2018	134,769
August 2018	137,490
September 2018	134,091
October 2018	151,674
November 2018	158,769
December 2018	130,778

Table 8 Total browser logins by month

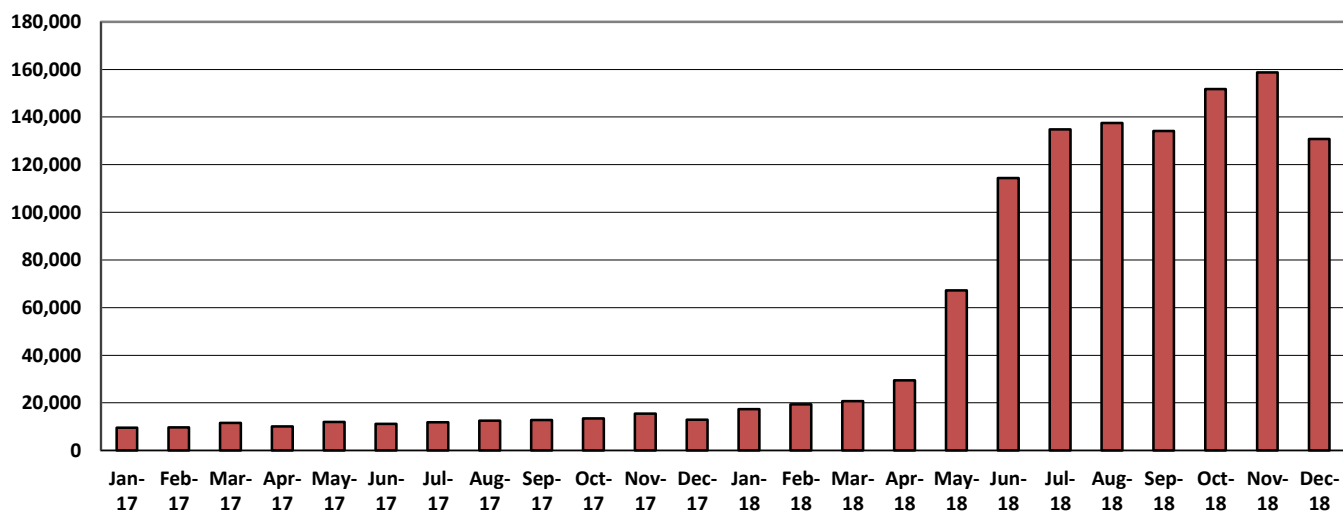


Figure 8 Total browser logins per month

Healthmail is a service of the Primary Care Directorate of the HSE, managed by eHealth Ireland and supported by the Department of Health, Irish College of General Practitioners, the Irish Pharmacy Union, Nursing Homes Ireland and the Association of Optometrists Ireland.