SoonerCare Patient Advice Line

June 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	2791	2502							18594
Calls Handled	4050	3068	2948	2718	2713	2440							17937
Calls Processed	3193	2503	2610	2429	2432	2135							15302
Calls Abandoned	186	174	90	67	78	62							657
% Abandoned	4.4%	5.4%	3.0%	2.4%	2.8%	2.5%							3.5%
Average Speed Answered	19s	21s	11s	9s	13s	11s							14s
Translation Service	62	24	30	37	19	21							193
II. REASON OF CALL													
Symptoms/Triage	2051	1569	1611	1513	1490	1279							9513
Health/Drug Information	318	255	284	306	249	248							1660
General Information (feedback, redirected Mem Srvs calls, holiday call, etc.)	824	679	715	610	693	608							4129
III. CALL DISPOSITIONS													
Homecare	603	476	365	403	377	325							2549
Place Call to PCP	39	26	41	43	32	20							201
See PCP Within 2 Weeks	17	24	25	31	28	22							147
See PCP within 72 Hours	108	112	126	94	117	93							650
See PCP Within 24 Hours	413	311	274	255	232	221							1706
Contact PCP Within 4 Hours	91	61	63	99	91	78							483
Call Poison Control Center	12	10	11	19	23	14							89
See in ED Immediately	722	502	631	499	540	450							3344
Activate EMS/911	57	51	67	62	56	56							349
Other (pharmacy, lab, etc.)	27	30	29	30	35	16							167
Health/Drug Information Provided	304	262	277	273	243	245							1604
Information Provided	547	183	319	489	512	467							2517
Referred to Member Services/Other#	253	166	382	132	146	128							1207
% of Triage ER/911 Calls	38%	35%	43%	37%	40%	40%							39%
IV. TRIAGE ASSESSMENT GUIDELINES USED													
# of Triage Guidelines Used	2144	1648	1684	1563	1555	1328							9922
V. CALLER STATISTICS													
# Repeat Callers	1741	1383	1386	1351	1304	1160							8325
% Repeat Callers	55%	55%	53%	56%	54%	54%							54%

CALLS BY DAY

Day	Offered	Abandoned	Handled	Abandonment %
1st	76	1	75	1.3%
2nd	71	0	71	0.0%
3rd	81	3	78	3.7%
4th	128	1	127	0.8%
5th	93	2	91	2.2%
6th	90	0	90	0.0%
7th	83	4	79	4.8%
8th	72	1	71	1.4%
9th	65	5	60	7.7%
10th	73	4	69	5.5%
11th	132	2	130	1.5%
12th	101	2	99	2.0%
13th	73	0	73	0.0%
14th	67	1	66	1.5%
15th	80	1	79	1.3%
16th	76	3	73	3.9%
17th	65	1	64	1.5%
18th	126	3	123	2.4%
19th	94	2	92	2.1%
20th	62	4	58	6.5%
21st	58	4	54	6.9%
22nd	66	1	65	1.5%
23rd	90	2	88	2.2%
24th	85	6	79	7.1%
25th	111	2	109	1.8%
26th	110	3	107	2.7%
27th	80	2	78	2.5%
28th	73	2	71	2.7%
29th	67	0	67	0.0%
30th	54	0	54	0.0%
31st	0	0	0	0.0%
	2502	62	2440	2.5%

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	2502	62	2440	2.5%
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				
	18594	657	17937	3.5%

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LIFECARE HEALTH SERVICES INC

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

Account: 9020861359 LIFECARE HEALTH SERVICES INC Parameters: Start Date = 06/01/2011, End Date = 06/30/2011

Client ID	Access Code	Time	Ref. Number	Language	Interpreter	Duration	Charges	ANI	Data 1	Data 2	Data 3	Data 4
861359	53510	06/03/2011	356652413	SPANISH	8576	5	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	06/06/2011	483826801	SPANISH	11591	9	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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861359	53510	06/28/2011	114150144	SPANISH	11372	7	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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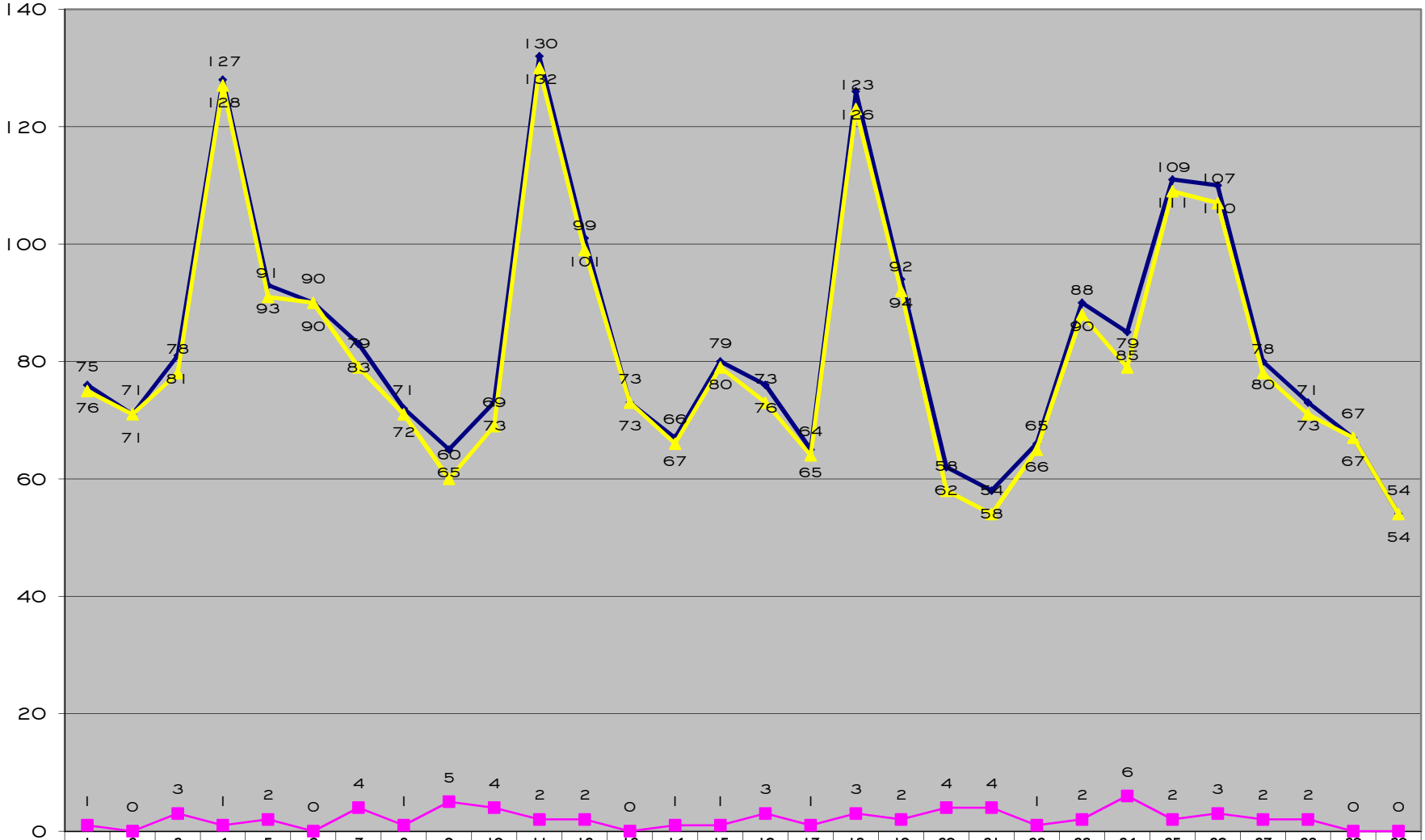
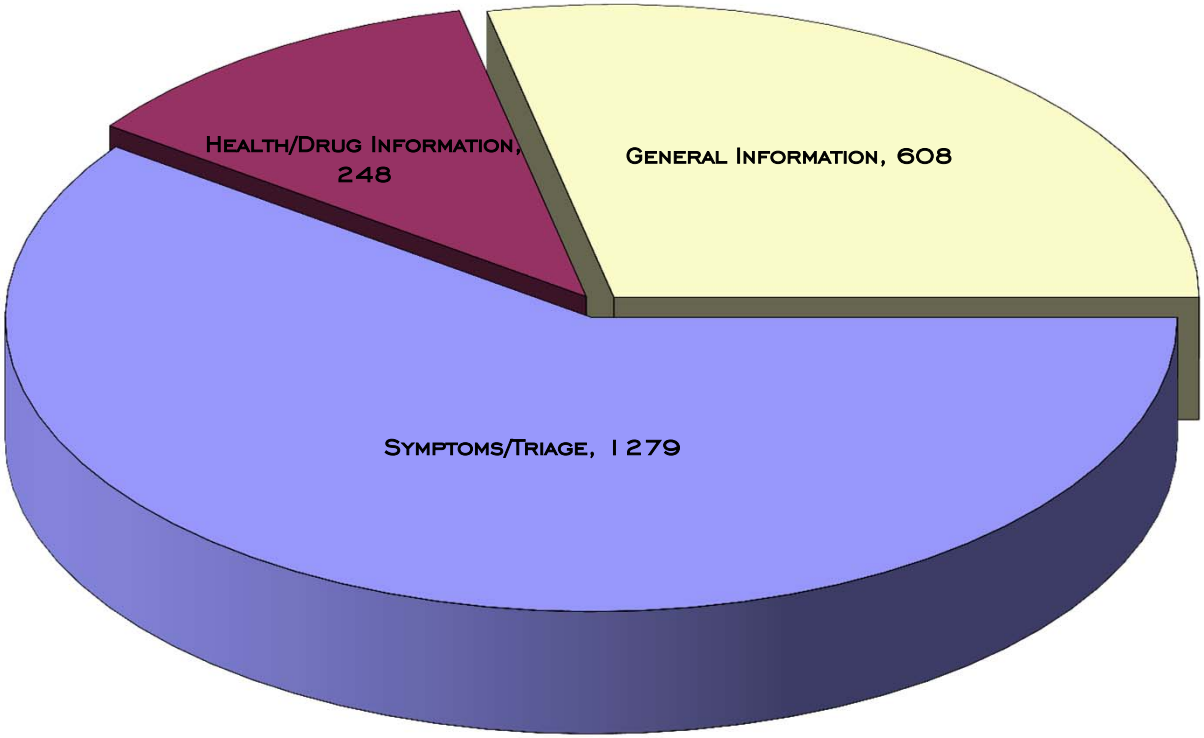
Data

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
Offered	76	71	81	128	93	90	83	72	65	73	132	101	73	67	80	76	65	126	94	62	58	66	90	85	111	110	80	73	67	54
Abandoned	1	0	3	1	2	0	4	1	5	4	2	2	0	1	1	3	1	3	2	4	4	1	2	6	2	3	2	2	0	0
Handled	75	71	78	127	91	90	79	71	60	69	130	99	73	66	79	73	64	123	92	58	54	65	88	79	109	107	78	71	67	54

Reason of Call
Soonercare Patient Advice Line



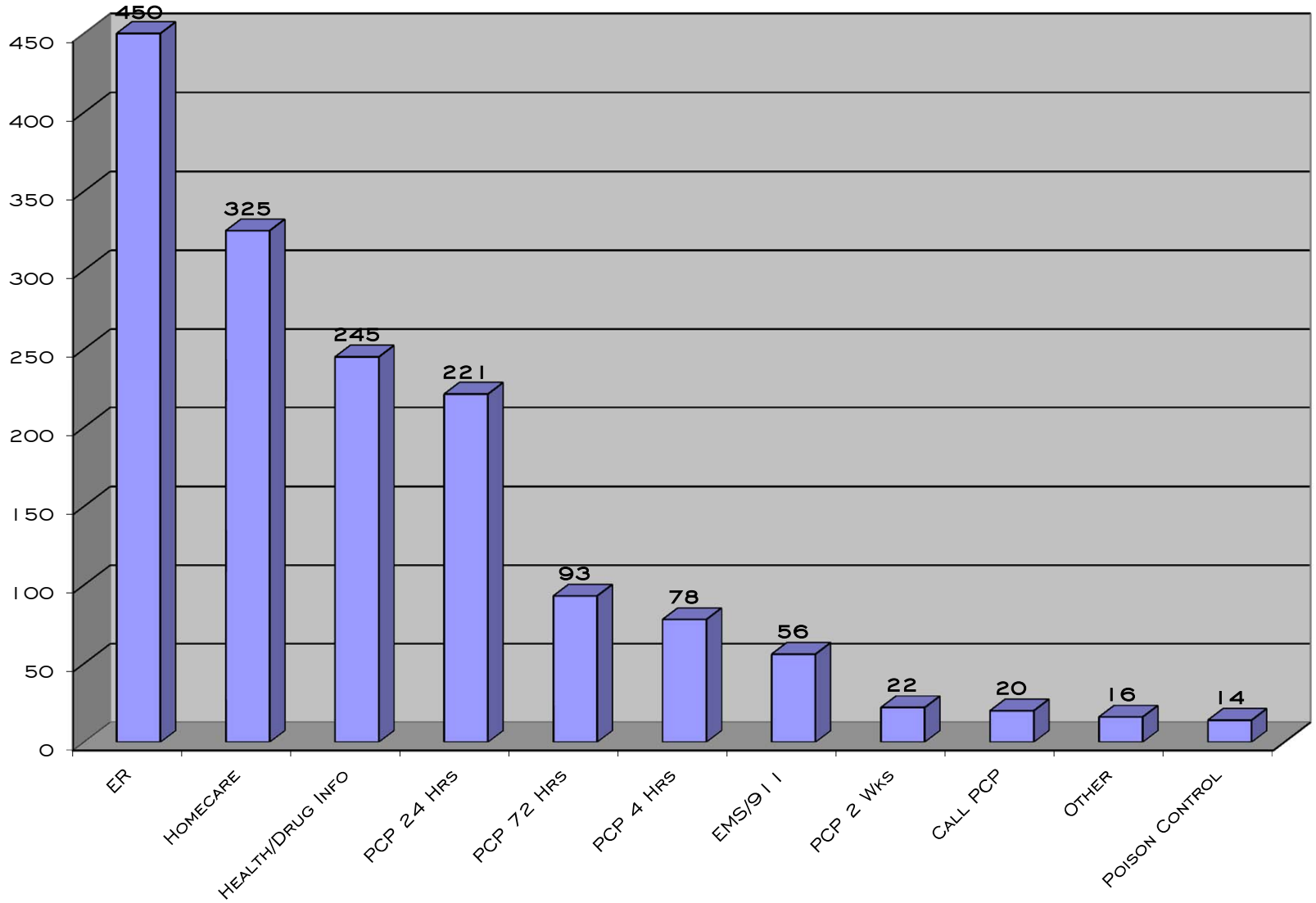
Referrals by Provider Name
by Facility Type by Contract

Start Date: 6/1/2011
End Date: 6/30/2011

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	1	0	1	4.3%	
Gemini After Hours Clinic	1	0	1	4.3%	
MedNow Urgent Care Center	1	0	1	4.3%	
Mercy - NW Expressway	3	0	3	13.0%	
Providence Family Practice	1	0	1	4.3%	
River Valley Urgent Care	2	0	2	8.7%	
Today Clinic	3	0	3	13.0%	
Tulsa Pediatric Urgent Care	4	0	4	17.4%	
Urgent Care Center at Unity Health Center	1	0	1	4.3%	
Urgent Care of Green Country - Bixby	1	0	1	4.3%	
Urgent Care of Green Country - Claremore	2	0	2	8.7%	
Urgent Care of Green Country - Pryor	1	0	1	4.3%	
Wellfast Urgent Care Center	1	0	1	4.3%	
Your Care Clinic - N. May	1	0	1	4.3%	
Total for Hospital Service	**23**	**0**	**23**	**100.0%**	of Contract Total
Total for Contract Soonercare PAL	**23**	**0**	**23**	**100.0%**	of Grand Total
Grand Totals:	**23**	**0**	**23**		

Triage Dispositions
Soonercare Patient Advice Line



Triage Calls

Guidelines Used by Contract
6/1/2011 to 6/30/2011

Contract	Guideline Name	Times Used
Soonercare PAL		
	Abdominal Injury	2
	Abdominal Pain (Female) (Pediatric)	15
	Abdominal Pain (Male) (Pediatric)	16
	Abdominal Pain / Discomfort	55
	Abdominal Pain, Pregnant	19
	Abdominal Swelling, Bloating	1
	Abortion: Less Than 20 Weeks, Threatened/Spontaneous	20
	Abrasions/Lacerations/Puncture Wounds	4
	Allergic Reaction; Known / Suspected	6
	Animal or Human Bite (Pediatric)	2
	Ankle Injury	1
	Anxiety: Severe / Panic	1
	Asthma - Adult	1
	Asthma Attack (Pediatric)	8
	Back Pain (Pediatric)	3
	Back Symptoms	16
	Back Symptoms, Pregnant	7
	Bee or Yellow Jacket Sting (Pediatric)	10
	Bites - Animal / Human	3
	Bites and Stings - Insects / Spiders	12
	Blisters - Foot or Hand (Pediatric)	2
	Bloody Urine	3
	Bluish Skin Or Body Part (Cyanosis) (Pediatric)	1
	Boil or Abscess (Pediatric)	3
	Bottle-feeding Questions (Pediatric)	4
	Breast Symptoms - Female	2
	Breast Symptoms - Postpartum	3
	Breast-feeding Questions (Pediatric)	2
	Breathing Difficulty Severe (Pediatric)	5
	Breathing Problems	6
	Burns	1
	Burns (Pediatric)	1
	Cast Symptoms And Questions (Pediatric)	1
	Chest Injury	1
	Chest Pain (Pediatric)	7
	Chest Pain / Discomfort	17
	Chickenpox (Pediatric)	2
	Choking - Inhaled Foreign Body (Pediatric)	2
	Circumcision Problems (Pediatric)	2
	Cold Injuries (Hypothermia) (Pediatric)	1
	Colds (Pediatric)	11
	Confusion - Delirium (Pediatric)	1
	Confusion / Disorientation / Agitation	1
	Constipation	2
	Constipation (Pediatric)	18
	Cough (Pediatric)	26
	Cough - Adult	2
	Cracked or Dry Skin (Pediatric)	1
	Crying Baby 3 Months or Less (Pediatric)	7
	Crying Child More Than 3 Months (Pediatric)	4
	Cuts And Lacerations (Pediatric)	2
	Dehydration	1
	Depression / Mood Disorders	1

Triage Calls

Guidelines Used by Contract
6/1/2011 to 6/30/2011

Contract	Guideline Name	Times Used
	Developmental Disorders (Pervasive): Dx	1
	Diabetes: Foot Problems	1
	Diabetes: GI Problems	2
	Diabetes: Out of Control	4
	Diaper Rash (Pediatric)	5
	Diarrhea (Pediatric)	32
	Diarrhea / Change in Bowel Habits	10
	Dizziness / Vertigo	2
	Domestic Violence: Child Abuse, Known / Suspected	1
	Ear - Discharge (Pediatric)	3
	Ear - Hearing Symptoms	1
	Ear - Otitis Externa Follow-Up Call (Pediatric)	3
	Ear - Pain/Injury/Foreign Body	6
	Ear - Pierced Problems (Pediatric)	1
	Ear - Pulling At or Itchy (Pediatric)	2
	Ear - Swimmer's (Pediatric)	6
	Ear Infection Follow-up Call (Pediatric)	9
	Earache (Pediatric)	35
	Eating Disorders: Anorexia/Bulimia: Dx	1
	Edema, Generalized Atraumatic	6
	Edema, Pregnant	2
	Electrical Injury	2
	Eye - Chemical In (Pediatric)	1
	Eye - Foreign Body (Pediatric)	2
	Eye - Pus Or Discharge (Pediatric)	11
	Eye - Red Without Pus (Pediatric)	3
	Eye - Swelling (Pediatric)	1
	Eye: Infection / Irritation	3
	Eye: Injury / UV Light Exposure	3
	Eye: Pain or Vision Change - No Injury	4
	Face Pain / Swelling - No Injury	1
	Face Swelling (Pediatric)	1
	Fainting	1
	Falls	1
	Fatigue	2
	Fetal Movement - Decreased, Pregnant	5
	Fever - Adult	4
	Fever After 3 Months Old (Pediatric)	92
	Fever Before 3 Months Old (Pediatric)	5
	Fever Blisters (Cold Sores) (Pediatric)	1
	Fifth Disease (Pediatric)	1
	Finger / Fingernail Injury	2
	Finger / Fingernail Non-Injury	2
	Fingernail Infection (Pediatric)	1
	Flank Pain	2
	Fluid Intake Decreased (Pediatric)	7
	Food Reactions (Pediatric)	3
	Foot Injury	5
	Foot Non-Injury	4
	Foot Or Ankle Swelling (Pediatric)	4
	Forearm Injury	1
	Genital Lesions - Female	1
	GI Bleeding	8
	GI Symptoms Multiple - Guideline Selection (Pediatric)	1

Triage Calls

Guidelines Used by Contract
6/1/2011 to 6/30/2011

Contract	Guideline Name	Times Used
	Hand Injury	1
	Head Injury	5
	Headache	46
	Headache (Pediatric)	12
	Hearing Loss or Change (Pediatric)	1
	Heat Exposure	2
	Heat Injuries (Pediatric)	4
	Hernia - Inguinal (Pediatric)	1
	Hip Injury	1
	Hip Non-Injury	3
	Hives (Pediatric)	6
	Hypertension; Diagnosed, Pregnant	3
	Hypertension; Known / Suspected	6
	Immunization Reactions (Pediatric)	19
	Infection On Antibiotic Follow-up Call (Pediatric)	5
	Information Only Call - No Triage (Pediatric)	4
	Insect Bite (Pediatric)	10
	Irregular Heartbeat	1
	Itching / No Rash, Pregnant	1
	Itching Localized And Cause Unknown (Pediatric)	3
	Itching Widespread And Cause Unknown (Pediatric)	3
	Jaundice - Newborn (Pediatric)	1
	Knee Injury	4
	Knee Non-Injury	1
	Leg Joint Swelling (Pediatric)	2
	Leg Pain (Pediatric)	3
	Lice (Pediatric)	2
	Lower Leg Injury	1
	Lower Leg Non-Injury	12
	Lymph Nodes Swollen (Pediatric)	2
	Medication Question Call (Pediatric)	2
	Mosquito Bite (Pediatric)	5
	Mouth / Lip / Teeth Injury	1
	Mouth / Lip / Tongue Lesions	2
	Mouth Pain And Symptoms (Pediatric)	2
	Mouth Ulcers (Pediatric)	4
	Muscle Ache / Pain	3
	Muscle Jerks - Tics - Shudders (Pediatric)	2
	Nausea / Vomiting	11
	Nausea / Vomiting, Pregnant	5
	Neck Lump / Swelling	2
	Neck Pain or Injury	1
	Neurological Deficits	1
	Newborn Appearance (Pediatric)	2
	Newborn Rashes And Birthmarks (Pediatric)	1
	Newborn Reflexes And Behavior (Pediatric)	1
	Newborn Urine - Pink Or Brick-dust (Pediatric)	1
	No Guideline Available - Advice Per Reference (Pediatric)	1
	No Guideline Or Reference Available (Pediatric)	3
	No Guideline/Advice Per Reference (Adult)	1
	Nose - Foreign Body (Pediatric)	1
	Nosebleed (Pediatric)	7
	Numbness / Tingling	7
	Penis-Scrotum Symptoms (Pediatric)	2

Triage Calls

Guidelines Used by Contract
6/1/2011 to 6/30/2011

Contract	Guideline Name	Times Used
	Pneumonia Follow-up Call (Pediatric)	1
	Poison Ivy - Oak - Sumac (Pediatric)	4
	Poison Ivy / Oak / Sumac Exposure	3
	Poisoning (Pediatric)	10
	Post-op Incision Symptoms (Pediatric)	1
	Post-op Symptoms And Questions (Pediatric)	6
	Postoperative Problems	16
	Postoperative Wound Care	5
	Postpartum Problems	6
	Preterm Labor: 20 to 37 Weeks Gestation	15
	Puncture Wound (Pediatric)	6
	Rash - Amoxicillin (Pediatric)	3
	Rash - Guideline Selection (Pediatric)	4
	Rash - Localized And Cause Unknown (Pediatric)	6
	Rash - Purple Spots Or Dots (Pediatric)	1
	Rash - Widespread And Cause Unknown (Pediatric)	20
	Rash - Widespread On Drugs (Pediatric)	4
	Rash / Hives / Eruptions	10
	Recent Medical Visit For Illness: Follow-up Call (Pediatric)	4
	Rectal Symptoms	2
	Ringworm (Pediatric)	1
	Ruptured Membranes, Pregnant	1
	Scorpion Sting - North America (Pediatric)	1
	Seizure	2
	Sexual Abuse Suspected (Pediatric)	1
	Sexual Assault / Rape	1
	Shoulder Injury	3
	Shoulder Non-Injury	3
	Signs of Labor, Pregnant	4
	Sinus Infection Follow-up Call (Pediatric)	2
	Skin / Rash, Pregnant	2
	Skin Foreign Body (Pediatric)	2
	Skin Glue Questions (Pediatric)	1
	Skin Lesions / Skin Irritation	11
	Skin Swelling Or Lump (Pediatric)	3
	Sleep Increased (Pediatric)	1
	Sore Throat (Pediatric)	7
	Sore Throat / Hoarseness	7
	Sores (Pediatric)	3
	Spider Bite - North America (Pediatric)	9
	Spitting Up (Reflux) (Pediatric)	3
	Stools - Blood In (Pediatric)	2
	Stools - Unusual Color (Pediatric)	1
	Strep Throat Exposure (Pediatric)	2
	Strep Throat Infection Follow-up Call (Pediatric)	5
	Strep Throat Test Follow-Up Call (Pediatric)	1
	Sty (Pediatric)	1
	Substance Abuse (Pediatric)	1
	Substance Abuse: Diagnosed / Suspected	2
	Suicidal, Homicidal, or Harmful Behavior	2
	Sunburn	3
	Sunburn (Pediatric)	6
	Swallowed Foreign Body (Pediatric)	8
	Swallowing Difficulty	2

Triage Calls

Guidelines Used by Contract
6/1/2011 to 6/30/2011

Contract	Guideline Name	Times Used
	Teething (Pediatric)	3
	Thigh Non-Injury	1
	Thrush (Pediatric)	5
	Tick Bite (Pediatric)	8
	Toe / Toenail Injury	1
	Toe / Toenail Non-Injury	1
	Tooth, Gum and Jaw Symptoms	10
	Toothache (Pediatric)	3
	Trauma - Abdominal (Pediatric)	2
	Trauma - Arm (Pediatric)	5
	Trauma - Back (Pediatric)	3
	Trauma - Chest (Pediatric)	1
	Trauma - Eye (Pediatric)	4
	Trauma - Face (Pediatric)	1
	Trauma - Finger (Pediatric)	2
	Trauma - Genital (Male) (Pediatric)	2
	Trauma - Head (Pediatric)	28
	Trauma - Leg (Pediatric)	6
	Trauma - Mouth (Pediatric)	4
	Trauma - Nose (Pediatric)	3
	Trauma - Skin (Pediatric)	1
	Trauma - Tailbone (Pediatric)	1
	Trauma - Toe (Pediatric)	5
	Trauma, Pregnant	1
	Upper Arm Injury	3
	Upper Respiratory Infections / Colds	4
	Upper Respiratory Infections/Colds: Pregnant	2
	Urinary Symptoms - Female	7
	Urinary Tract Infection Follow-Up Call (Pediatric)	1
	Urination - All Other Symptoms (Pediatric)	7
	Urination Pain (Female) (Pediatric)	5
	Vaginal Bleeding (Premenopausal) -- Abnormal	12
	Vaginal Bleeding - After Puberty (Pediatric)	2
	Vaginal Bleeding - Before Puberty (Pediatric)	1
	Vaginal Bleeding - More Than 20 Weeks Gestation	1
	Vaginal Discharge / Irritation	8
	Vaginal Foreign Body; Known / Suspected	1
	Vaginal Itching (Irritation) - Before Puberty (Pediatric)	2
	Vaginal Symptoms or Discharge - After Puberty (Pediatric)	2
	Vision Loss Or Change (Pediatric)	1
	Vomiting (Pediatric)	32
	Weakness / Paralysis	1
	Withdrawal Symptoms	3
	Wound Infection (Pediatric)	5
Total for Contract : Soonercare PAL		**1,328**

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	**1**	0	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	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	**17**	0	0	0	0	0	0	**165**
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	**3**	0	0	0	0	0	0	**16**
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**	**21**	**0**	**0**	**0**	**0**	**0**	**0**	**193**

Translation Services by Language

Data

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.