SoonerCare Patient Advice Line

May 2011

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	2785	2791								16092
Calls Handled	4050	3068	2948	2718	2713								15497
Calls Processed	3193	2503	2610	2429	2432								13167
Calls Abandoned	186	174	90	67	78								595
% Abandoned	4.4%	5.4%	3.0%	2.4%	2.8%								3.7%
Average Speed Answered	19s	21s	11s	9s	13s								15s
Translation Service	62	24	30	37	19								172
II. REASON OF CALL													
Symptoms/Triage	2051	1569	1611	1513	1490								8234
Health/Drug Information	318	255	284	306	249								1412
General Information (feedback, redirected Mem Srvs calls, holiday call, etc.)	824	679	715	610	693								3521
III. CALL DISPOSITIONS													
Homecare	603	476	365	403	377								2224
Place Call to PCP	39	26	41	43	32								181
See PCP Within 2 Weeks	17	24	25	31	28								125
See PCP within 72 Hours	108	112	126	94	117								557
See PCP Within 24 Hours	413	311	274	255	232								1485
Contact PCP Within 4 Hours	91	61	63	99	91								405
Call Poison Control Center	12	10	11	19	23								75
See in ED Immediately	722	502	631	499	540								2894
Activate EMS/911	57	51	67	62	56								293
Other (pharmacy, lab, etc.)	27	30	29	30	35								151
Health/Drug Information Provided	304	262	277	273	243								1359
Information Provided	547	183	319	489	512								2050
Referred to Member Services/Other#	253	166	382	132	146								1079
% of Triage ER/911 Calls	38%	35%	43%	37%	40%								39%
IV. TRIAGE ASSESSMENT GUIDELINES USED													
# of Triage Guidelines Used	2144	1648	1684	1563	1555								8594
V. CALLER STATISTICS													
# Repeat Callers	1741	1383	1386	1351	1304								7165
% Repeat Callers	55%	55%	53%	56%	54%								54%

CALLS BY DAY

Day	Offered	Abandoned	Handled	Abandonment %
1st	121	2	119	1.7%
2nd	67	3	64	4.5%
3rd	82	1	81	1.2%
4th	76	2	74	2.6%
5th	94	2	92	2.1%
6th	82	8	74	9.8%
7th	128	3	125	2.3%
8th	120	3	117	2.5%
9th	64	3	61	4.7%
10th	62	3	59	4.8%
11th	64	1	63	1.6%
12th	82	2	80	2.4%
13th	79	0	79	0.0%
14th	123	2	121	1.6%
15th	142	2	140	1.4%
16th	72	0	72	0.0%
17th	79	2	77	2.5%
18th	68	1	67	1.5%
19th	61	0	61	0.0%
20th	60	2	58	3.3%
21st	142	5	137	3.5%
22nd	104	4	100	3.8%
23rd	70	0	70	0.0%
24th	59	13	46	22.0%
25th	89	1	88	1.1%
26th	70	2	68	2.9%
27th	78	3	75	3.8%
28th	124	2	122	1.6%
29th	113	2	111	1.8%
30th*	139	3	136	2.2%
31st	77	1	76	1.3%
	2791	78	2713	2.8%

*Memorial Day 5/30/11

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	2785	67	2718	2.4%
MAY	2791	78	2713	2.8%
JUN				
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				
	16092	595	15497	3.7%

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

Account: 9020861359 LIFECARE HEALTH SERVICES INC Parameters: Start Date = 05/01/2011, End Date = 05/31/2011

Client ID	Access Code	Time	Ref. Number	Language	Interpreter	Duration	Charges	[redacted]	Data 1	Data 2	Data 3	Data 4
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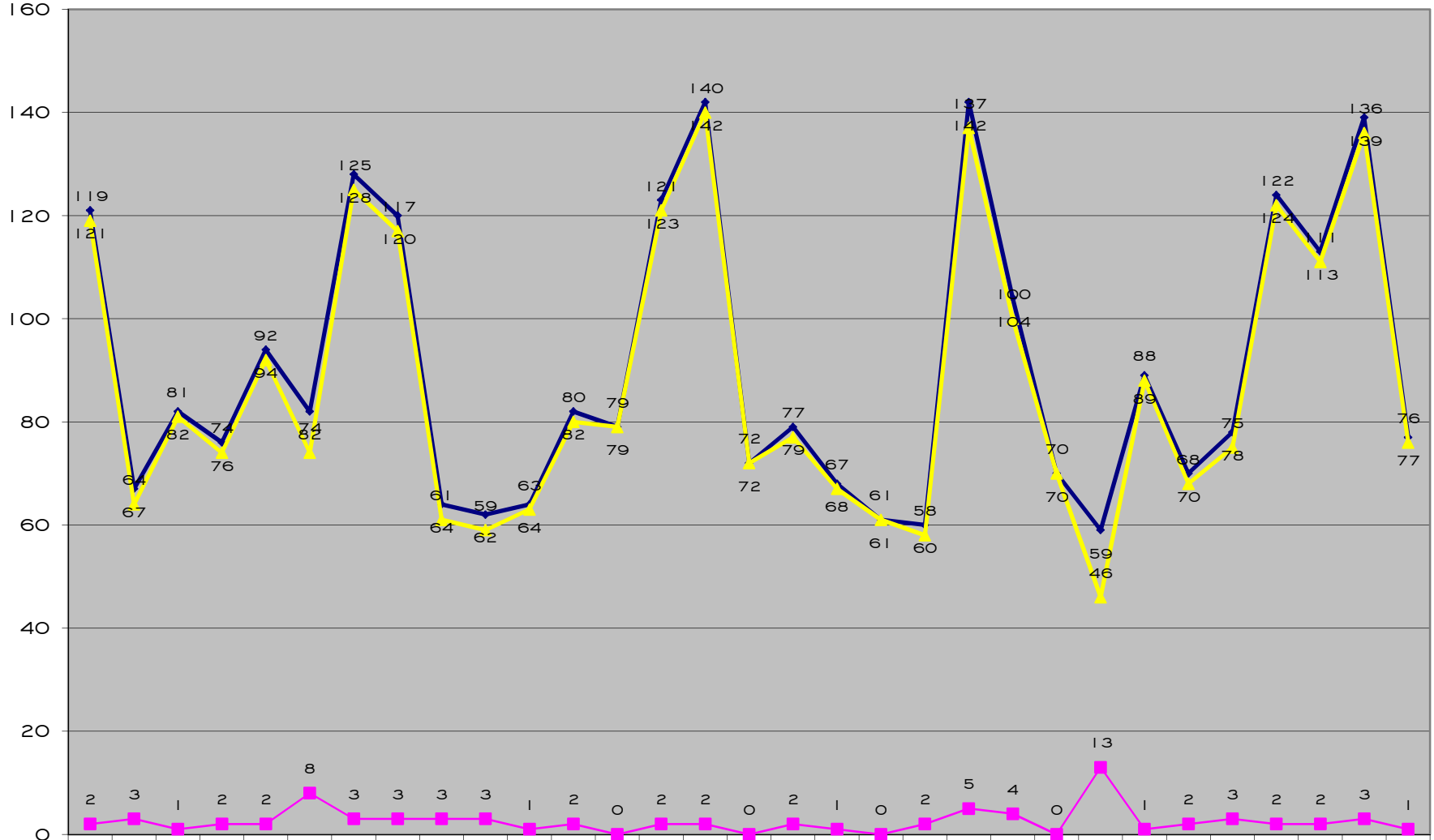
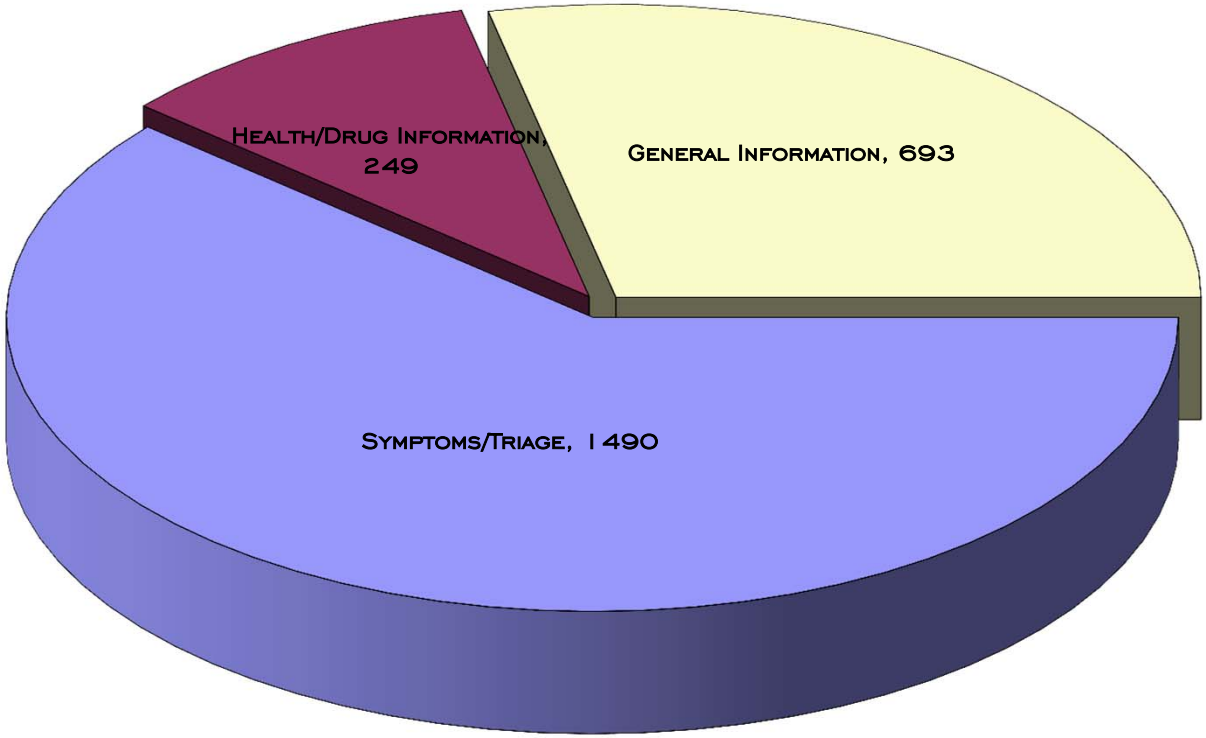
Data

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	121	67	82	76	94	82	128	120	64	62	64	82	79	123	142	72	79	68	61	60	142	104	70	59	89	70	78	124	113	139	77
Abandoned	2	3	1	2	2	8	3	3	3	3	1	2	0	2	2	0	2	1	0	2	5	4	0	13	1	2	3	2	2	3	1
Handled	119	64	81	74	92	74	125	117	61	59	63	80	79	121	140	72	77	67	61	58	137	100	70	46	88	68	75	122	111	136	76

Reason of Call
Soonercare Patient Advice Line



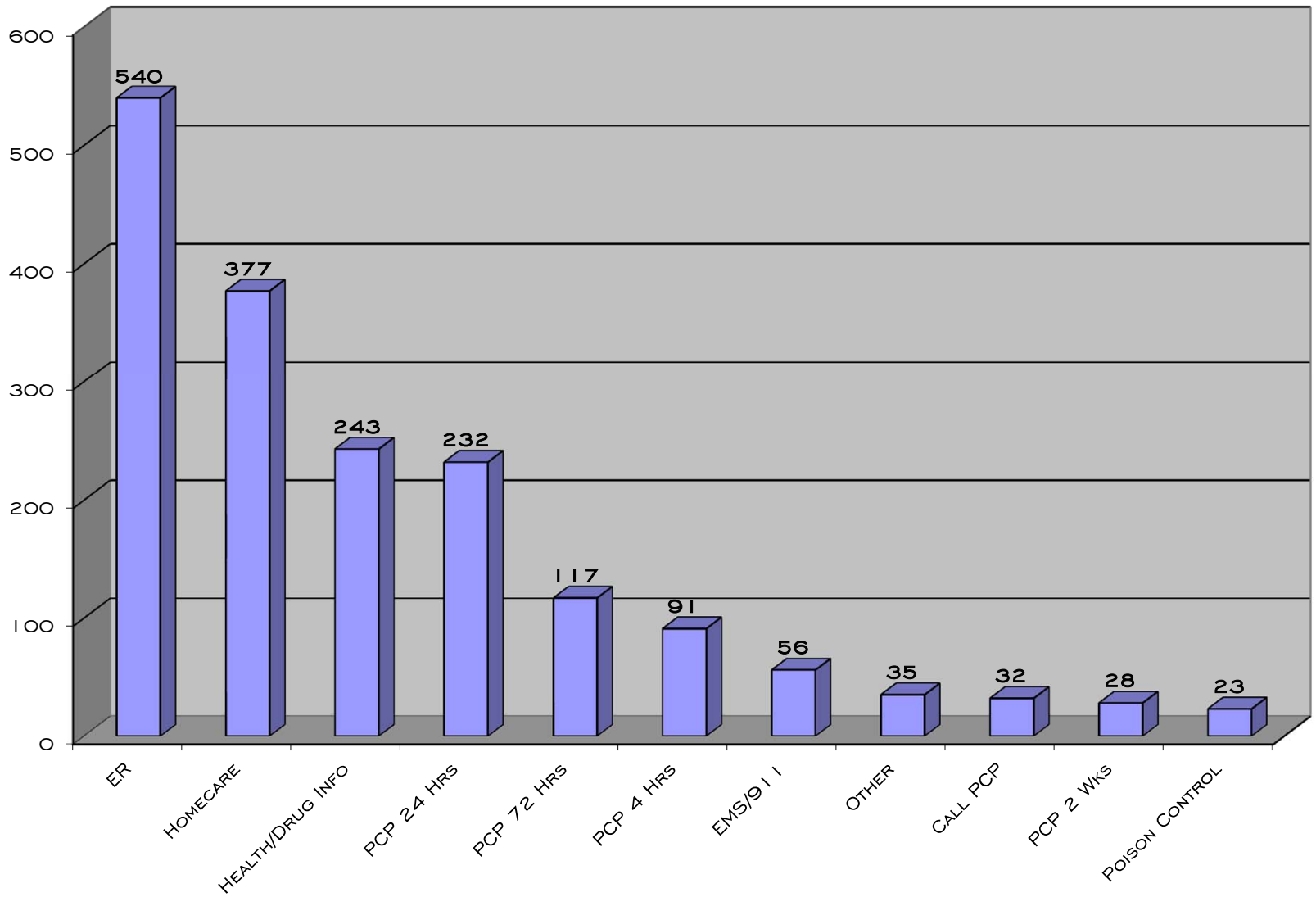
Referrals by Provider Name
by Facility Type by Contract

Start Date: 5/1/2011
End Date: 5/31/2011

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	4.5%	
Family Medical & Urgent Care Center	1	0	1	4.5%	
Mercy - NW Expressway	5	0	5	22.7%	
Mercy Care - Edmond	1	0	1	4.5%	
Mercy Care- Quail Brook	2	0	2	9.1%	
Moore Primary Care	1	0	1	4.5%	
Tulsa Pediatric Urgent Care	6	0	6	27.3%	
Urgent Care Center of Ardmore	2	0	2	9.1%	
Urgent Care of Green Country - Bixby	1	0	1	4.5%	
Urgent MedCare Clinic	1	0	1	4.5%	
Your Care Clinic - N. May	1	0	1	4.5%	
Total for Hospital Service	**22**	**0**	**22**	**100.0%**	of Contract Total
Total for Contract Soonercare PAL	**22**	**0**	**22**	**100.0%**	of Grand Total
Grand Totals:	**22**	**0**	**22**		

Triage Dispositions
Soonercare Patient Advice Line



Triage Calls

Guidelines Used by Contract
5/1/2011 to 5/31/2011

Contract	Guideline Name	Times Used
Soonercare PAL		
	Abdominal Pain (Female) (Pediatric)	14
	Abdominal Pain (Male) (Pediatric)	16
	Abdominal Pain / Discomfort	50
	Abdominal Pain, Pregnant	18
	Abdominal Swelling, Bloating	1
	Abortion: Less Than 20 Weeks, Threatened/Spontaneous	8
	Abrasions/Lacerations/Puncture Wounds	1
	Allergic Reaction; Known / Suspected	6
	Allergies / Hay Fever Symptoms	6
	Amenorrhea	2
	Anaphylaxis (Pediatric)	2
	Animal or Human Bite (Pediatric)	6
	Ankle Injury	1
	Ankle Non-Injury	2
	Anxiety	2
	Anxiety: Severe / Panic	1
	Arm Joint Swelling (Pediatric)	3
	Asthma - Adult	2
	Asthma Attack (Pediatric)	8
	Back Pain (Pediatric)	6
	Back Symptoms	21
	Back Symptoms, Pregnant	6
	Bee or Yellow Jacket Sting (Pediatric)	7
	Bites - Animal / Human	1
	Bites and Stings - Insects / Spiders	11
	Blisters - Foot or Hand (Pediatric)	1
	Bloody Urine	2
	Bluish Skin Or Body Part (Cyanosis) (Pediatric)	1
	Boil or Abscess (Pediatric)	1
	Bottle-feeding Questions (Pediatric)	3
	Breast Symptoms - Female	6
	Breast Symptoms - Postpartum	1
	Breast-feeding Questions (Pediatric)	4
	Breathing Difficulty Severe (Pediatric)	14
	Breathing Problems	7
	Bronchiolitis Follow-up Call (Pediatric)	2
	Burns (Pediatric)	6
	Carbon Monoxide Exposure; Kn./Susp.	1
	Cast Symptoms And Questions (Pediatric)	2
	Chest Injury	3
	Chest Pain (Pediatric)	12
	Chest Pain / Discomfort	19
	Chickenpox (Pediatric)	1
	Chronic Diseases (Pediatric)	2
	Cold Injuries (Hypothermia) (Pediatric)	1
	Colds (Pediatric)	22
	Conduct Disorders: Diagnosed	1
	Confusion / Disorientation / Agitation	1
	Congestion - Guideline Selection (Pediatric)	2
	Constipation	10
	Constipation (Pediatric)	27
	Cough (Pediatric)	53
	Cough - Adult	9

Triage Calls

Guidelines Used by Contract
5/1/2011 to 5/31/2011

Contract	Guideline Name	Times Used
	Croup (Pediatric)	4
	Crying Baby 3 Months or Less (Pediatric)	7
	Crying Child More Than 3 Months (Pediatric)	5
	Cuts And Lacerations (Pediatric)	2
	Depression / Mood Disorders	1
	Diabetes - High Blood Sugar (Pediatric)	3
	Diabetes: Diagnosed, Pregnant	2
	Diabetes: Foot Problems	2
	Diabetes: Out of Control	5
	Diaper Rash (Pediatric)	14
	Diarrhea (Pediatric)	19
	Diarrhea / Change in Bowel Habits	13
	Diarrhea On Antibiotics (Pediatric)	1
	Difficult Caller (Pediatric)	1
	Dizziness (Pediatric)	1
	Dizziness / Vertigo	5
	Domestic Violence; Dx/Suspected	1
	Ear - Discharge (Pediatric)	2
	Ear - Foreign Body (Pediatric)	1
	Ear - Hearing Symptoms	1
	Ear - Otitis Externa Follow-Up Call (Pediatric)	2
	Ear - Pain/Injury/Foreign Body	14
	Ear - Pierced Problems (Pediatric)	1
	Ear - Pulling At or Itchy (Pediatric)	3
	Ear Infection Follow-up Call (Pediatric)	3
	Earache (Pediatric)	21
	Eating Disorders: Anorexia/Bulimia: Dx	1
	Edema, Generalized Atraumatic	4
	Edema, Pregnant	5
	Electrical Injury	1
	Eye - Allergy (Pediatric)	2
	Eye - Chemical In (Pediatric)	1
	Eye - Pus Or Discharge (Pediatric)	19
	Eye - Red Without Pus (Pediatric)	2
	Eye - Swelling (Pediatric)	2
	Eye: Infection / Irritation	2
	Eye: Injury / UV Light Exposure	3
	Eye: Pain or Vision Change - No Injury	2
	Face Injury	3
	Face Pain / Swelling - No Injury	1
	Face Swelling (Pediatric)	2
	Fainting	1
	Fainting (Pediatric)	1
	Falls	1
	Fatigue	1
	Fetal Movement - Decreased, Pregnant	6
	Fever - Adult	1
	Fever After 3 Months Old (Pediatric)	95
	Fever Before 3 Months Old (Pediatric)	10
	Fever Blisters (Cold Sores) (Pediatric)	1
	Finger / Fingernail Injury	3
	Finger / Fingernail Non-Injury	1
	Flank Pain	22
	Flu-Like Symptoms; Known/Suspected Influenza	1

Triage Calls

Guidelines Used by Contract
5/1/2011 to 5/31/2011

Contract	Guideline Name	Times Used
	Fluid Intake Decreased (Pediatric)	16
	Fontanel Bulging (Soft Spot) (Pediatric)	1
	Food Poisoning (Pediatric)	2
	Food Reactions (Pediatric)	2
	Foot Injury	6
	Foot Non-Injury	9
	Forearm Non-Injury	1
	Genital Lesions - Female	2
	GI Bleeding	7
	Hand Injury	2
	Hand Non-Injury	1
	Hand-Foot-Mouth Disease (Pediatric)	1
	Hay Fever (Pediatric)	1
	Head Injury	5
	Headache	20
	Headache (Pediatric)	12
	Hip Injury	2
	Hip Non-Injury	5
	Hives (Pediatric)	12
	Hormonal Contraceptives; Symptoms/Info	1
	Hypertension; Known / Suspected	8
	Immunization Reactions (Pediatric)	15
	Impetigo (Infected Sores) (Pediatric)	1
	Infection Exposure (Contact) Questions (Pediatric)	1
	Infection On Antibiotic Follow-up Call (Pediatric)	8
	Influenza (Pediatric)	1
	Information Only Call - No Triage (Pediatric)	1
	Insect Bite (Pediatric)	6
	Irregular Heartbeat	3
	Itching Localized And Cause Unknown (Pediatric)	2
	Itching Widespread And Cause Unknown (Pediatric)	2
	IUD; Symptoms	5
	Jaundice - Child or Teenager (Pediatric)	1
	Knee Injury	1
	Knee Non-Injury	3
	Leg Joint Swelling (Pediatric)	4
	Leg Pain (Pediatric)	3
	Lower Leg Non-Injury	7
	Lymph Nodes Swollen (Pediatric)	5
	Medication Question Call (Pediatric)	1
	Menopause; Known / Suspected	1
	Mosquito Bite (Pediatric)	4
	Mouth / Lip / Teeth Injury	6
	Mouth Pain And Symptoms (Pediatric)	4
	Mouth Ulcers (Pediatric)	3
	MRSA Exposure (Pediatric)	2
	Nausea (Pediatric)	3
	Nausea / Vomiting	15
	Nausea / Vomiting, Pregnant	9
	Neck Pain Or Stiffness (Pediatric)	5
	Neurologic Deficit (Pediatric)	1
	Neurological Deficits	3
	No Guideline Available - Advice Per Reference (Pediatric)	2
	No Guideline Or Reference Available (Pediatric)	3

Triage Calls

Guidelines Used by Contract
5/1/2011 to 5/31/2011

Contract	Guideline Name	Times Used
	No Guideline/Advice Per Reference (Adult)	3
	Nose - Foreign Body (Pediatric)	1
	Nosebleed (Pediatric)	9
	Nosebleed - With and Without Injury	1
	Numbness / Tingling	2
	Pelvic Pain / Dyspareunia	2
	Pelvic Relaxation; Diagnosed/Info	1
	Penis-Scrotum Symptoms (Pediatric)	1
	Pinworms (Pediatric)	1
	Poison Ivy - Oak - Sumac (Pediatric)	8
	Poison Ivy / Oak / Sumac Exposure	3
	Poisoning	1
	Poisoning (Pediatric)	12
	Post-op Symptoms And Questions (Pediatric)	8
	Postoperative Problems	9
	Postoperative Wound Care	12
	Postpartum Problems	6
	Preterm Labor: 20 to 37 Weeks Gestation	12
	Puncture Wound (Pediatric)	6
	Rash - Amoxicillin (Pediatric)	5
	Rash - Guideline Selection (Pediatric)	8
	Rash - Localized And Cause Unknown (Pediatric)	10
	Rash - Widespread And Cause Unknown (Pediatric)	30
	Rash - Widespread On Drugs (Pediatric)	6
	Rash / Hives / Eruptions	7
	Recent Medical Visit For Illness: Follow-up Call (Pediatric)	1
	Rectal Symptoms	1
	Respiratory Multiple Symptoms - Guideline Selection (Pediatric)	1
	Ringworm (Pediatric)	1
	Ruptured Membranes, Pregnant	1
	Scorpion Sting - North America (Pediatric)	2
	Scrotum / Testicles Symptoms	1
	Scrotum Swelling Or Pain (Pediatric)	1
	Seizure	1
	Seizure With Fever (Pediatric)	2
	Seizure Without Fever (Pediatric)	3
	Shoulder Injury	1
	Shoulder Non-Injury	4
	Signs of Labor, Pregnant	3
	Sinus Pain Or Congestion (Pediatric)	3
	Skin Foreign Body (Pediatric)	1
	Skin Lesions / Skin Irritation	12
	Skin Swelling Or Lump (Pediatric)	2
	Smoke and Fume Inhalation (Pediatric)	1
	Sore Throat (Pediatric)	25
	Sore Throat / Hoarseness	10
	Sore Throat / Hoarseness, Pregnant	1
	Sores (Pediatric)	2
	Spells - Guideline Selection (Pediatric)	2
	Spider Bite - North America (Pediatric)	5
	Spitting Up (Reflux) (Pediatric)	3
	Stools - Blood In (Pediatric)	8
	Stools - Unusual Color (Pediatric)	2
	Strep Throat Exposure (Pediatric)	1

Triage Calls

Guidelines Used by Contract
5/1/2011 to 5/31/2011

Contract	Guideline Name	Times Used
	Strep Throat Infection Follow-up Call (Pediatric)	1
	Stress Response	1
	Sty (Pediatric)	1
	Substance Abuse (Pediatric)	1
	Suicidal, Homicidal, or Harmful Behavior	2
	Suicide Concerns Or Depression (Pediatric)	2
	Sunburn	2
	Sunburn (Pediatric)	7
	Suture Questions (Pediatric)	2
	Swallowed Foreign Body (Pediatric)	10
	Swallowed Harmless Substance (Pediatric)	1
	Swallowing Difficulty	2
	Teething (Pediatric)	1
	Thigh Non-Injury	1
	Thrush (Pediatric)	6
	Tick Bite (Pediatric)	12
	Toe / Toenail Injury	2
	Tooth, Gum and Jaw Symptoms	17
	Toothache (Pediatric)	6
	Trauma - Abdominal (Pediatric)	3
	Trauma - Arm (Pediatric)	10
	Trauma - Back (Pediatric)	4
	Trauma - Chest (Pediatric)	1
	Trauma - Ear (Pediatric)	1
	Trauma - Eye (Pediatric)	1
	Trauma - Face (Pediatric)	1
	Trauma - Finger (Pediatric)	6
	Trauma - Genital (Male) (Pediatric)	2
	Trauma - Head (Pediatric)	34
	Trauma - Leg (Pediatric)	11
	Trauma - Mouth (Pediatric)	3
	Trauma - Neck (Pediatric)	2
	Trauma - Nose (Pediatric)	3
	Trauma - Toe (Pediatric)	2
	Trauma - Tooth (Pediatric)	5
	Trauma, Pregnant	1
	Umbilical Cord - Bleeding (Pediatric)	3
	Umbilical Cord - Delayed or Early Separation (Pediatric)	1
	Umbilical Cord - Oozing or Infected (Pediatric)	1
	Upper Respiratory Infections / Colds	1
	Upper Respiratory Infections/Colds: Pregnant	1
	Urinary Symptoms - Female	9
	Urinary Symptoms / Prostate Problems	1
	Urinary Tract Infection Follow-Up Call (Pediatric)	1
	Urination - All Other Symptoms (Pediatric)	5
	Urination Pain (Female) (Pediatric)	3
	Urination Pain (Male) (Pediatric)	4
	Vaginal Bleeding (Premenopausal) -- Abnormal	14
	Vaginal Bleeding - More Than 20 Weeks Gestation	5
	Vaginal Discharge / Irritation	6
	Vaginal Foreign Body; Known / Suspected	1
	Vaginal Itching (Irritation) - Before Puberty (Pediatric)	2
	Vaginal Symptoms or Discharge - After Puberty (Pediatric)	1
	Vaginal Symptoms or Discharge - Before Puberty (Pediatric)	2

Triage Calls

Guidelines Used by Contract
5/1/2011 to 5/31/2011

Contract	Guideline Name	Times Used
	Vomiting (Pediatric)	49
	Vomiting Blood (Pediatric)	2
	Vomiting On Meds (Pediatric)	2
	Weakness (Pediatric)	1
	Weakness / Paralysis	2
	Wheezing - Other Than Asthma (Pediatric)	8
	Withdrawal Symptoms	1
	Worms - Other Than Pinworms (Pediatric)	1
	Wound Infection (Pediatric)	5
	Wrist Injury	1
Total for Contract : Soonercare PAL		**1,555**

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	**1**	0	0	0	0	0	0	0	**1**
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	1	0	0	0	0	0	0	0	0	**1**
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	4	0	0	0	0	0	0	0	0	**4**
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	1	0	0	0	0	0	0	0	0	**1**
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	27	**16**	0	0	0	0	0	0	0	**148**
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	4	**2**	0	0	0	0	0	0	0	**13**
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**	**37**	**19**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**172**

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.