SoonerCare Patient Advice Line

March 2011

Executive Overview

Soonercare Patient Advice Line

Executive Overview

2011	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
I. CALL SUMMARY													
Calls Offered	4236	3242	3038										10516
Calls Handled	4050	3068	2948										10066
Calls Processed	3193	2503	2610										8306
Calls Abandoned	186	174	90										450
% Abandoned	4.4%	5.4%	3.0%										4.3%
Average Speed Answered	19s	21s	11s										17s
Translation Service	62	24	30										116
II. REASON OF CALL													
Symptoms/Triage	2051	1569	1611										5231
Health/Drug Information	318	255	284										857
General Information (feedback, redirected Mem Srvs calls, holiday call, etc.)	824	679	715										2218
III. CALL DISPOSITIONS													
Homecare	603	476	365										1444
Place Call to PCP	39	26	41										106
See PCP Within 2 Weeks	17	24	25										66
See PCP within 72 Hours	108	112	126										346
See PCP Within 24 Hours	413	311	274										998
Contact PCP Within 4 Hours	91	61	63										215
Call Poison Control Center	12	10	11										33
See in ED Immediately	722	502	631										1855
Activate EMS/911	57	51	67										175
Other (pharmacy, lab, etc.)	27	30	29										86
Health/Drug Information Provided	304	262	277										843
Information Provided	547	183	319										1049
Referred to Member Services/Other#	253	166	382										801
% of Triage ER/911 Calls	38%	35%	43%										39%
IV. TRIAGE ASSESSMENT GUIDELINES USED													
# of Triage Guidelines Used	2144	1648	1684										5476
V. CALLER STATISTICS													
# Repeat Callers	1741	1383	1386										4510
% Repeat Callers	55%	55%	53%										54%

CALLS BY DAY

Day	Offered	Abandoned	Handled	Abandonment %
1st	66	3	63	4.5%
2nd	103	3	100	2.9%
3rd	85	2	83	2.4%
4th	86	0	86	0.0%
5th	147	1	146	0.7%
6th	114	4	110	3.5%
7th	81	2	79	2.5%
8th	61	2	59	3.3%
9th	79	0	79	0.0%
10th	99	5	94	5.1%
11th	76	1	75	1.3%
12th	147	6	141	4.1%
13th	113	8	105	7.1%
14th	90	5	85	5.6%
15th	71	3	68	4.2%
16th	108	4	104	3.7%
17th	86	4	82	4.7%
18th	95	5	90	5.3%
19th	136	3	133	2.2%
20th	154	7	147	4.5%
21st	88	5	83	5.7%
22nd	99	4	95	4.0%
23rd	107	0	107	0.0%
24th	73	1	72	1.4%
25th	83	2	81	2.4%
26th	130	2	128	1.5%
27th	117	6	111	5.1%
28th	97	1	96	1.0%
29th	70	0	70	0.0%
30th	77	1	76	1.3%
31st	100	0	100	0.0%
	3038	90	2948	3.0%

YEAR-TO-DATE 2011

Month	Offered	Abandoned	Handled	Abandonment %
JAN	4236	186	4050	4.4%
FEB	3242	174	3068	5.4%
MAR	3038	90	2948	3.0%
APR				
MAY				
JUN				
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				
	10516	450	10066	4.3%

Report: Call detail by Bill Account and Clientid / Access code

Account: 9020861359 LIFECARE HEALTH SERVICES INC Parameters: Start Date = 03/01/2011, End Date = 03/31/2011

Client ID	Access Code	Time	Ref. Number	Language	Interpreter	Duration	Charges	ANI	Data 1	Data 2	Data 3	Data 4
861359	53510	03/02/2011	256332279	SPANISH	736	21	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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861359	53510	03/03/2011	541835170	SPANISH	10850	17	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	03/04/2011	392849669	SPANISH	5453	10	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	03/07/2011	381736238	SPANISH	5330	43	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	03/09/2011	507332069	SPANISH	11892	18	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	03/14/2011	393727571	SPANISH	4175	7	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	03/14/2011	384937634	SPANISH	2691	9	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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861359	53510	03/16/2011	506053561	SPANISH	6596	10	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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861359	53510	03/17/2011	481042362	SPANISH	3635	11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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861359	53510	03/21/2011	357045528	SPANISH	12033	18	33.12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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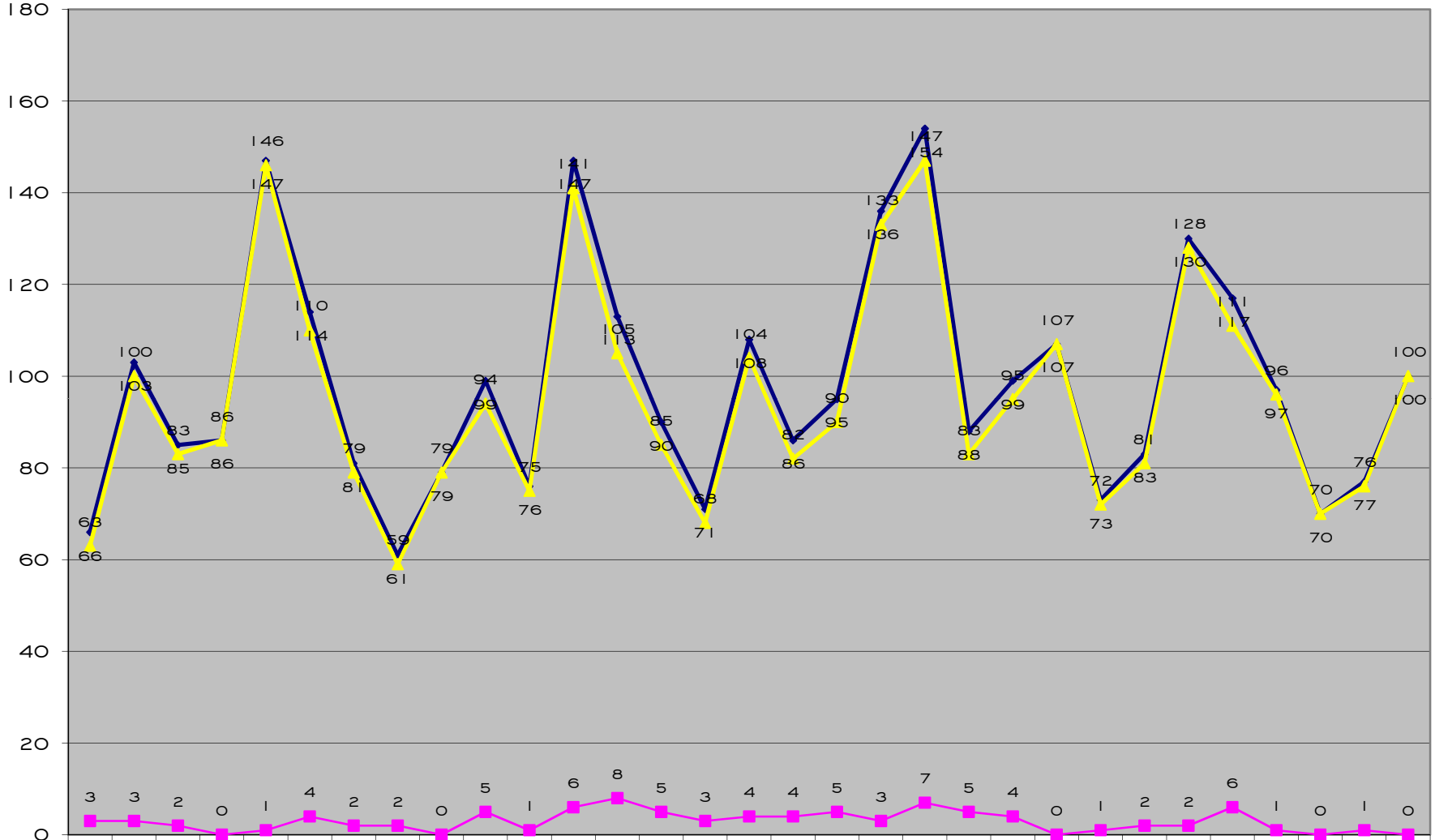
861359	53510	03/31/2011	351048649	SPANISH	12114	6	11.04	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

© 2010 Language Line Services Requirements: Mozilla Firefox 3.5+, Internet Explorer 8+, Google Chrome or Apple Safari 4+

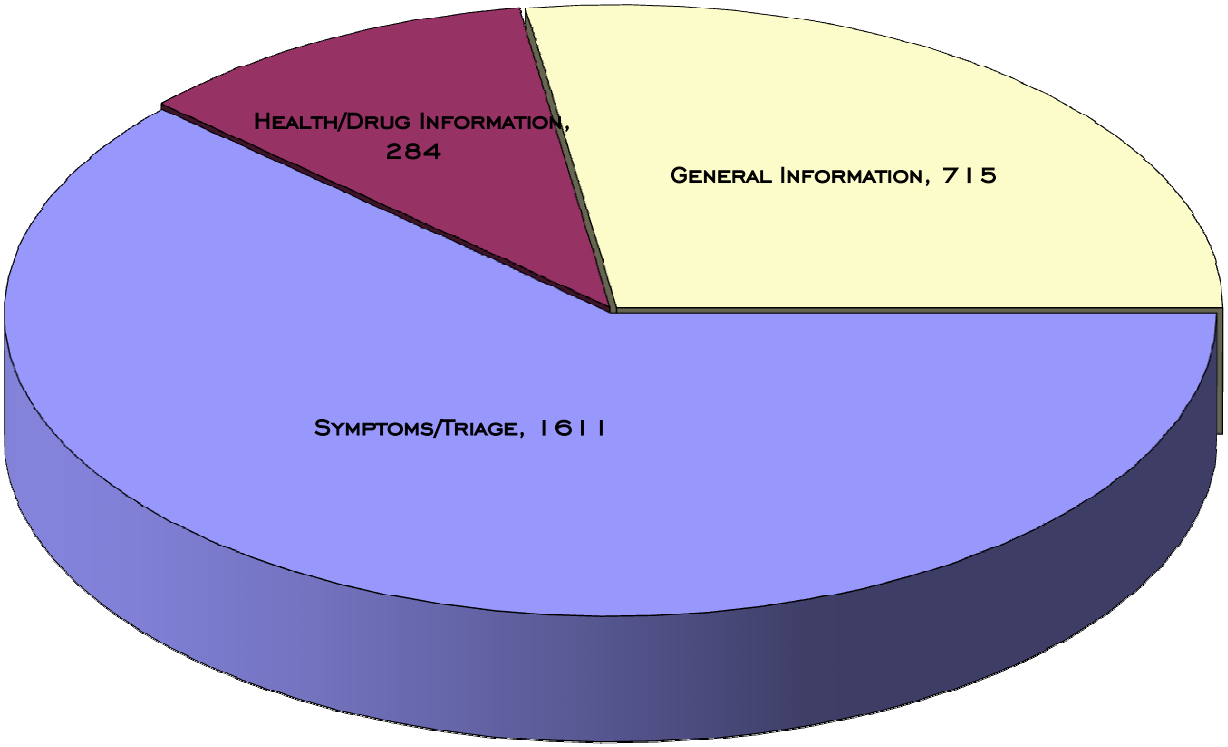
Data

Calls by Day
Soonercare Patient Advice Line



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Offered	66	103	85	86	147	114	81	61	79	99	76	147	113	90	71	108	86	95	136	154	88	99	107	73	83	130	117	97	70	77	100
Abandoned	3	3	2	0	1	4	2	2	0	5	1	6	8	5	3	4	4	5	3	7	5	4	0	1	2	2	6	1	0	1	0
Handled	63	100	83	86	146	110	79	59	79	94	75	141	105	85	68	104	82	90	133	147	83	95	107	72	81	128	111	96	70	76	100

Reason of Call
Soonercare Patient Advice Line



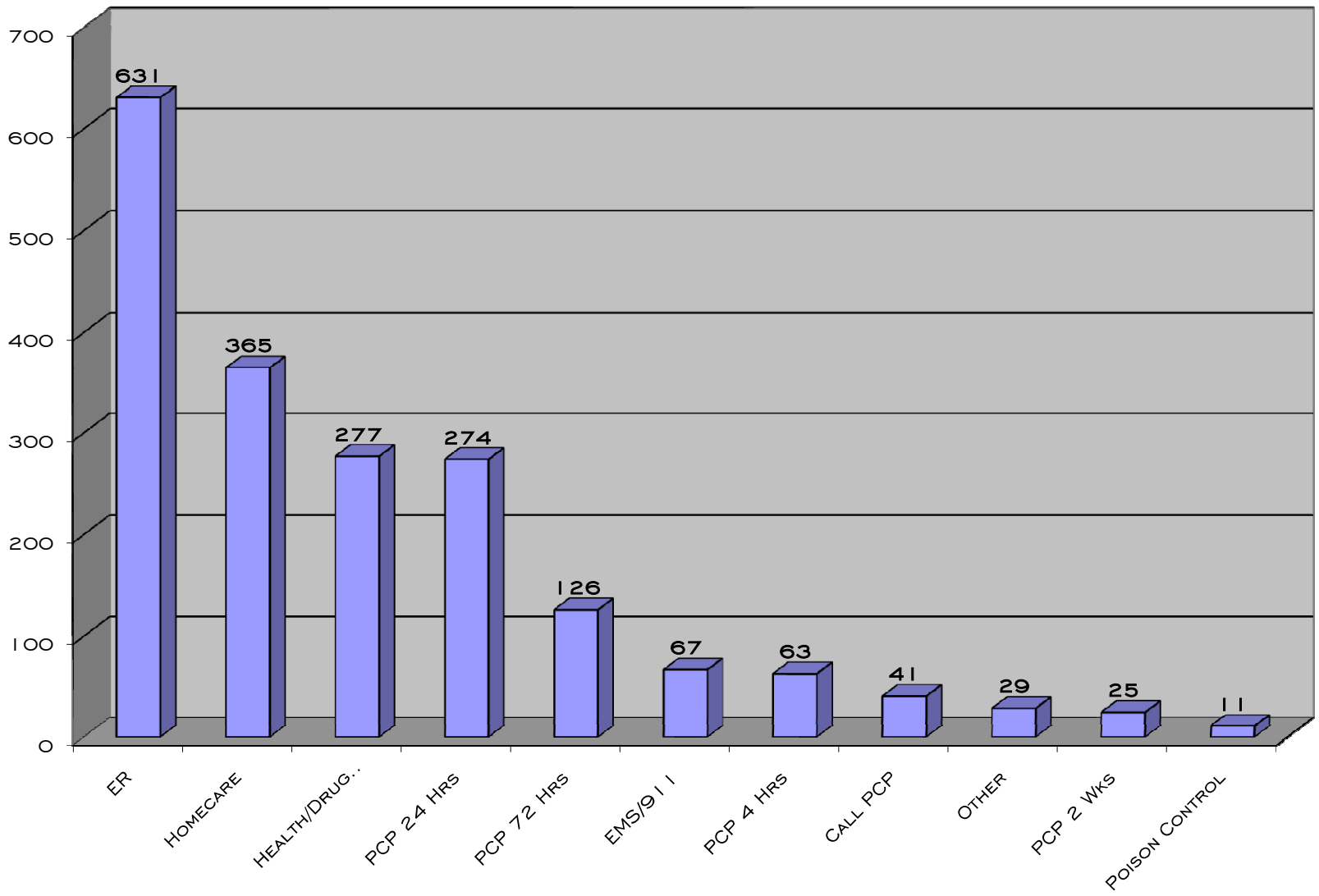
Referrals by Provider Name
by Facility Type by Contract

Start Date: 3/1/2011
End Date: 3/31/2011

Facility Type: Hospital service
Contract: SOONERCARE PAL

Contract / Facility Type / Provider Name	Referrals	Appointments	Total	Percent	
Soonercare PAL					
Hospital Service					
CMG Urgent Care	1	0	1	3.1%	
Edmond AM Clinic	1	0	1	3.1%	
Family Medical & Urgent Care Center	2	0	2	6.3%	
Gemini After Hours Clinic	1	0	1	3.1%	
Integris Urgent Care	2	0	2	6.3%	
MedNow Urgent Care Center	1	0	1	3.1%	
Mercy - NW Expressway	6	0	6	18.8%	
Providence Family Practice	1	0	1	3.1%	
Today Clinic	2	0	2	6.3%	
Tulsa Pediatric Urgent Care	8	0	8	25.0%	
Urgent Care Center of Ardmore	1	0	1	3.1%	
Urgent Care of Green Country - Claremore	3	0	3	9.4%	
Urgent Care of Green Country - Owasso	2	0	2	6.3%	
Wellfast Urgent Care Center	1	0	1	3.1%	
Total for Hospital Service	**32**	**0**	**32**	**100.0%**	of Contract Total
Total for Contract Soonercare PAL	**32**	**0**	**32**	**100.0%**	of Grand Total
Grand Totals:	**32**	**0**	**32**		

Triage Dispositions
Soonercare Patient Advice Line



Triage Calls

Guidelines Used by Contract
3/1/2011 to 3/31/2011

Contract	Guideline Name	Times Used
Soonercare PAL		
	Abdominal Pain (Female) (Pediatric)	19
	Abdominal Pain (Male) (Pediatric)	12
	Abdominal Pain / Discomfort	45
	Abdominal Pain, Pregnant	17
	Abdominal Swelling, Bloating	2
	Abortion: Less Than 20 Weeks, Threatened/Spontaneous	11
	Abortion: Therapeutic/Elective, Symptoms Post	1
	Abrasions/Lacerations/Puncture Wounds	8
	Alcoholism: Known / Suspected	1
	Allergic Reaction; Known / Suspected	9
	Amenorrhea	1
	Anaphylaxis (Pediatric)	3
	Animal or Human Bite (Pediatric)	5
	Ankle Injury	6
	Ankle Non-Injury	3
	Anus Symptoms (Pediatric)	1
	Anxiety	1
	Anxiety: Severe / Panic	2
	Arm Joint Swelling (Pediatric)	2
	Arm Pain (Pediatric)	1
	Asthma - Adult	4
	Asthma Attack (Pediatric)	26
	Athlete's Foot (Pediatric)	1
	Back Pain (Pediatric)	2
	Back Symptoms	29
	Back Symptoms, Pregnant	1
	Bee or Yellow Jacket Sting (Pediatric)	5
	Bites - Animal / Human	4
	Bites and Stings - Insects / Spiders	5
	Bloody Urine	2
	Bluish Skin Or Body Part (Cyanosis) (Pediatric)	4
	Boil or Abscess (Pediatric)	5
	Bottle-feeding Questions (Pediatric)	6
	Breast Symptoms - Female	2
	Breast Symptoms - Postpartum	2
	Breast-feeding Questions (Pediatric)	3
	Breathing Difficulty Severe (Pediatric)	29
	Breathing Problems	8
	Bronchiolitis Follow-up Call (Pediatric)	9
	Burns	4
	Burns (Pediatric)	7
	Chest Injury	2
	Chest Pain (Pediatric)	5
	Chest Pain / Discomfort	26
	Chickenpox (Pediatric)	1
	Choking - Inhaled Foreign Body (Pediatric)	1
	Chronic Diseases (Pediatric)	1
	Circumcision Problems (Pediatric)	3
	Cold Injuries (Hypothermia) (Pediatric)	1
	Colds (Pediatric)	38
	Confusion - Delirium (Pediatric)	2
	Confusion / Disorientation / Agitation	1
	Congestion - Guideline Selection (Pediatric)	2

Triage Calls

Guidelines Used by Contract
3/1/2011 to 3/31/2011

Contract	Guideline Name	Times Used
	Constipation	7
	Constipation (Pediatric)	25
	Cough (Pediatric)	102
	Cough - Adult	11
	Cracked or Dry Skin (Pediatric)	2
	Croup (Pediatric)	13
	Crying Baby 3 Months or Less (Pediatric)	8
	Crying Child More Than 3 Months (Pediatric)	11
	Cuts And Lacerations (Pediatric)	5
	Dehydration	1
	Depression / Mood Disorders	2
	Developmental Disorders (Pervasive): Dx	1
	Diabetes - High Blood Sugar (Pediatric)	3
	Diabetes: Diagnosed, Pregnant	1
	Diabetes: Foot Problems	2
	Diabetes: Out of Control	7
	Diaper Rash (Pediatric)	9
	Diarrhea (Pediatric)	24
	Diarrhea / Change in Bowel Habits	3
	Diarrhea On Antibiotics (Pediatric)	4
	Difficult Caller (Pediatric)	1
	Dizziness (Pediatric)	5
	Dizziness / Vertigo	7
	Ear - Congestion (Pediatric)	2
	Ear - Discharge (Pediatric)	6
	Ear - Foreign Body (Pediatric)	1
	Ear - Otitis Externa Follow-Up Call (Pediatric)	1
	Ear - Pain/Injury/Foreign Body	11
	Ear - Pulling At or Itchy (Pediatric)	1
	Ear Infection Follow-up Call (Pediatric)	12
	Earache (Pediatric)	32
	Earwax (Pediatric)	1
	Edema, Generalized Atraumatic	5
	Edema, Pregnant	3
	Elbow Injury	1
	Electrical Injury	1
	Eye - Allergy (Pediatric)	1
	Eye - Chemical In (Pediatric)	2
	Eye - Pus Or Discharge (Pediatric)	26
	Eye - Red Without Pus (Pediatric)	2
	Eye - Swelling (Pediatric)	3
	Eye: Infection / Irritation	3
	Eye: Injury / UV Light Exposure	2
	Eye: Pain or Vision Change - No Injury	4
	Eyes - Dark Circles Under (Pediatric)	1
	Face Pain / Swelling - No Injury	4
	Face Swelling (Pediatric)	1
	Fainting	1
	Fainting (Pediatric)	1
	Fatigue	3
	Fetal Movement - Decreased, Pregnant	3
	Fever - Adult	3
	Fever After 3 Months Old (Pediatric)	78
	Fever Before 3 Months Old (Pediatric)	8

Triage Calls

Guidelines Used by Contract
3/1/2011 to 3/31/2011

Contract	Guideline Name	Times Used
	Fever Blisters (Cold Sores) (Pediatric)	3
	Finger / Fingernail Injury	4
	Finger / Fingernail Non-Injury	1
	Fingernail Infection (Pediatric)	2
	Flank Pain	2
	Flu-Like Symptoms; Known/Suspected Influenza	2
	Flu-Like Symptoms; Known/Suspected Influenza, Pregnant	2
	Fluid Intake Decreased (Pediatric)	7
	Food Poisoning (Pediatric)	1
	Food Reactions (Pediatric)	2
	Foot Non-Injury	4
	Foot Or Ankle Swelling (Pediatric)	1
	Foreskin Retraction Problems (Pediatric)	1
	Genital Lesions - Female	2
	GI Bleeding	11
	GI Symptoms Multiple - Guideline Selection (Pediatric)	1
	H1N1 Influenza (Swine Flu); Known/Suspected	1
	Hay Fever (Pediatric)	1
	Head Injury	3
	Headache	19
	Headache (Pediatric)	10
	Heartburn, Pregnant	2
	Hepatitis; Known / Suspected	1
	Hernia - Umbilical (Pediatric)	1
	Hip Non-Injury	1
	Hives (Pediatric)	3
	Hoarseness (Pediatric)	1
	Hypertension; Diagnosed, Pregnant	1
	Hypertension; Known / Suspected	4
	Immunization Reactions (Pediatric)	19
	Impetigo (Infected Sores) (Pediatric)	1
	Infection Exposure (Contact) Questions (Pediatric)	1
	Infection On Antibiotic Follow-up Call (Pediatric)	8
	Influenza (Pediatric)	3
	Information Only Call - No Triage (Pediatric)	8
	Insect Bite (Pediatric)	3
	Irregular Heartbeat	2
	Itching Localized And Cause Unknown (Pediatric)	2
	Itching Widespread And Cause Unknown (Pediatric)	4
	IUD; Symptoms	1
	Jaundice - Newborn (Pediatric)	2
	Knee Injury	4
	Knee Non-Injury	1
	Leg Joint Swelling (Pediatric)	2
	Leg Pain (Pediatric)	7
	Limp (Pediatric)	1
	Lip Swelling (Pediatric)	1
	Lower Leg Non-Injury	8
	Lymph Nodes Swollen (Pediatric)	1
	Medication Question Call (Pediatric)	2
	Menstrual Cramps (Pediatric)	1
	Mouth / Lip / Teeth Injury	5
	Mouth / Lip / Tongue Lesions	1
	Mouth Pain And Symptoms (Pediatric)	4

Triage Calls

Guidelines Used by Contract
3/1/2011 to 3/31/2011

Contract	Guideline Name	Times Used
	Mouth Ulcers (Pediatric)	3
	Muscle Ache / Pain	1
	Muscle Jerks - Tics - Shudders (Pediatric)	2
	Nausea / Vomiting	18
	Nausea / Vomiting, Pregnant	6
	Neck Lump / Swelling	1
	Neck Pain or Injury	2
	Neck Pain Or Stiffness (Pediatric)	2
	Neurological Deficits	2
	Newborn Appearance (Pediatric)	10
	Newborn Rashes And Birthmarks (Pediatric)	1
	Newborn Urine - Pink Or Brick-dust (Pediatric)	2
	No Guideline Or Reference Available (Pediatric)	1
	No Guideline/Advice Per Reference (Adult)	3
	Nose - Foreign Body (Pediatric)	2
	Nosebleed (Pediatric)	5
	Nosebleed - With and Without Injury	4
	Numbness / Tingling	3
	Pale Skin (Pediatric)	1
	Pelvic Pain / Dyspareunia	1
	Penis-Scrotum Symptoms (Pediatric)	5
	Pinworms (Pediatric)	3
	Pneumonia Follow-up Call (Pediatric)	2
	Poisoning	2
	Poisoning (Pediatric)	8
	Post-op Symptoms And Questions (Pediatric)	6
	Postoperative Problems	9
	Postoperative Wound Care	5
	Postpartum Problems	6
	Preterm Labor: 20 to 37 Weeks Gestation	19
	Progestin; Symptoms / Information	1
	Puncture Wound (Pediatric)	5
	Rash - Amoxicillin (Pediatric)	2
	Rash - Guideline Selection (Pediatric)	4
	Rash - Localized And Cause Unknown (Pediatric)	7
	Rash - Purple Spots Or Dots (Pediatric)	2
	Rash - Widespread And Cause Unknown (Pediatric)	19
	Rash - Widespread On Drugs (Pediatric)	10
	Rash / Hives / Eruptions	14
	Recent Medical Visit For Illness: Follow-up Call (Pediatric)	9
	Rectal Symptoms	2
	Respiratory Multiple Symptoms - Guideline Selection (Pediatric)	2
	Ringworm (Pediatric)	3
	Ruptured Membranes, Pregnant	2
	Scrapes (Pediatric)	1
	Scrotum / Testicles Symptoms	1
	Seizure	1
	Seizure With Fever (Pediatric)	1
	Seizure Without Fever (Pediatric)	2
	Sexual Disorders	1
	Shoulder Injury	1
	Shoulder Non-Injury	5
	Signs of Labor, Pregnant	12
	Sinus Pain Or Congestion (Pediatric)	4

Triage Calls

Guidelines Used by Contract
3/1/2011 to 3/31/2011

Contract	Guideline Name	Times Used
	Skin / Rash, Pregnant	3
	Skin Foreign Body (Pediatric)	2
	Skin Lesions / Skin Irritation	11
	Skin Swelling Or Lump (Pediatric)	1
	Sleep Disorders	1
	Sleep Increased (Pediatric)	1
	Smoke and Fume Inhalation (Pediatric)	1
	Sore Throat (Pediatric)	21
	Sore Throat / Hoarseness	13
	Sores (Pediatric)	5
	Spider Bite - North America (Pediatric)	4
	Spitting Up (Reflux) (Pediatric)	8
	Stools - Blood In (Pediatric)	10
	Stools - Unusual Color (Pediatric)	5
	Strep Throat Exposure (Pediatric)	1
	Strep Throat Infection Follow-up Call (Pediatric)	4
	Suicidal, Homicidal, or Harmful Behavior	3
	Sunburn (Pediatric)	1
	Swallowed Foreign Body (Pediatric)	6
	Swallowed Harmless Substance (Pediatric)	1
	Swallowing Difficulty	1
	Swallowing Difficulty (Pediatric)	1
	TB - Dx; Exposure Known/Suspected	1
	Thigh Non-Injury	2
	Thrush (Pediatric)	3
	Tick Bite (Pediatric)	2
	Toe / Toenail Injury	2
	Toenail - Ingrown (Pediatric)	1
	Tooth, Gum and Jaw Symptoms	8
	Toothache (Pediatric)	2
	Trauma - Abdominal (Pediatric)	1
	Trauma - Arm (Pediatric)	8
	Trauma - Chest (Pediatric)	3
	Trauma - Ear (Pediatric)	2
	Trauma - Eye (Pediatric)	4
	Trauma - Face (Pediatric)	3
	Trauma - Finger (Pediatric)	4
	Trauma - Genital (Female) (Pediatric)	1
	Trauma - Head (Pediatric)	47
	Trauma - Leg (Pediatric)	10
	Trauma - Mouth (Pediatric)	4
	Trauma - Nose (Pediatric)	3
	Trauma - Tailbone (Pediatric)	2
	Trauma - Toe (Pediatric)	1
	Trauma - Tooth (Pediatric)	4
	Trauma, Pregnant	4
	Tremor	1
	Umbilical Cord - Bleeding (Pediatric)	1
	Umbilical Cord - Oozing or Infected (Pediatric)	3
	Upper Arm Non-Injury	2
	Upper Respiratory Infections / Colds	9
	Upper Respiratory Infections/Colds: Pregnant	8
	Urinary Symptoms - Female	14
	Urinary Symptoms / Prostate Problems	2

Triage Calls

Guidelines Used by Contract
3/1/2011 to 3/31/2011

Contract	Guideline Name	Times Used
	Urination - All Other Symptoms (Pediatric)	9
	Urination Pain (Female) (Pediatric)	2
	Urine - Blood In (Pediatric)	1
	Urine - Unusual Color or Odor (Pediatric)	2
	Vaginal Bleeding (Premenopausal) -- Abnormal	9
	Vaginal Bleeding - After Puberty (Pediatric)	1
	Vaginal Discharge / Irritation	3
	Vaginal Itching (Irritation) - Before Puberty (Pediatric)	4
	Vaginal Symptoms or Discharge - Before Puberty (Pediatric)	2
	Vomiting (Pediatric)	59
	Vomiting Blood (Pediatric)	2
	Vomiting On Meds (Pediatric)	2
	Weakness (Pediatric)	1
	Weakness / Paralysis	1
	Wheezing - Other Than Asthma (Pediatric)	12
	Withdrawal Symptoms	2
	Worms - Other Than Pinworms (Pediatric)	2
	Wound Infection (Pediatric)	4
Total for Contract : Soonercare PAL		**1,684**

2011	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Albanian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Amharic	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Arabic	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Aragonese	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Armenian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Bosnian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Bulgarian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Burmese	1	1	**1**	0	0	0	0	0	0	0	0	0	**3**
Cambodian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Cantonese	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Chinese	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Cornish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Corsican	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Croatian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Czech	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Danish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Dutch	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Farsi	1	0	0	0	0	0	0	0	0	0	0	0	**1**
Filipino	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Finnish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
French	0	0	0	0	0	0	0	0	0	0	0	0	**0**
German	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Haitian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Hebrew	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Hindi	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Hmong	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Hungarian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Indonesian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Irish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Italian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Japanese	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Karen	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Korean	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Kurdish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Laotian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Manchu	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Mandarin	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Marshallese	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Norwegian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Persian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Polish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Portuguese	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Q'anjob'al	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Romanian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Russian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Scottish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Serbian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Spanish	57	20	**28**	0	0	0	0	0	0	0	0	0	**105**
Swahili	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Swedish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Thai	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Turkish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Ukrainian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Vietnamese	3	3	**1**	0	0	0	0	0	0	0	0	0	**7**
Welsh	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Yiddish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
TOTAL	**62**	**24**	**30**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**116**

Translation Services by Language

Definitions

Definitions

Call Summary Definitions:

Calls Offered:	The total number of calls attempted.
Calls Handled:	The number of calls attempted that reached a representative.
Calls Processed:	The number of calls handled by a representative that were entered into the database.
Calls Abandoned:	The number of calls attempted but did not reach a representative.
% Abandoned:	The percentage of calls offered that were not handled.
Average Speed Answered:	The average time in seconds, for the month, that calls handled waited to be answered.

Reason of Call Definitions:

Symptoms/Triage:	The number of symptom based calls processed that resulted in nurse triage.
Health/Drug Information:	The number of non-symptom based calls processed by a nurse concerning a health or drug related topic.
General information:	The number of calls processed that were handled but not symptom or health/drug related.

Call Dispositions Definitions:

Homecare:	Symptoms can be treated at home, homecare instructions given.
Place Call to PCP:	Consult healthcare provider regarding symptom(s).
See PCP within 2 Weeks:	Symptoms need to be assessed by a healthcare provider within 2 weeks.
See PCP within 72 Hours:	Symptoms need to be assessed by a healthcare provider within 72 hours.
See PCP within 24 hours:	Symptoms need to be assessed by a healthcare provider within 24 hours.
Contact PCP within 4 hours:	Symptoms need to be assessed by a healthcare provider within 4 hours.
Call Poison Control Center:	Consult Poison Control Center for determination of the appropriate level of care needed.
See in Office Immediately:	Symptoms needs to be assessed by a healthcare provider as soon as possible.
See in ED Immediately:	Symptoms need to be assessed by a healthcare provider now.
Activate EMS/911:	Symptoms need to be assessed by a healthcare provider now and EMS dispatched.
Health/Drug Information:	No symptoms present, no triage needed and health/drug information provided.
Information Provided:	No symptoms present, no triage needed, no health/drug topics discussed, only general information provided. (Referred to lab, pharmacy, or general question answered.)
Referred to Member Services Or Other #:	No triage, no health/drug information provided. Referred to another department and telephone number given.

Triage Assessment Guidelines Accessed Definitions:

# of Guidelines Used:	The total number of guidelines accessed based on symptoms. (Multiple guidelines can be accessed per call.)

Caller Statistics Definitions:

# Repeat Callers:	Number of callers that were all ready in the system at time of call.
% Repeat Callers:	Percentage of callers that were all ready in the system at time of call.