SoonerCare Patient Advice Line

April 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	2785									13301
Calls Handled	4050	3068	2948	2718									12784
Calls Processed	3193	2503	2610	2429									10735
Calls Abandoned	186	174	90	67									517
% Abandoned	4.4%	5.4%	3.0%	2.4%									3.9%
Average Speed Answered	19s	21s	11s	9s									15s
Translation Service	62	24	30	37									153
II. REASON OF CALL													
Symptoms/Triage	2051	1569	1611	1513									6744
Health/Drug Information	318	255	284	306									1163
General Information (feedback, redirected Mem Srvs calls, holiday call, etc.)	824	679	715	610									2828
III. CALL DISPOSITIONS													
Homecare	603	476	365	403									1847
Place Call to PCP	39	26	41	43									149
See PCP Within 2 Weeks	17	24	25	31									97
See PCP within 72 Hours	108	112	126	94									440
See PCP Within 24 Hours	413	311	274	255									1253
Contact PCP Within 4 Hours	91	61	63	99									314
Call Poison Control Center	12	10	11	19									52
See in ED Immediately	722	502	631	499									2354
Activate EMS/911	57	51	67	62									237
Other (pharmacy, lab, etc.)	27	30	29	30									116
Health/Drug Information Provided	304	262	277	273									1116
Information Provided	547	183	319	489									1538
Referred to Member Services/Other#	253	166	382	132									933
% of Triage ER/911 Calls	38%	35%	43%	37%									38%
IV. TRIAGE ASSESSMENT GUIDELINES USED													
# of Triage Guidelines Used	2144	1648	1684	1563									7039
V. CALLER STATISTICS													
# Repeat Callers	1741	1383	1386	1351									5861
% Repeat Callers	55%	55%	53%	56%									55%

CALLS BY DAY

Day	Offered	Abandoned	Handled	Abandonment %
1st	87	0	87	0.0%
2nd	143	3	140	2.1%
3rd	100	4	96	4.0%
4th	72	3	69	4.2%
5th	91	3	88	3.3%
6th	58	0	58	0.0%
7th	81	2	79	2.5%
8th	76	3	73	3.9%
9th	138	3	135	2.2%
10th	104	2	102	1.9%
11th	74	1	73	1.4%
12th	95	5	90	5.3%
13th	91	0	91	0.0%
14th	83	1	82	1.2%
15th	84	2	82	2.4%
16th	136	2	134	1.5%
17th	135	3	132	2.2%
18th	82	1	81	1.2%
19th	79	3	76	3.8%
20th	83	0	83	0.0%
21st	60	2	58	3.3%
22nd	59	0	59	0.0%
23rd	101	2	99	2.0%
24th	95	5	90	5.3%
25th	82	5	77	6.1%
26th	86	3	83	3.5%
27th	81	2	79	2.5%
28th	95	3	92	3.2%
29th	95	2	93	2.1%
30th	139	2	137	1.4%
31st	0	0	0	0.0%
	2785	67	2718	2.4%

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				
JUN				
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				
	13301	517	12784	3.9%

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

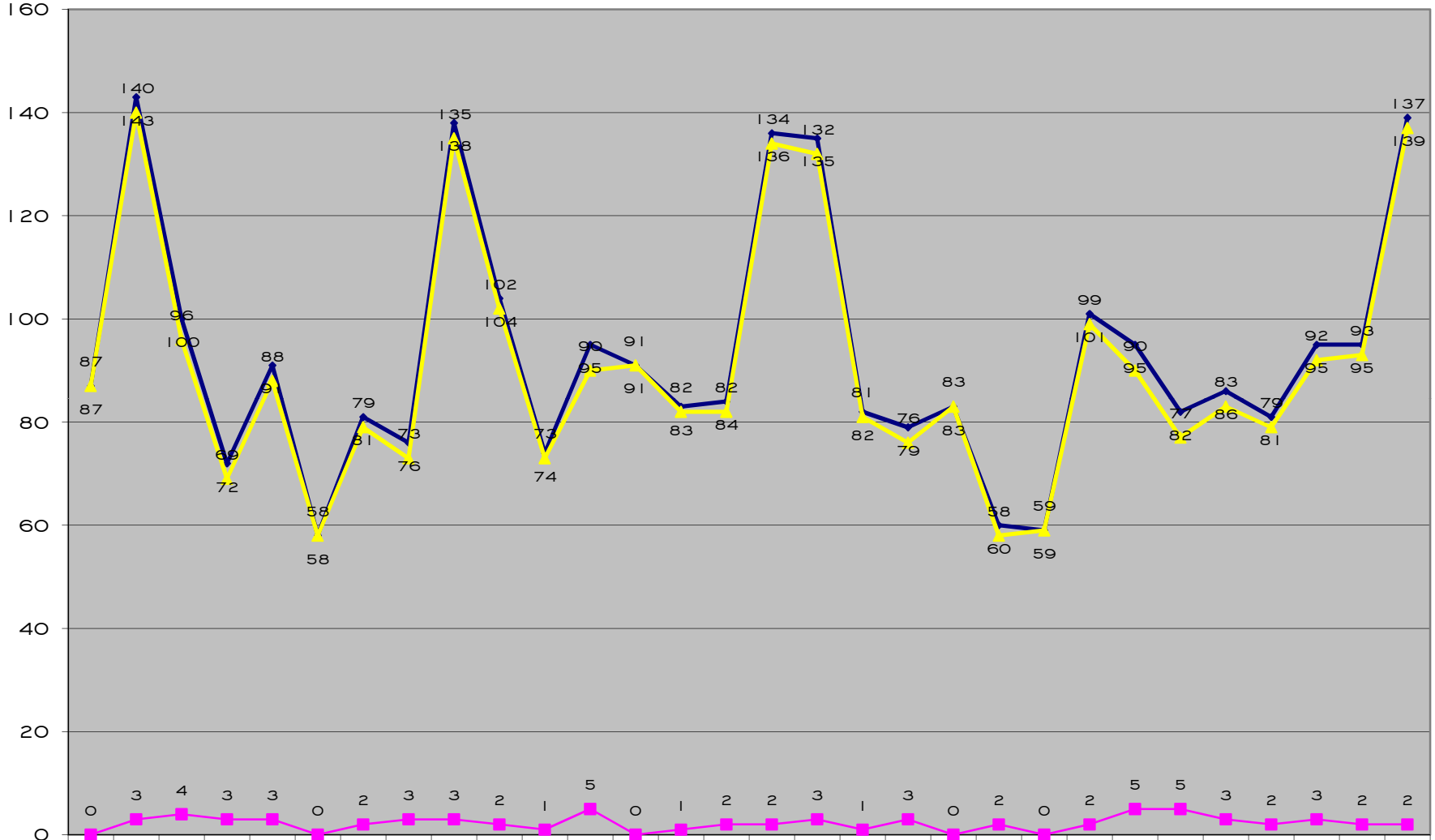
Account: 9020861359 LIFECARE HEALTH SERVICES INC Parameters: Start Date = 04/01/2011, End Date = 04/30/2011

Client ID	Access Code	Time	Ref. Number	Language	Interpreter	Duration	Charges	ANI	Data 1	Data 2	Data 3	Data 4
861359	53510	04/04/2011	254027900	SPANISH	4005	26	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/06/2011	351028806	SPANISH	457	7	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/06/2011	350841109	SPANISH	1643	9	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/06/2011	344149461	SPANISH	9147	14	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/11/2011	351628434	SPANISH	7602	3	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/11/2011	114428612	SPANISH	2676	14	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/11/2011	476131846	SPANISH	3123	10	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/13/2011	345046251	SPANISH	11444	15	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/15/2011	372331986	SPANISH	2924	10	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/18/2011	340627010	SPANISH	4611	14	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/21/2011	345626509	SPANISH	2782	12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/27/2011	345242675	SPANISH	11051	5	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/27/2011	506049058	SPANISH	11051	6	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/28/2011	481727625	SPANISH	12030	2	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/28/2011	114327841	SPANISH	6943	11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/28/2011	115028078	SPANISH	11097	27	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	04/28/2011	507334809	SPANISH	811	8	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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

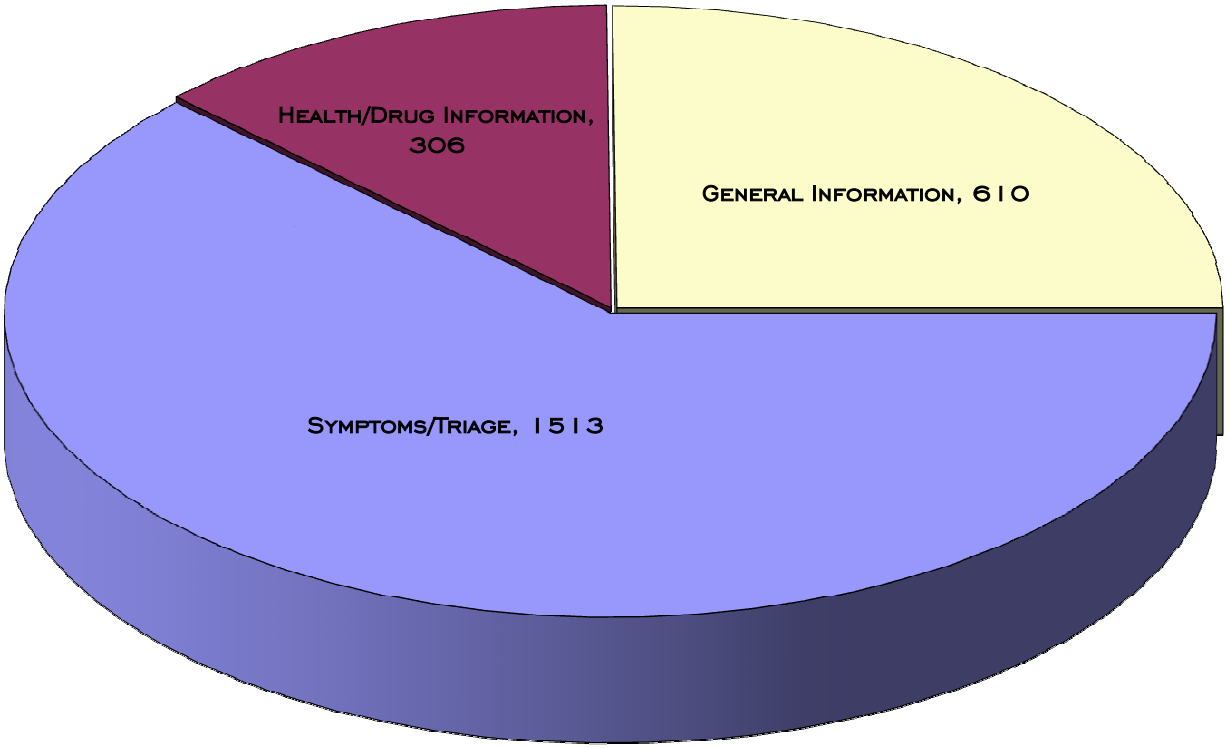
Data

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
Offered	87	143	100	72	91	58	81	76	138	104	74	95	91	83	84	136	135	82	79	83	60	59	101	95	82	86	81	95	95	139
Abandoned	0	3	4	3	3	0	2	3	3	2	1	5	0	1	2	2	3	1	3	0	2	0	2	5	5	3	2	3	2	2
Handled	87	140	96	69	88	58	79	73	135	102	73	90	91	82	82	134	132	81	76	83	58	59	99	90	77	83	79	92	93	137

Reason of Call
Soonercare Patient Advice Line



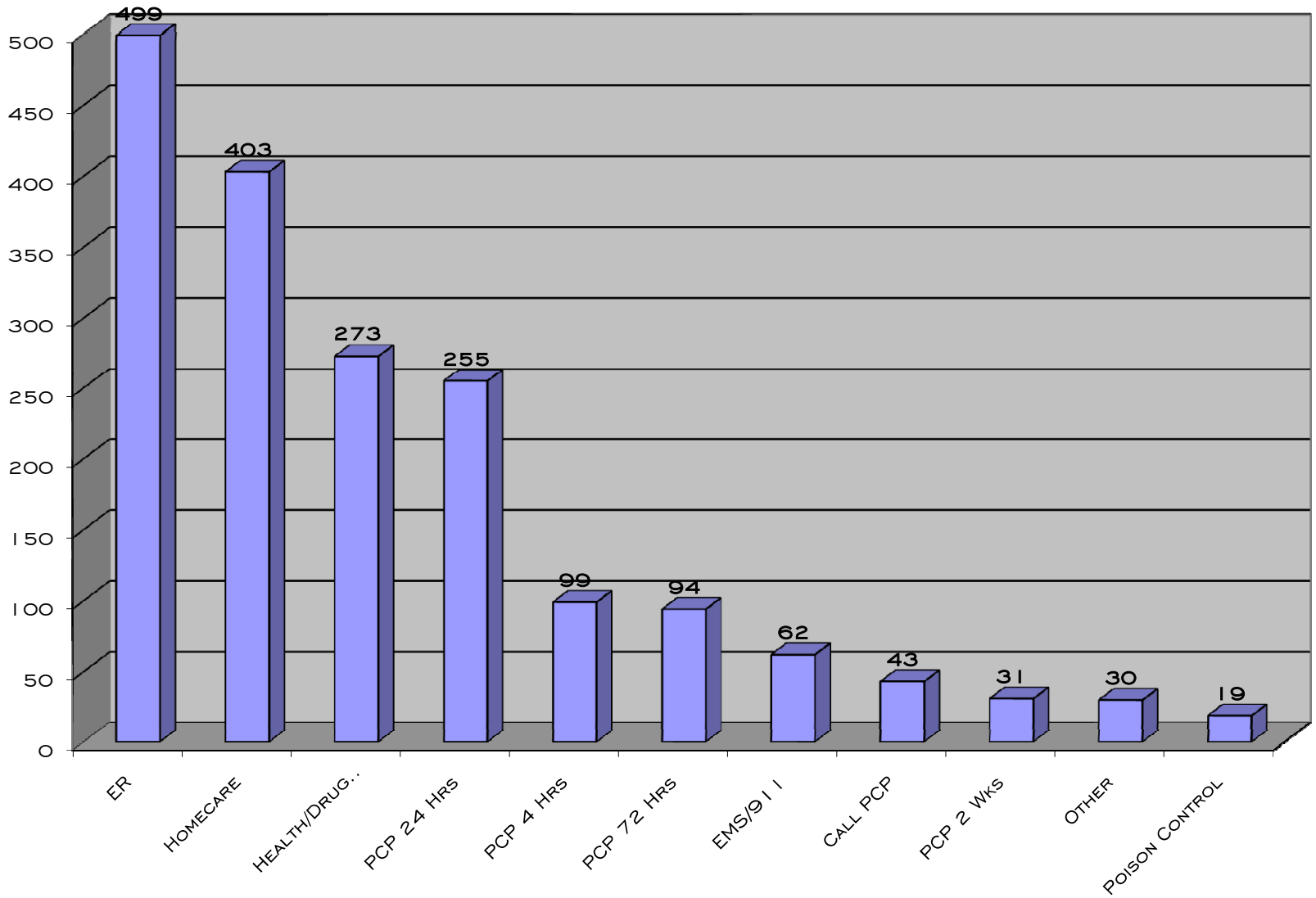
Referrals by Provider Name
by Facility Type by Contract

Start Date: 4/1/2011
End Date: 4/30/2011

Facility Type: Hospital service
Contract: SOONERCARE PAL

Contract / Facility Type / Provider Name	Referrals	Appointments	Total	Percent	
Soonercare PAL					
Hospital Service					
Family Medical & Urgent Care Center	4	0	4	14.3%	
MedNow Urgent Care Center	1	0	1	3.6%	
Mercy - NW Expressway	2	0	2	7.1%	
Mercy Care- Quail Brook	1	0	1	3.6%	
Providence Family Practice	1	0	1	3.6%	
Purcell Medical Center	1	0	1	3.6%	
River Valley Urgent Care	1	0	1	3.6%	
Today Clinic	3	0	3	10.7%	
Tulsa Pediatric Urgent Care	9	0	9	32.1%	
Urgent Care Center at Unity Health Center	1	0	1	3.6%	
Urgent Care of Green Country - Pryor	1	0	1	3.6%	
Wellfast Urgent Care Center	1	0	1	3.6%	
Your Care Clinic - Bethany	1	0	1	3.6%	
Your Care Clinic - S. Penn	1	0	1	3.6%	
Total for Hospital Service	**28**	**0**	**28**	**100.0%**	of Contract Total
Total for Contract Soonercare PAL	**28**	**0**	**28**	**100.0%**	of Grand Total
Grand Totals:	**28**	**0**	**28**		

Triage Dispositions
Soonercare Patient Advice Line



Triage Calls

Guidelines Used by Contract
4/1/2011 to 4/30/2011

Contract	Guideline Name	Times Used
Soonercare PAL		
	Abdominal Pain (Female) (Pediatric)	21
	Abdominal Pain (Male) (Pediatric)	12
	Abdominal Pain / Discomfort	33
	Abdominal Pain, Pregnant	15
	Abdominal Swelling, Bloating	3
	Abortion: Less Than 20 Weeks, Threatened/Spontaneous	15
	Abrasions/Lacerations/Puncture Wounds	2
	ADHD/ADD: Dx	1
	Allergic Reaction; Known / Suspected	8
	Amenorrhea	1
	Anaphylaxis (Pediatric)	4
	Animal or Human Bite (Pediatric)	2
	Ankle Injury	2
	Ankle Non-Injury	3
	Anxiety	1
	Anxiety: Severe / Panic	4
	Arm Joint Swelling (Pediatric)	3
	Asthma - Adult	3
	Asthma Attack (Pediatric)	13
	Back Pain (Pediatric)	2
	Back Symptoms	21
	Back Symptoms, Pregnant	7
	Bee or Yellow Jacket Sting (Pediatric)	3
	Bites - Animal / Human	2
	Bites and Stings - Insects / Spiders	8
	Bloody Urine	1
	Bluish Skin Or Body Part (Cyanosis) (Pediatric)	3
	Boil or Abscess (Pediatric)	5
	Bottle-feeding Questions (Pediatric)	1
	Breast Symptoms - Female	1
	Breast Symptoms - Postpartum	2
	Breast-feeding Questions (Pediatric)	1
	Breathing Difficulty Severe (Pediatric)	13
	Breathing Noisy - Guideline Selection (Pediatric)	2
	Breathing Problems	7
	Bronchiolitis Follow-up Call (Pediatric)	1
	Burns (Pediatric)	1
	Cast Symptoms And Questions (Pediatric)	2
	Chest Injury	3
	Chest Pain (Pediatric)	4
	Chest Pain / Discomfort	30
	Chickenpox (Pediatric)	2
	Child Abuse Suspected (Pediatric)	1
	Choking - Inhaled Foreign Body (Pediatric)	1
	Chronic Diseases (Pediatric)	1
	Circumcision Problems (Pediatric)	2
	Colds (Pediatric)	16
	Coma (Pediatric)	1
	Congestion - Guideline Selection (Pediatric)	1
	Constipation	5
	Constipation (Pediatric)	19
	Cough (Pediatric)	57

Triage Calls

Guidelines Used by Contract
4/1/2011 to 4/30/2011

Contract	Guideline Name	Times Used
	Cough - Adult	5
	Cradle Cap (Pediatric)	1
	Croup (Pediatric)	11
	Crying Baby 3 Months or Less (Pediatric)	5
	Crying Child More Than 3 Months (Pediatric)	10
	Cuts And Lacerations (Pediatric)	7
	Depression / Mood Disorders	3
	Depression: Postpartum	1
	Diabetes - Low Blood Sugar (Pediatric)	1
	Diabetes: Foot Problems	2
	Diabetes: GI Problems	1
	Diabetes: Out of Control	8
	Diaper Rash (Pediatric)	4
	Diarrhea (Pediatric)	29
	Diarrhea / Change in Bowel Habits	3
	Diarrhea On Antibiotics (Pediatric)	1
	Difficult Caller (Pediatric)	1
	Dizziness (Pediatric)	4
	Dizziness / Vertigo	8
	Drowning or Near-Drowning (Pediatric)	1
	Dysmenorrhea	1
	Ear - Discharge (Pediatric)	6
	Ear - Foreign Body (Pediatric)	1
	Ear - Pain/Injury/Foreign Body	9
	Ear Infection Follow-up Call (Pediatric)	11
	Earache (Pediatric)	22
	Edema, Generalized Atraumatic	2
	Edema, Pregnant	4
	Elbow Non-Injury	1
	Eye - Allergy (Pediatric)	4
	Eye - Chemical In (Pediatric)	3
	Eye - Foreign Body (Pediatric)	1
	Eye - Pus Or Discharge (Pediatric)	22
	Eye - Red Without Pus (Pediatric)	4
	Eye - Swelling (Pediatric)	2
	Eye: Infection / Irritation	5
	Eye: Injury / UV Light Exposure	4
	Eye: Pain or Vision Change - No Injury	5
	Eyes - Dark Circles Under (Pediatric)	2
	Face Pain / Swelling - No Injury	3
	Face Swelling (Pediatric)	6
	Fainting	1
	Fainting (Pediatric)	3
	Falls	4
	Fetal Movement - Decreased, Pregnant	5
	Fever - Adult	1
	Fever After 3 Months Old (Pediatric)	74
	Fever Before 3 Months Old (Pediatric)	15
	Finger / Fingernail Injury	1
	Finger / Fingernail Non-Injury	1
	Fire Ant Sting (Pediatric)	1
	Flank Pain	6
	Flu-Like Symptoms; Known/Suspected Influenza	1

Triage Calls

Guidelines Used by Contract
4/1/2011 to 4/30/2011

Contract	Guideline Name	Times Used
	Fluid Intake Decreased (Pediatric)	7
	Food Poisoning (Pediatric)	1
	Foot Injury	4
	Foot Non-Injury	2
	Foot Or Ankle Swelling (Pediatric)	1
	Forearm Injury	1
	Forearm Non-Injury	1
	Genital Herpes; Known / Suspected	1
	Genital Lesions - Female	2
	Hand Injury	1
	Hand Non-Injury	2
	Hand-Foot-Mouth Disease (Pediatric)	1
	Hay Fever (Pediatric)	2
	Head Injury	4
	Headache	37
	Headache (Pediatric)	14
	Heartburn, Pregnant	1
	Heat Exposure	1
	Hernia - Umbilical (Pediatric)	1
	Hip Injury	1
	Hip Non-Injury	3
	Hives (Pediatric)	8
	Hoarseness (Pediatric)	2
	Hypertension; Diagnosed, Pregnant	2
	Hypertension; Known / Suspected	8
	Immunization Reactions (Pediatric)	20
	Impetigo (Infected Sores) (Pediatric)	2
	Infection On Antibiotic Follow-up Call (Pediatric)	7
	Information Only Call - No Triage (Pediatric)	6
	Insect Bite (Pediatric)	4
	Irregular Heartbeat	2
	IUD; Symptoms	3
	Jaundice - Child or Teenager (Pediatric)	1
	Jaundice - Newborn (Pediatric)	2
	Knee Injury	4
	Knee Non-Injury	7
	Leg Joint Swelling (Pediatric)	8
	Leg Pain (Pediatric)	5
	Lice (Pediatric)	2
	Limp (Pediatric)	2
	Lower Leg Injury	1
	Lower Leg Non-Injury	4
	Lymph Nodes Swollen (Pediatric)	3
	Medication Question Call (Pediatric)	4
	Mouth / Lip / Teeth Injury	1
	Mouth / Lip / Tongue Lesions	1
	Mouth Pain And Symptoms (Pediatric)	2
	MRSA Exposure (Pediatric)	2
	Muscle Ache / Pain	1
	Nausea (Pediatric)	1
	Nausea / Vomiting	13
	Nausea / Vomiting, Pregnant	4
	Neck Pain or Injury	3

Triage Calls

Guidelines Used by Contract
4/1/2011 to 4/30/2011

Contract	Guideline Name	Times Used
	Neck Pain Or Stiffness (Pediatric)	1
	Neurological Deficits	2
	Newborn Appearance (Pediatric)	2
	No Contact Or Duplicate Contact Call (Pediatric)	1
	No Guideline Available - Advice Per Reference (Pediatric)	1
	No Guideline Or Reference Available (Pediatric)	5
	No Guideline/Advice Per Reference (Adult)	4
	Nose - Foreign Body (Pediatric)	2
	Nosebleed (Pediatric)	6
	Nosebleed - With and Without Injury	2
	Numbness / Tingling	2
	Pelvic Pain / Dyspareunia	1
	Penis-Scrotum Symptoms (Pediatric)	4
	Phobias	1
	Pinworms (Pediatric)	2
	Pneumonia Follow-up Call (Pediatric)	1
	Poison Ivy - Oak - Sumac (Pediatric)	4
	Poison Ivy / Oak / Sumac Exposure	2
	Poisoning	2
	Poisoning (Pediatric)	14
	Post-op Incision Symptoms (Pediatric)	1
	Post-op Symptoms And Questions (Pediatric)	2
	Postoperative Problems	28
	Postoperative Wound Care	6
	Postpartum Problems	10
	Preterm Labor: 20 to 37 Weeks Gestation	13
	Progestin; Symptoms / Information	2
	Puncture Wound (Pediatric)	6
	Rash - Amoxicillin (Pediatric)	7
	Rash - Guideline Selection (Pediatric)	4
	Rash - Localized And Cause Unknown (Pediatric)	6
	Rash - Widespread And Cause Unknown (Pediatric)	30
	Rash - Widespread On Drugs (Pediatric)	7
	Rash / Hives / Eruptions	6
	Recent Medical Visit For Illness: Follow-up Call (Pediatric)	3
	Rectal Symptoms	4
	Respiratory Multiple Symptoms - Guideline Selection (Pediatric)	1
	Ringworm (Pediatric)	1
	Ruptured Membranes, Pregnant	2
	Scarlet Fever (Pediatric)	1
	Scrapes (Pediatric)	1
	Scrotum Swelling Or Pain (Pediatric)	2
	Seizure	2
	Seizure Without Fever (Pediatric)	4
	Sexual Assault Or Rape (Pediatric)	1
	Shoulder Injury	3
	Shoulder Non-Injury	5
	Signs of Labor, Pregnant	4
	Sinus Pain Or Congestion (Pediatric)	1
	Skin Lesions / Skin Irritation	10
	Skin Swelling Or Lump (Pediatric)	2
	Sleep Increased (Pediatric)	2
	Sore Throat (Pediatric)	27

Triage Calls

Guidelines Used by Contract
4/1/2011 to 4/30/2011

Contract	Guideline Name	Times Used
	Sore Throat / Hoarseness	9
	Sore Throat / Hoarseness, Pregnant	4
	Sores (Pediatric)	1
	Spider Bite - North America (Pediatric)	5
	Spitting Up (Reflux) (Pediatric)	5
	Stools - Blood In (Pediatric)	4
	Stools - Unusual Color (Pediatric)	4
	Strep Throat Exposure (Pediatric)	3
	Strep Throat Infection Follow-up Call (Pediatric)	1
	Stress Response	1
	Substance Abuse: Diagnosed / Suspected	2
	Suicide Concerns Or Depression (Pediatric)	1
	Sunburn	2
	Sunburn (Pediatric)	1
	Suture Questions (Pediatric)	1
	Swallowed Foreign Body (Pediatric)	8
	Swallowing Difficulty	1
	Swollen Glands	5
	Teething (Pediatric)	1
	Thigh Injury	1
	Thigh Non-Injury	1
	Thrush (Pediatric)	6
	Tick Bite (Pediatric)	10
	Toe / Toenail Injury	1
	Toenail - Ingrown (Pediatric)	1
	Tooth, Gum and Jaw Symptoms	13
	Toothache (Pediatric)	2
	Trauma - Arm (Pediatric)	9
	Trauma - Back (Pediatric)	1
	Trauma - Chest (Pediatric)	2
	Trauma - Ear (Pediatric)	2
	Trauma - Eye (Pediatric)	4
	Trauma - Face (Pediatric)	1
	Trauma - Finger (Pediatric)	5
	Trauma - Genital (Female) (Pediatric)	1
	Trauma - Head (Pediatric)	43
	Trauma - Leg (Pediatric)	13
	Trauma - Mouth (Pediatric)	6
	Trauma - Nose (Pediatric)	2
	Trauma - Tailbone (Pediatric)	1
	Trauma - Toe (Pediatric)	1
	Trauma - Tooth (Pediatric)	1
	Trauma, Pregnant	3
	Tremor	1
	Umbilical Cord - Bleeding (Pediatric)	2
	Umbilical Cord - Delayed or Early Separation (Pediatric)	1
	Umbilical Cord - Oozing or Infected (Pediatric)	3
	Upper Arm Non-Injury	2
	Upper Respiratory Infections / Colds	4
	Upper Respiratory Infections/Colds: Pregnant	9
	Urinary Symptoms - Female	16
	Urinary Symptoms / Prostate Problems	2
	Urinary Tract Infection Follow-Up Call (Pediatric)	2

Triage Calls

Guidelines Used by Contract
4/1/2011 to 4/30/2011

Contract	Guideline Name	Times Used
	Urination - All Other Symptoms (Pediatric)	8
	Urination - Wetting (Enuresis) (Pediatric)	1
	Urination Pain (Female) (Pediatric)	3
	Urination Pain (Male) (Pediatric)	2
	Urine - Blood In (Pediatric)	4
	Urine - Unusual Color or Odor (Pediatric)	1
	Vaginal Bleeding (Premenopausal) -- Abnormal	14
	Vaginal Bleeding - More Than 20 Weeks Gestation	7
	Vaginal Bleeding, on HRT	1
	Vaginal Discharge / Irritation	5
	Vaginal Foreign Body; Known / Suspected	1
	Vaginal Itching (Irritation) - Before Puberty (Pediatric)	2
	Vision Loss Or Change (Pediatric)	1
	Vomiting (Pediatric)	62
	Vomiting Blood (Pediatric)	2
	Vomiting On Meds (Pediatric)	1
	Weakness / Paralysis	2
	Wheezing - Other Than Asthma (Pediatric)	10
	Whooping Cough Exposure (Pediatric)	2
	Withdrawal Symptoms	3
	Wound Infection (Pediatric)	4
	Wrist Injury	1
Total for Contract : Soonercare PAL		**1,563**

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	**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**	0	0	0	0	0	0	0	0	**132**
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	0	0	0	0	0	0	0	0	**11**
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**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**153**

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.