SoonerCare Patient Advice Line

December 2010

Executive Overview

Soonercare Patient Advice Line

Executive Overview

2010	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
I. CALL SUMMARY													
Calls Offered	4078	3531	3830	3402	3695	3330	3406	3202	3152	3103	3285	3398	41412
Calls Handled	3969	3405	3727	3310	3575	3218	3275	3115	3033	2990	3164	3268	40049
Calls Processed	3317	2816	3158	2862	3023	2866	2834	2658	2579	2607	2536	2751	34007
Calls Abandoned	109	126	103	92	120	112	131	87	119	113	121	130	1363
% Abandoned	2.7%	3.6%	2.7%	2.7%	3.2%	3.4%	3.4%	3.8%	2.7%	3.8%	3.6%	3.7%	3.3%
Average Speed Answered	14s	14s	15s	13s	13s	13s	14s	12s	13s	14s	12s	18s	14s
Translation Service	44	43	31	26	32	22	20	24	27	32	31	36	368
II. REASON OF CALL													
Symptoms/Triage	1948	1672	1795	1588	1713	1640	1521	1422	1496	1559	1554	1631	19539
Health/Drug Information	378	322	336	361	365	326	371	338	262	264	296	358	3977
General Information (feedback, redirected Mem Srvs calls, holiday call, etc.)	991	822	1027	913	945	900	942	898	821	784	686	762	10491
III. CALL DISPOSITIONS													
Homecare	509	494	457	403	460	422	387	375	391	410	474	481	5263
Place Call to PCP	60	43	53	42	43	41	51	43	40	38	41	42	537
See PCP Within 2 Weeks	26	23	31	17	20	20	23	15	24	23	22	21	265
See PCP within 72 Hours	118	126	140	125	118	120	101	110	105	122	110	106	1401
See PCP Within 24 Hours	387	297	374	321	285	292	281	255	277	309	260	312	3650
Contact PCP Within 4 Hours	57	44	64	67	83	67	48	43	42	63	53	64	695
Call Poison Control Center	23	18	19	24	17	15	22	15	24	15	12	12	216
See in ED Immediately	743	602	627	558	665	613	590	546	564	545	545	577	7175
Activate EMS/911	64	40	53	52	51	64	63	41	45	53	50	36	612
Other (pharmacy, lab, etc.)	29	26	36	26	30	48	32	34	23	24	21	32	361
Health/Drug Information Provided	352	304	318	336	334	301	343	305	235	248	265	342	3683
Information Provided	687	616	717	638	665	473	691	630	600	559	506	197	6979
Referred to Member Services/Other#	262	183	269	253	252	390	202	246	209	198	177	170	2811
% of Triage ER/911 Calls	41%	38%	38%	38%	42%	41%	43%	41%	41%	38%	38%	38%	40%
IV. TRIAGE ASSESSMENT GUIDELINES USED													
# of Triage Guidelines Used	2043	1737	1896	1645	1812	1719	1606	1481	1559	1650	1644	1729	20521
V. CALLER STATISTICS													
# Repeat Callers	1609	1314	1381	1452	1557	1574	1554	1344	1381	1410	1361	1545	17482
% Repeat Callers	49%	47%	44%	51%	52%	55%	55%	51%	54%	54%	54%	56%	51%

CALLS BY DAY

Day	Offered	Abandoned	Handled	Abandonment %
1st	100	1	99	1.0%
2nd	94	2	92	2.1%
3rd	92	4	88	4.3%
4th	120	5	115	4.2%
5th	129	1	128	0.8%
6th	75	2	73	2.7%
7th	66	1	65	1.5%
8th	69	2	67	2.9%
9th	82	4	78	4.9%
10th	89	6	83	6.7%
11th	162	5	157	3.1%
12th	117	1	116	0.9%
13th	82	2	80	2.4%
14th	90	3	87	3.3%
15th	101	5	96	5.0%
16th	87	2	85	2.3%
17th	74	7	67	9.5%
18th	174	4	170	2.3%
19th	144	5	139	3.5%
20th	105	4	101	3.8%
21st	103	2	101	1.9%
22nd	71	5	66	7.0%
23rd	216	14	202	6.5%
24th	145	4	141	2.8%
25th	86	5	81	5.8%
26th	141	2	139	1.4%
27th	91	2	89	2.2%
28th	90	1	89	1.1%
29th	95	4	91	4.2%
30th	79	1	78	1.3%
31st*	229	24	205	10.5%
	3398	130	3268	3.8%

* 12/31 New Year's Eve

YEAR-TO-DATE 2010

Month	Offered	Abandoned	Handled	Abandonment %
JAN	4078	109	3969	2.7%
FEB	3531	126	3405	3.6%
MAR	3830	103	3727	2.7%
APR	3402	92	3310	2.7%
MAY	3695	120	3575	3.2%
JUN	3330	112	3218	3.4%
JUL	3406	131	3275	3.8%
AUG	3202	87	3115	2.7%
SEP	3152	119	3033	3.8%
OCT	3103	113	2990	3.6%
NOV	3285	121	3164	3.7%
DEC	3398	130	3268	3.8%
	41412	1363	40049	3.3%

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

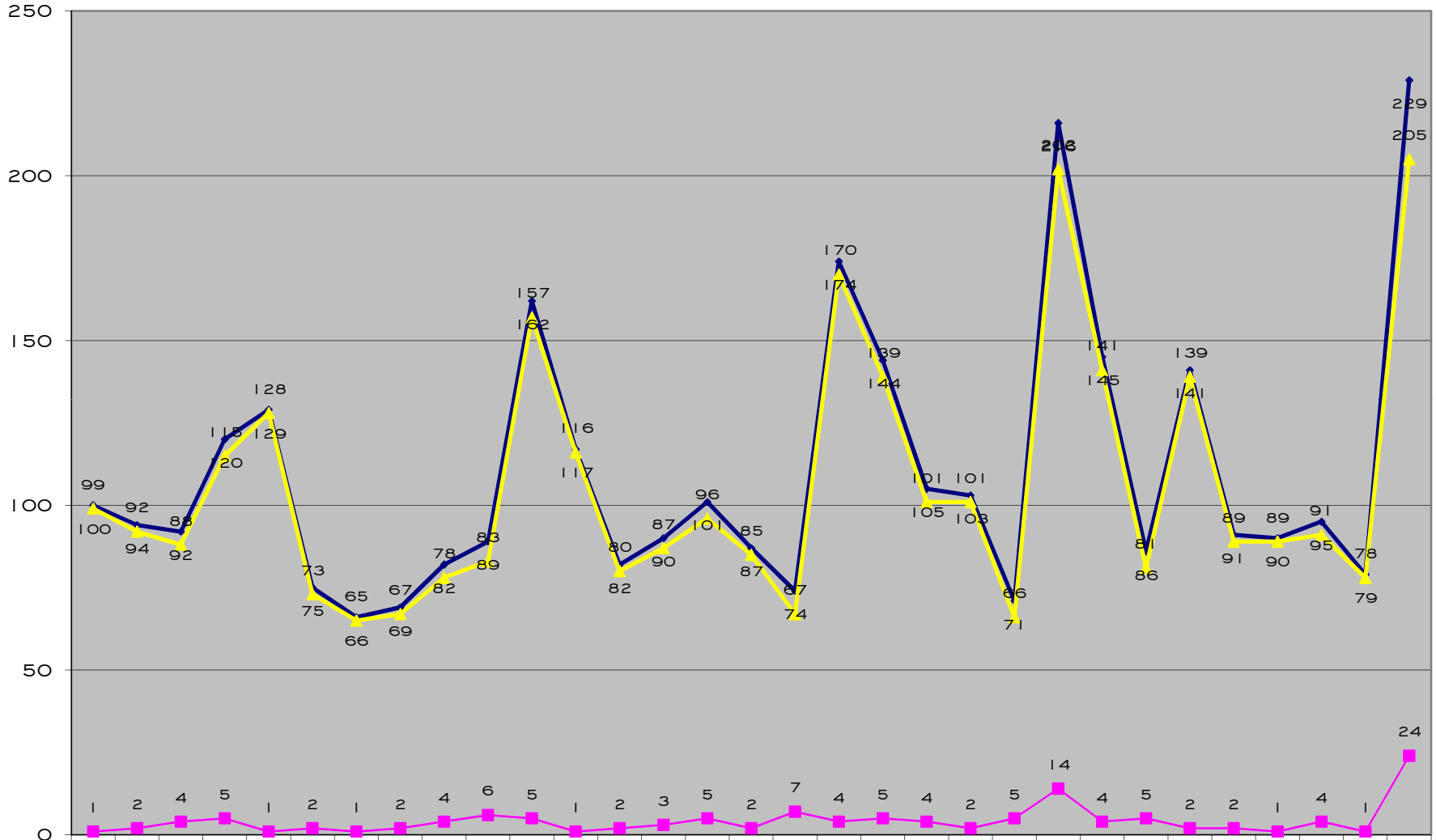
Account: 9020861359 LIFECARE HEALTH SERVICES INC Parameters: Start Date = 12/01/2010, End Date = 12/31/2010

Client ID	Access Code	Time	Ref. Number	Language	Interpreter	Duration	Charges	ANI	Data 1	Data 2	Data 3	Data 4
861359	53510	12/01/2010	343134304	SPANISH	1542	12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/02/2010	342533775	SPANISH	11564	35	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/03/2010	355138690	BURMESE	6806	14	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/06/2010	473835674	SPANISH	10056	11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/07/2010	115532392	SPANISH	10667	22	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/08/2010	356138719	SPANISH	10897	7	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/10/2010	530652780	SPANISH	9129	9	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/15/2010	485832734	SPANISH	5549	6	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/15/2010	485150200	SPANISH	4538	11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/16/2010	350633813	SPANISH	11428	4	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/20/2010	481045628	SPANISH	5780	6	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/20/2010	344447528	SPANISH	3618	10	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/22/2010	251021974	SPANISH	8212	10	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/22/2010	530238907	SPANISH	11528	6	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/28/2010	354142928	SPANISH	11038	12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	12/29/2010	537152663	SPANISH	10460	15	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]3
861359	53510	12/30/2010	483932818	SPANISH	11027	6	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

© 2010 Language Line Services Requirements: Mozilla Firefox 3+, Internet Explorer 7+, Google Chrome or Apple Safari 3+

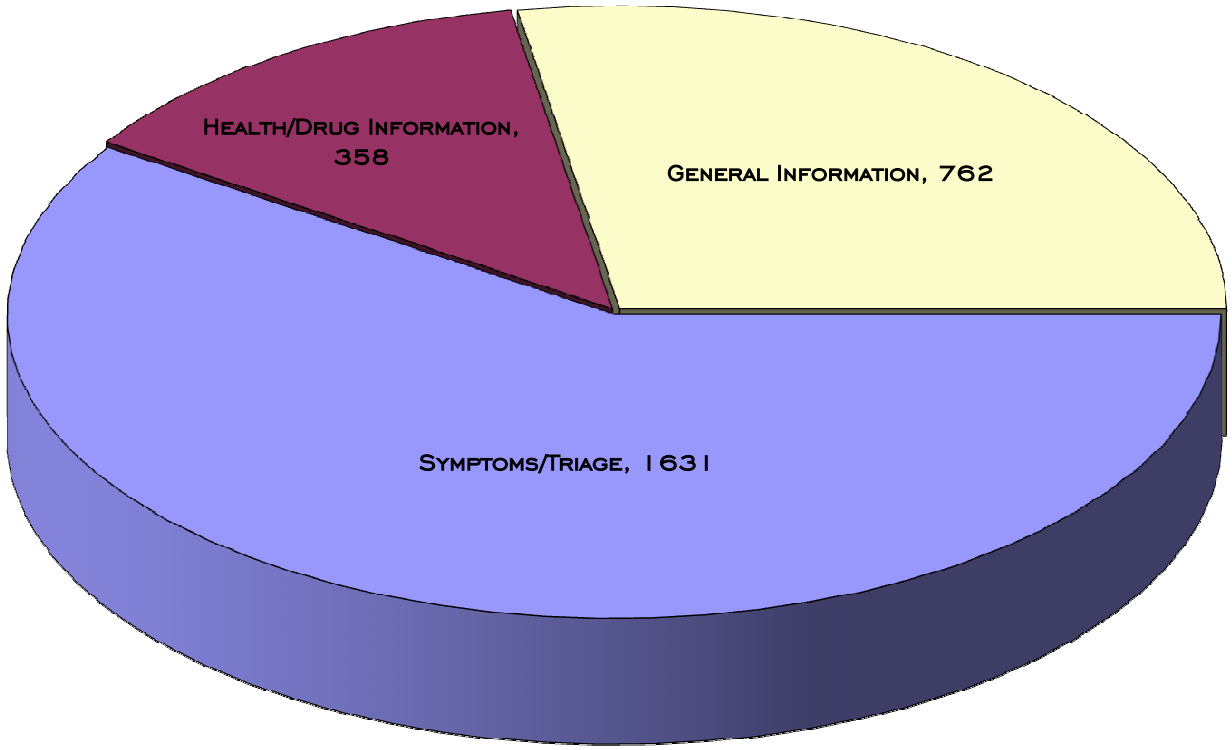
Data

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	100	94	92	120	129	75	66	69	82	89	162	117	82	90	101	87	74	174	144	105	103	71	216	145	86	141	91	90	95	79	229
Abandoned	1	2	4	5	1	2	1	2	4	6	5	1	2	3	5	2	7	4	5	4	2	5	14	4	5	2	2	1	4	1	24
Handled	99	92	88	115	128	73	65	67	78	83	157	116	80	87	96	85	67	170	139	101	101	66	202	141	81	139	89	89	91	78	205

Reason of Call
Soonercare Patient Advice Line



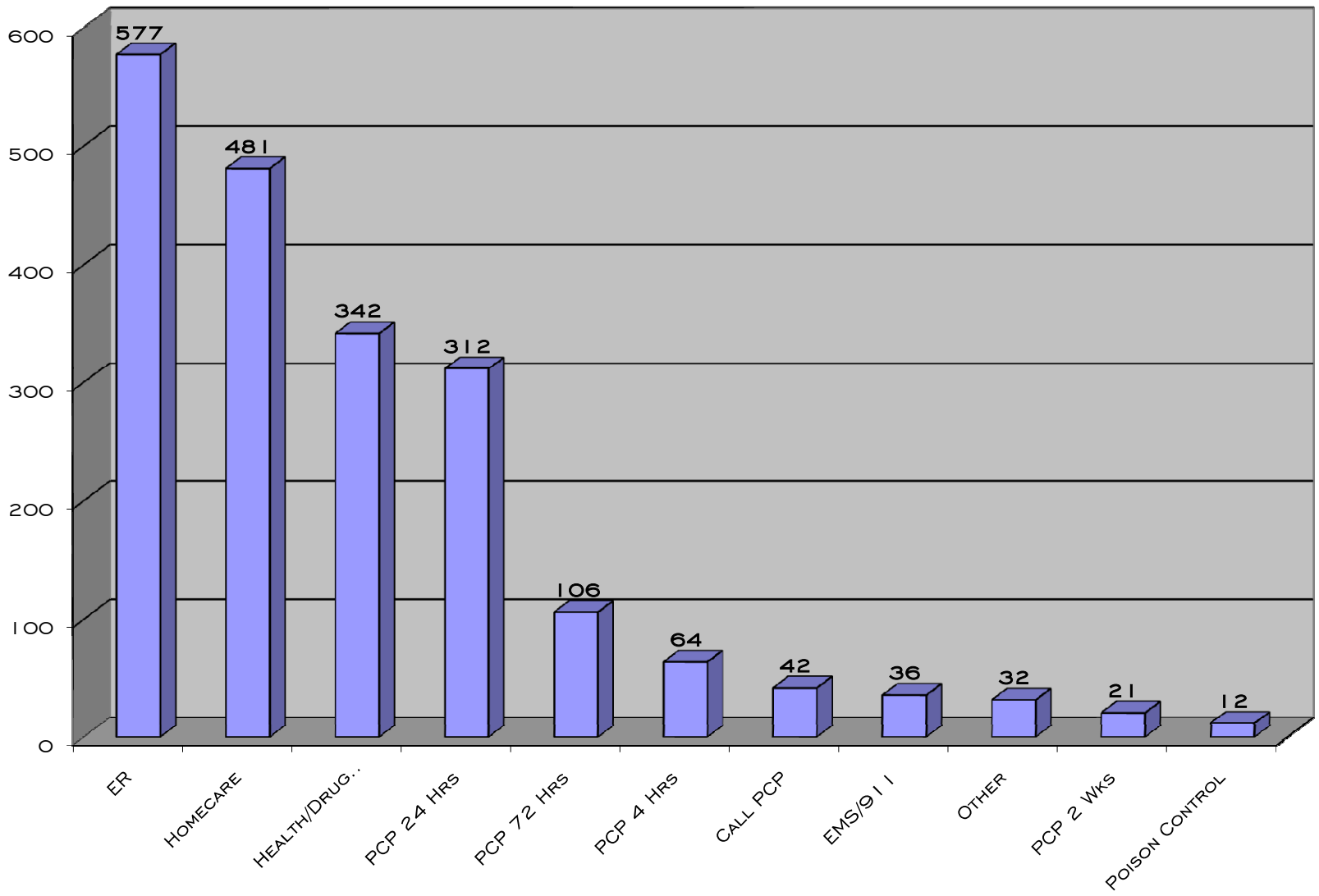
Referrals by Provider Name
by Facility Type by Contract

Start Date: 12/1/2010
End Date: 12/31/2010

Facility Type: Hospital
Contract: SOONERCARE PAL

Contract / Facility Type / Provider Name	Referrals	Appointments	Total	Percent	
Soonercare PAL					
Hospital Service					
Integris Urgent Care	1	0	1	6.7%	
MedNow Urgent Care Center	1	0	1	6.7%	
Mercy - NW Expressway	1	0	1	6.7%	
Mercy Care - Edmond	1	0	1	6.7%	
Mercy Care- Quail Brook	1	0	1	6.7%	
Tulsa Pediatric Urgent Care	5	0	5	33.3%	
Urgent Care Center at Unity Health Center	1	0	1	6.7%	
Urgent Care Center of Ardmore	1	0	1	6.7%	
Urgent Care of Green Country - Owasso	1	0	1	6.7%	
Wellfast Urgent Care Center	1	0	1	6.7%	
Your Care Clinic - S. Penn	1	0	1	6.7%	
Total for Hospital Service	**15**	**0**	**15**	**100.0%**	of Contract Total
Total for Contract Soonercare PAL	**15**	**0**	**15**	**100.0%**	of Grand Total
Grand Totals:	**15**	**0**	**15**		

Triage Dispositions
Soonercare Patient Advice Line



Triage Calls

Guidelines Used by Contract
12/1/2010 to 12/31/2010

Contract	Guideline Name	Times Used
Soonercare PAL		
	Abdominal Pain (Female) (Pediatric)	19
	Abdominal Pain (Male) (Pediatric)	18
	Abdominal Pain / Discomfort	34
	Abdominal Pain, Pregnant	24
	Abdominal Swelling, Bloating	1
	Abortion: Less Than 20 Weeks, Threatened/Spontaneous	16
	Abrasions/Lacerations/Puncture Wounds	5
	Allergic Reaction; Known / Suspected	3
	Amenorrhea	1
	Anaphylaxis (Pediatric)	1
	Animal or Human Bite (Pediatric)	3
	Ankle Injury	3
	Ankle Non-Injury	1
	Anxiety	3
	Anxiety: Severe / Panic	1
	Arm Joint Swelling (Pediatric)	2
	Arm Pain (Pediatric)	1
	Asthma Attack (Pediatric)	26
	Back Pain (Pediatric)	2
	Back Symptoms	21
	Back Symptoms, Pregnant	6
	Bee or Yellow Jacket Sting (Pediatric)	1
	Bites - Animal / Human	2
	Bites and Stings - Insects / Spiders	1
	Bloody Urine	1
	Bluish Skin Or Body Part (Cyanosis) (Pediatric)	6
	Boil or Abscess (Pediatric)	10
	Bottle-feeding Questions (Pediatric)	2
	Breast Disorders - Male	1
	Breast Symptoms - Female	4
	Breast Symptoms - Postpartum	6
	Breast-feeding Questions (Pediatric)	2
	Breathing Difficulty Severe (Pediatric)	16
	Breathing Noisy - Guideline Selection (Pediatric)	2
	Breathing Problems	9
	Bronchiolitis Follow-up Call (Pediatric)	1
	Burns	4
	Burns (Pediatric)	2
	Chest Injury	2
	Chest Pain (Pediatric)	6
	Chest Pain / Discomfort	15
	Chickenpox (Pediatric)	1
	Chronic Diseases (Pediatric)	2
	Cold Injuries (Hypothermia) (Pediatric)	1
	Colds (Pediatric)	53
	Confusion - Delirium (Pediatric)	3
	Congestion - Guideline Selection (Pediatric)	4
	Constipation	4
	Constipation (Pediatric)	25
	Cough (Pediatric)	131
	Cough - Adult	14
	Croup (Pediatric)	19
	Crying Baby 3 Months or Less (Pediatric)	6

Triage Calls

Guidelines Used by Contract
12/1/2010 to 12/31/2010

Contract	Guideline Name	Times Used
	Crying Child More Than 3 Months (Pediatric)	8
	Cuts And Lacerations (Pediatric)	5
	Dehydration	2
	Depression / Mood Disorders	3
	Diabetes - High Blood Sugar (Pediatric)	1
	Diabetes - Low Blood Sugar (Pediatric)	1
	Diabetes: Foot Problems	1
	Diabetes: GI Problems	1
	Diabetes: Out of Control	8
	Diabetes: Respiratory Problems	1
	Diaper Rash (Pediatric)	4
	Diarrhea (Pediatric)	51
	Diarrhea / Change in Bowel Habits	4
	Diarrhea On Antibiotics (Pediatric)	9
	Difficult Caller (Pediatric)	2
	Dizziness (Pediatric)	1
	Dizziness / Vertigo	3
	Domestic Violence: Child Abuse, Known / Suspected	1
	Ear - Discharge (Pediatric)	5
	Ear - Foreign Body (Pediatric)	1
	Ear - Hearing Symptoms	2
	Ear - Pain/Injury/Foreign Body	13
	Ear Infection Follow-up Call (Pediatric)	17
	Earache (Pediatric)	36
	Eating Disorders: Anorexia/Bulimia: Dx	1
	Edema, Generalized Atraumatic	1
	Endometriosis; Known / Suspected	1
	Eye - Allergy (Pediatric)	1
	Eye - Foreign Body (Pediatric)	1
	Eye - Pus Or Discharge (Pediatric)	23
	Eye - Red Without Pus (Pediatric)	7
	Eye - Swelling (Pediatric)	1
	Eye: Infection / Irritation	1
	Eye: Injury / UV Light Exposure	1
	Eye: Pain or Vision Change - No Injury	2
	Face Injury	1
	Face Pain / Swelling - No Injury	6
	Face Swelling (Pediatric)	1
	Fainting (Pediatric)	1
	Feeding Tube Questions (Pediatric)	1
	Fetal Movement - Decreased, Pregnant	4
	Fever - Adult	4
	Fever After 3 Months Old (Pediatric)	84
	Fever Before 3 Months Old (Pediatric)	8
	Fifth Disease (Pediatric)	3
	Finger / Fingernail Injury	3
	Flank Pain	2
	Flu-Like Symptoms; Known/Suspected Influenza	6
	Flu-Like Symptoms; Known/Suspected Influenza, Pregnant	5
	Fluid Intake Decreased (Pediatric)	9
	Food Reactions (Pediatric)	3
	Foot Injury	2
	Foot Non-Injury	2
	Foot Or Ankle Swelling (Pediatric)	1

Triage Calls

Guidelines Used by Contract
12/1/2010 to 12/31/2010

Contract	Guideline Name	Times Used
	Forearm Injury	1
	Forearm Non-Injury	1
	GI Bleeding	6
	Hair Loss	2
	Hand Non-Injury	3
	Head Injury	2
	Headache	20
	Headache (Pediatric)	11
	Hernia - Umbilical (Pediatric)	1
	Hip Injury	1
	Hip Non-Injury	2
	Hives (Pediatric)	10
	Hoarseness (Pediatric)	1
	Hypertension; Diagnosed, Pregnant	2
	Hypertension; Known / Suspected	5
	Immunization Reactions (Pediatric)	15
	Infection On Antibiotic Follow-up Call (Pediatric)	9
	Influenza (Pediatric)	6
	Information Only Call - No Triage (Pediatric)	2
	Insect Bite (Pediatric)	1
	Irregular Heartbeat	2
	Itching Localized And Cause Unknown (Pediatric)	3
	Itching Widespread And Cause Unknown (Pediatric)	3
	IUD; Symptoms	2
	Knee Injury	2
	Knee Non-Injury	1
	Leg Pain (Pediatric)	2
	Lower Leg Injury	4
	Lower Leg Non-Injury	6
	Lymph Nodes Swollen (Pediatric)	7
	Mouth Pain And Symptoms (Pediatric)	3
	Mouth Ulcers (Pediatric)	1
	MRSA Exposure (Pediatric)	2
	Muscle Ache / Pain	2
	Muscle Jerks - Tics - Shudders (Pediatric)	1
	Nausea (Pediatric)	1
	Nausea / Vomiting	12
	Nausea / Vomiting, Pregnant	9
	Neck Lump / Swelling	1
	Neck Pain or Injury	1
	Neck Pain Or Stiffness (Pediatric)	1
	Newborn Appearance (Pediatric)	5
	Newborn Rashes And Birthmarks (Pediatric)	1
	Newborn Reflexes And Behavior (Pediatric)	1
	No Guideline Or Reference Available (Pediatric)	1
	No Guideline/Advice Per Reference (Adult)	3
	Nose - Foreign Body (Pediatric)	3
	Nosebleed (Pediatric)	5
	Numbness / Tingling	9
	Pale Skin (Pediatric)	1
	Pelvic Pain / Dyspareunia	2
	Pelvic Relaxation; Diagnosed/Info	1
	Penis-Scrotum Symptoms (Pediatric)	4
	Pinworms (Pediatric)	1

Triage Calls

Guidelines Used by Contract
12/1/2010 to 12/31/2010

Contract	Guideline Name	Times Used
	Pneumonia Follow-up Call (Pediatric)	2
	Poison Ivy - Oak - Sumac (Pediatric)	1
	Poisoning	1
	Poisoning (Pediatric)	9
	Post-op Symptoms And Questions (Pediatric)	4
	Postoperative Problems	12
	Postoperative Wound Care	10
	Postpartum Problems	2
	Preterm Labor: 20 to 37 Weeks Gestation	15
	Progestin; Symptoms / Information	1
	Rash - Amoxicillin (Pediatric)	5
	Rash - Guideline Selection (Pediatric)	7
	Rash - Localized And Cause Unknown (Pediatric)	8
	Rash - Widespread And Cause Unknown (Pediatric)	20
	Rash - Widespread On Drugs (Pediatric)	9
	Rash / Hives / Eruptions	9
	Recent Medical Visit For Illness: Follow-up Call (Pediatric)	10
	Recent Medical Visit For Injury: Follow-up Call (Pediatric)	1
	Rectal Symptoms	1
	Respiratory Multiple Symptoms - Guideline Selection (Pediatric)	2
	Ringworm (Pediatric)	2
	Ruptured Membranes, Pregnant	1
	Scrapes (Pediatric)	1
	Scrotum / Testicles Symptoms	1
	Scrotum Swelling Or Pain (Pediatric)	3
	Seizure	1
	Seizure With Fever (Pediatric)	1
	Seizure Without Fever (Pediatric)	1
	Shoulder Injury	3
	Shoulder Non-Injury	16
	Signs of Labor, Pregnant	2
	Sinus Infection Follow-up Call (Pediatric)	2
	Sinus Pain Or Congestion (Pediatric)	3
	Skin Foreign Body (Pediatric)	1
	Skin Lesions / Skin Irritation	12
	Skin Swelling Or Lump (Pediatric)	1
	Sleep Increased (Pediatric)	3
	Sore Throat (Pediatric)	39
	Sore Throat / Hoarseness	9
	Sore Throat / Hoarseness, Pregnant	4
	Sores (Pediatric)	2
	Spells - Guideline Selection (Pediatric)	1
	Spider Bite - North America (Pediatric)	1
	Spitting Up (Reflux) (Pediatric)	5
	Stools - Blood In (Pediatric)	5
	Stools - Unusual Color (Pediatric)	6
	Strep Throat Exposure (Pediatric)	4
	Strep Throat Infection Follow-up Call (Pediatric)	11
	Suicidal, Homicidal, or Harmful Behavior	2
	Suicide Concerns Or Depression (Pediatric)	1
	Swallowed Foreign Body (Pediatric)	8
	Swallowing Difficulty	3
	Swollen Glands	2
	Teething (Pediatric)	6

Triage Calls

Guidelines Used by Contract
12/1/2010 to 12/31/2010

Contract	Guideline Name	Times Used
	Thigh Injury	1
	Thigh Non-Injury	2
	Thrush (Pediatric)	4
	Toe / Toenail Injury	1
	Toe / Toenail Non-Injury	1
	Toenail - Ingrown (Pediatric)	1
	Tooth, Gum and Jaw Symptoms	14
	Toothache (Pediatric)	1
	Trauma - Arm (Pediatric)	5
	Trauma - Back (Pediatric)	1
	Trauma - Chest (Pediatric)	2
	Trauma - Ear (Pediatric)	1
	Trauma - Eye (Pediatric)	1
	Trauma - Finger (Pediatric)	2
	Trauma - Genital (Male) (Pediatric)	1
	Trauma - Head (Pediatric)	24
	Trauma - Leg (Pediatric)	7
	Trauma - Mouth (Pediatric)	6
	Trauma - Neck (Pediatric)	1
	Trauma - Nose (Pediatric)	3
	Trauma - Skin (Pediatric)	1
	Trauma - Tailbone (Pediatric)	2
	Trauma - Toe (Pediatric)	3
	Trauma - Tooth (Pediatric)	1
	Trauma, Pregnant	1
	Umbilical Cord - Bleeding (Pediatric)	3
	Umbilical Cord - Delayed or Early Separation (Pediatric)	2
	Umbilical Cord - Oozing or Infected (Pediatric)	3
	Upper Arm Non-Injury	2
	Upper Respiratory Infections / Colds	13
	Upper Respiratory Infections/Colds: Pregnant	11
	Urinary Symptoms - Female	11
	Urinary Symptoms / Prostate Problems	3
	Urinary Tract Infection Follow-Up Call (Pediatric)	1
	Urination - All Other Symptoms (Pediatric)	6
	Urination Pain (Female) (Pediatric)	2
	Urination Pain (Male) (Pediatric)	2
	Urine - Blood In (Pediatric)	1
	Urine - Unusual Color or Odor (Pediatric)	1
	Vaginal Bleeding (Premenopausal) -- Abnormal	13
	Vaginal Bleeding - Menopausal, no HRT	1
	Vaginal Bleeding - More Than 20 Weeks Gestation	1
	Vaginal Discharge / Irritation	3
	Vaginal Symptoms or Discharge - Before Puberty (Pediatric)	4
	Vision Loss Or Change (Pediatric)	1
	Vomiting (Pediatric)	126
	Vomiting Blood (Pediatric)	2
	Vomiting On Meds (Pediatric)	2
	Weakness (Pediatric)	1
	Wheezing - Other Than Asthma (Pediatric)	12
	Withdrawal Symptoms	2
	Wound Infection (Pediatric)	2
	Wrist Injury	2

Triage Calls

Guidelines Used by Contract
12/1/2010 to 12/31/2010

Contract	Guideline Name	Times Used
Total for Contract :	Soonercare PAL	1,729

2010	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	1	0	0	0	0	0	0	0	0	0	0	0	**1**
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	0	0	1	1	0	0	0	0	0	0	**1**	**4**
Cambodian	0	0	0	0	0	1	0	0	0	0	0	0	**1**
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**
Estonian	0	0	0	0	0	0	0	0	0	0	0	0	**0**
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	**1**	**1**
Hmong	1	1	0	0	0	0	0	0	1	0	0	0	**3**
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	**1**	**1**
Korean	0	0	0	0	0	0	0	1	0	0	0	**1**	**2**
Kurdish	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Laotian	1	0	0	0	0	0	0	0	0	0	0	0	**1**
Manchu	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Mandarin	0	1	3	0	0	0	1	0	0	0	0	0	**5**
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	40	41	27	24	29	21	17	23	26	32	31	**31**	**342**
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	0	0	1	1	2	0	2	0	0	0	0	**1**	**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	**44**	**43**	**31**	**26**	**32**	**22**	**20**	**24**	**27**	**32**	**31**	**36**	**368**

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.