SoonerCare Patient Advice Line

January 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												4236
Calls Handled	4050												4050
Calls Processed	3193												3193
Calls Abandoned	186												186
% Abandoned	4.4%												4.4%
Average Speed Answered	19s												19s
Translation Service	62												62
II. REASON OF CALL													
Symptoms/Triage	2051												2051
Health/Drug Information	318												318
General Information (feedback, redirected Mem Srvs calls, holiday call, etc.)	824												824
III. CALL DISPOSITIONS													
Homecare	603												603
Place Call to PCP	39												39
See PCP Within 2 Weeks	17												17
See PCP within 72 Hours	108												108
See PCP Within 24 Hours	413												413
Contact PCP Within 4 Hours	91												91
Call Poison Control Center	12												12
See in ED Immediately	722												722
Activate EMS/911	57												57
Other (pharmacy, lab, etc.)	27												27
Health/Drug Information Provided	304												304
Information Provided	547												547
Referred to Member Services/Other#	253												253
% of Triage ER/911 Calls	38%												38%
IV. TRIAGE ASSESSMENT GUIDELINES USED													
# of Triage Guidelines Used	2144												2144
V. CALLER STATISTICS													
# Repeat Callers	1741												1741
% Repeat Callers	55%												55%

CALLS BY DAY

Day	Offered	Abandoned	Handled	Abandonment %
1st	158	5	153	3.2%
2nd	168	8	160	4.8%
3rd	105	4	101	3.8%
4th	94	5	89	5.3%
5th	78	2	76	2.6%
6th	93	6	87	6.5%
7th	90	4	86	4.4%
8th	171	8	163	4.7%
9th	139	6	133	4.3%
10th	94	0	94	0.0%
11th	110	1	109	0.9%
12th	78	2	76	2.6%
13th	110	1	109	0.9%
14th	91	0	91	0.0%
15th	191	11	180	5.8%
16th	176	7	169	4.0%
17th*	274	17	257	6.2%
18th	132	5	127	3.8%
19th	114	4	110	3.5%
20th	126	6	120	4.8%
21st	113	0	113	0.0%
22nd	249	17	232	6.8%
23rd	184	12	172	6.5%
24th	119	4	115	3.4%
25th	113	3	110	2.7%
26th	133	3	130	2.3%
27th	114	3	111	2.6%
28th	108	4	104	3.7%
29th	201	10	191	5.0%
30th	198	21	177	10.6%
31st	112	7	105	6.3%
	4236	186	4050	4.4%

* 1/17 MLK Day

YEAR-TO-DATE 2011

Month	Offered	Abandoned	Handled	Abandonment %
JAN	4236	186	4050	4.4%
FEB				
MAR				
APR				
MAY				
JUN				
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				
	4236	186	4050	4.4%

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

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

Client ID	Access Code	Time	Ref. Number	Language	Interpreter	Duration	Charges	ANI	Data 1	Data 2	Data 3	Data 4
861359	53510	01/03/2011	347141636	SPANISH	11058	12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/04/2011	353132130	SPANISH	4982	9	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/05/2011	350529235	SPANISH	602	13	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/06/2011	541129564	BURMESE	2744	18	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/07/2011	260125866	SPANISH	850	4	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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861359	53510	01/07/2011	353633596	SPANISH	10984	4	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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861359	53510	01/07/2011	480234311	SPANISH	3418	12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/10/2011	390334718	SPANISH	6485	4	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/10/2011	538034979	SPANISH	10842	6	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/10/2011	250643657	SPANISH	6357	22	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/12/2011	539545533	SPANISH	3124	22	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/18/2011	115427750	BURMESE	4117	7	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/19/2011	115333181	SPANISH	6440	19	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	01/19/2011	257150587	BURMESE	8157	42	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

861359	53510	01/20/2011	350140744	SPANISH	4478	2	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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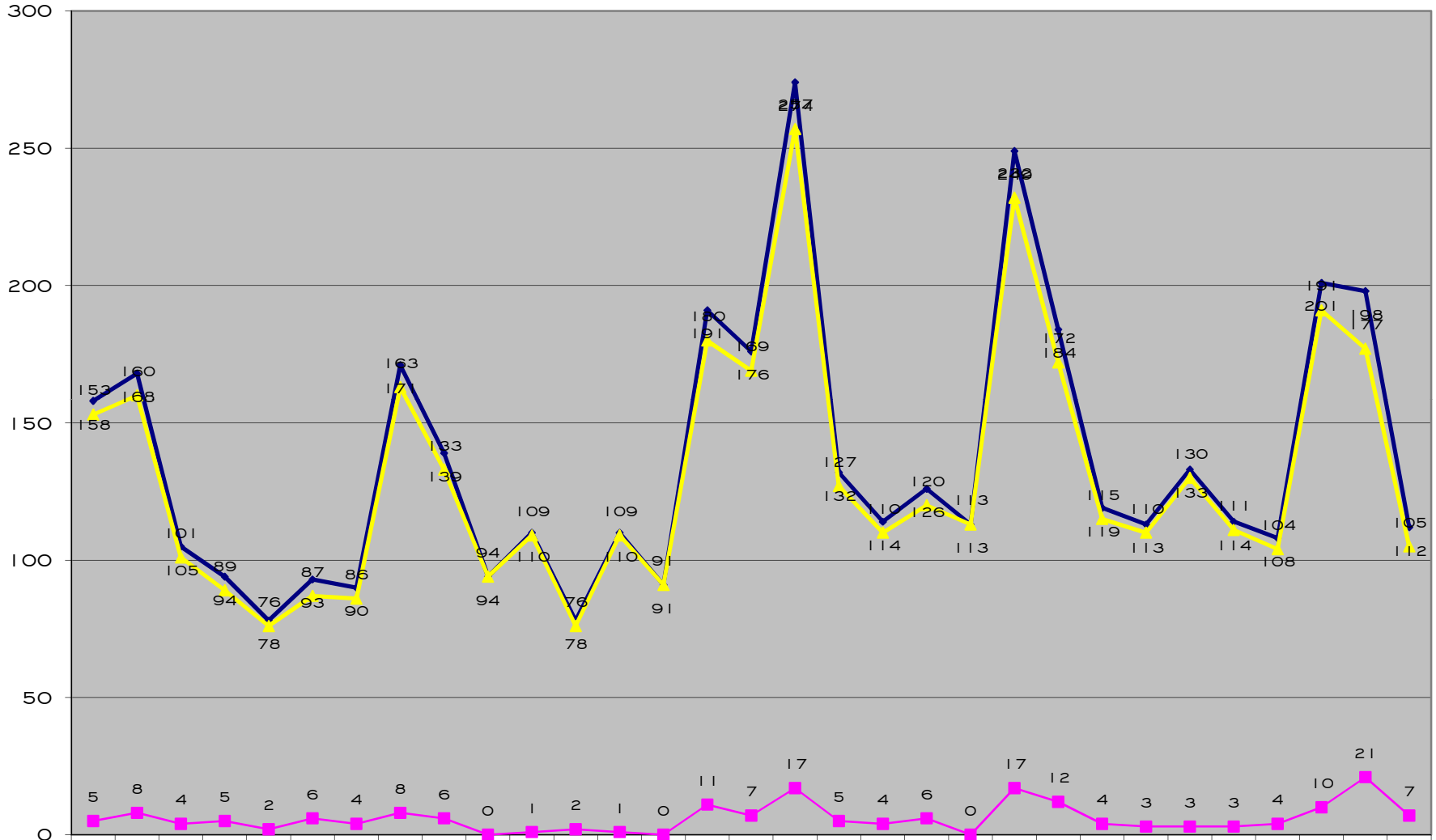
861359	53510	01/31/2011	531446076	SPANISH	11176	16	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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

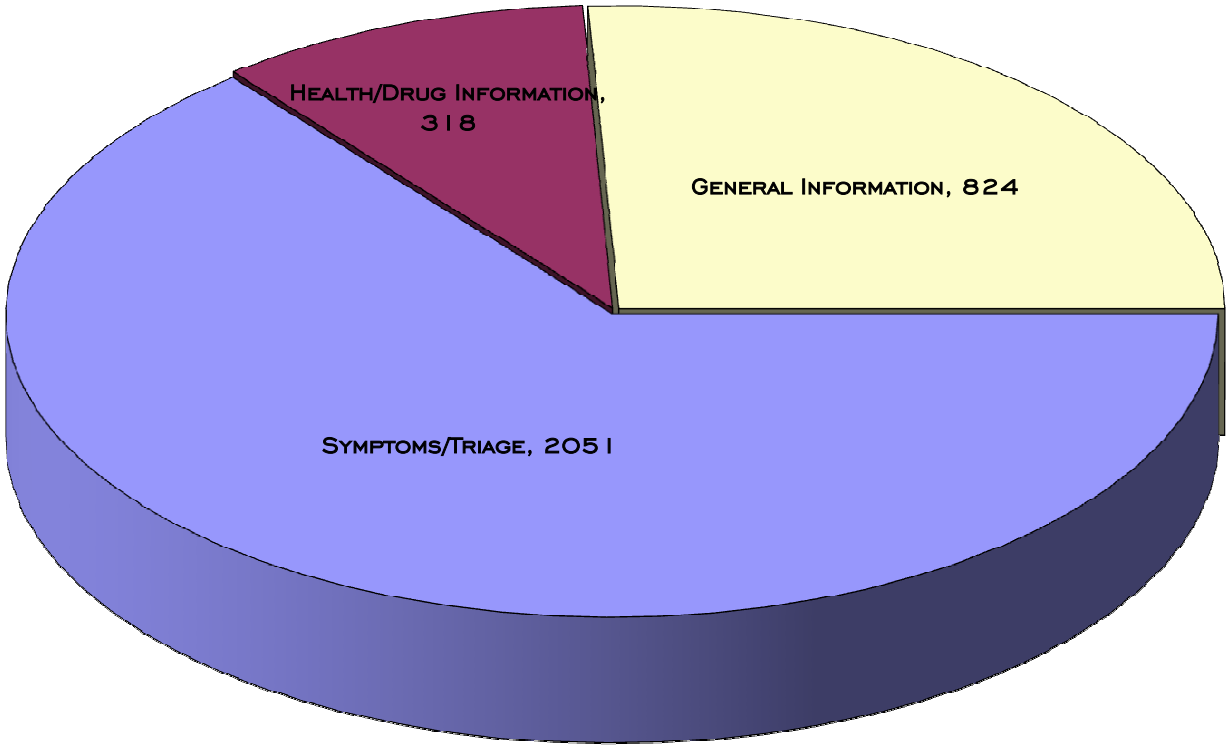
Data

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	31
Offered	158	168	105	94	78	93	90	171	139	94	110	78	110	91	191	176	274	132	114	126	113	249	184	119	113	133	114	108	201	198	112
Abandoned	5	8	4	5	2	6	4	8	6	0	1	2	1	0	11	7	17	5	4	6	0	17	12	4	3	3	3	4	10	21	7
Handled	153	160	101	89	76	87	86	163	133	94	109	76	109	91	180	169	257	127	110	120	113	232	172	115	110	130	111	104	191	177	105

Reason of Call
Soonercare Patient Advice Line



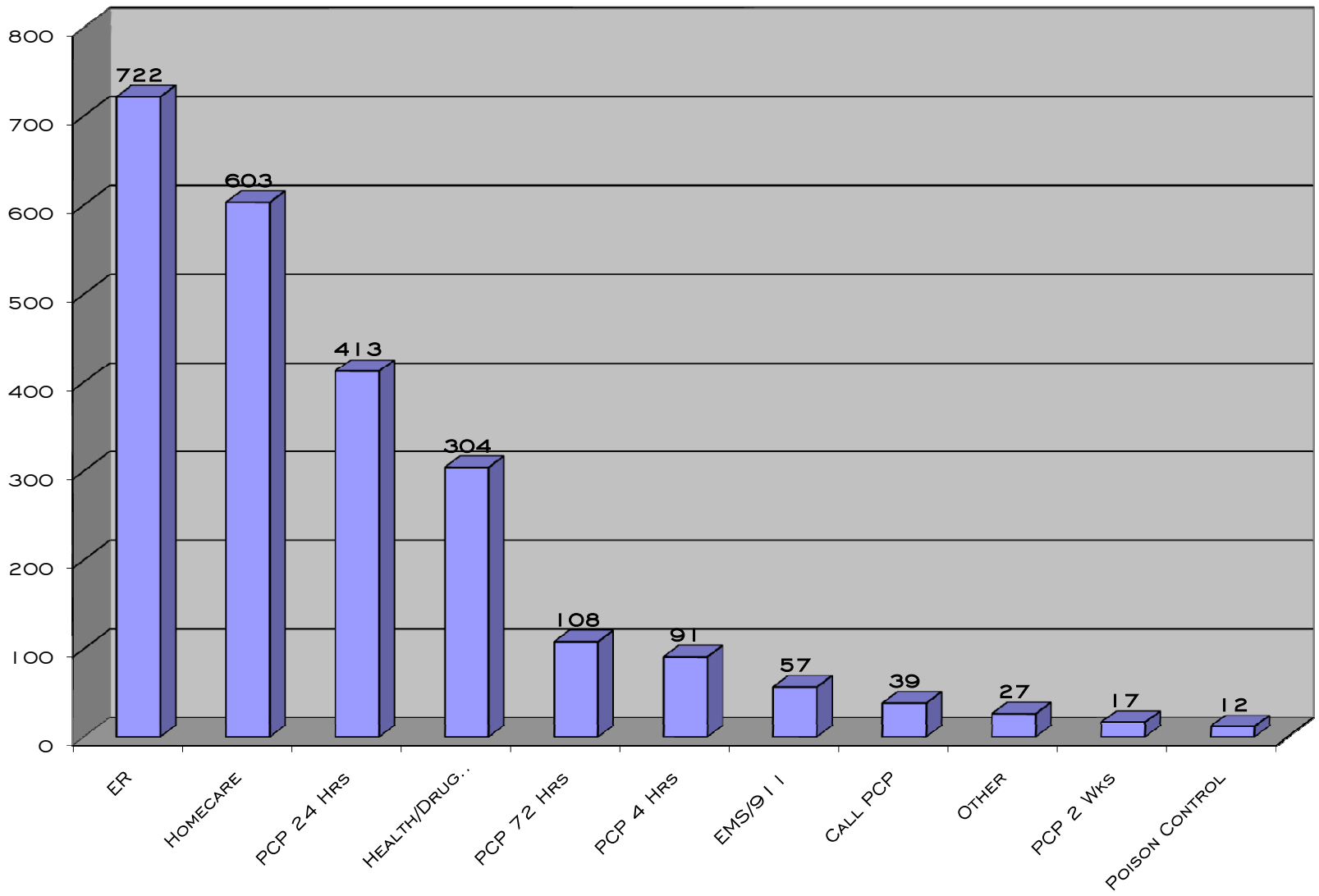
Referrals by Provider Name
by Facility Type by Contract

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

Facility Type: Hospital service
Contract: SOONERCARE PAL

Contract / Facility Type / Provider Name	Referrals	Appointments	Total	Percent	
Soonercare PAL					
Hospital Service					
Caring Hands Healthcare Center	1	0	1	1.9%	
CMG Urgent Care	1	0	1	1.9%	
Edmond AM Clinic	2	0	2	3.8%	
Family Medical & Urgent Care Center	3	0	3	5.7%	
Integris Urgent Care	2	0	2	3.8%	
MedNow Urgent Care Center	1	0	1	1.9%	
Mercy - NW Expressway	5	0	5	9.4%	
Mercy Care - Edmond	3	0	3	5.7%	
Mercy Care- Quail Brook	3	0	3	5.7%	
Mercy Care- UCO	1	0	1	1.9%	
Mercy Care- Yukon	2	0	2	3.8%	
Okmulgee Pediatrics	1	0	1	1.9%	
Providence Family Practice	4	0	4	7.5%	
Today Clinic	8	0	8	15.1%	
Tulsa Pediatric Urgent Care	6	0	6	11.3%	
Urgent Care Center at Unity Health Center	3	0	3	5.7%	
Urgent Care of Green Country - Owasso	2	0	2	3.8%	
Urgent Care of Green Country - Pryor	1	0	1	1.9%	
Your Care Clinic - N. May	1	0	1	1.9%	
Your Care Clinic - Norman	3	0	3	5.7%	
Total for Hospital Service	**53**	**0**	**53**	**100.0%**	of Contract Total
Total for Contract Soonercare PAL	**53**	**0**	**53**	**100.0%**	of Grand Total
Grand Totals:	**53**	**0**	**53**		

Triage Dispositions
Soonercare Patient Advice Line



Triage Calls

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

Contract	Guideline Name	Times Used
Soonercare PAL		
	Abdominal Pain (Female) (Pediatric)	31
	Abdominal Pain (Male) (Pediatric)	19
	Abdominal Pain / Discomfort	34
	Abdominal Pain, Pregnant	21
	Abdominal Swelling, Bloating	2
	Abortion: Less Than 20 Weeks, Threatened/Spontaneous	16
	Abrasions/Lacerations/Puncture Wounds	5
	ADHD/ADD: Dx	1
	Allergic Reaction; Known / Suspected	4
	Anaphylaxis (Pediatric)	5
	Animal or Human Bite (Pediatric)	2
	Ankle Injury	2
	Anus Symptoms (Pediatric)	1
	Anxiety: Severe / Panic	4
	Arm Joint Swelling (Pediatric)	1
	Asthma - Adult	2
	Asthma Attack (Pediatric)	19
	Back Pain (Pediatric)	1
	Back Symptoms	7
	Back Symptoms, Pregnant	4
	Bites - Animal / Human	1
	Bites and Stings - Insects / Spiders	4
	Bloody Urine	2
	Bluish Skin Or Body Part (Cyanosis) (Pediatric)	2
	Boil or Abscess (Pediatric)	3
	Bottle-feeding Questions (Pediatric)	7
	Breast Symptoms - Female	5
	Breast Symptoms - Postpartum	4
	Breast-feeding Questions (Pediatric)	2
	Breathing Difficulty Severe (Pediatric)	29
	Breathing Noisy - Guideline Selection (Pediatric)	1
	Breathing Problems	7
	Bronchiolitis Follow-up Call (Pediatric)	9
	Burns	3
	Burns (Pediatric)	7
	Cast Symptoms And Questions (Pediatric)	3
	Chest Injury	3
	Chest Pain (Pediatric)	6
	Chest Pain / Discomfort	22
	Chickenpox (Pediatric)	2
	Child Abuse Suspected (Pediatric)	1
	Choking - Inhaled Foreign Body (Pediatric)	2
	Chronic Diseases (Pediatric)	1
	Circumcision Problems (Pediatric)	3
	Cold Exposure	1
	Cold Injuries (Hypothermia) (Pediatric)	1
	Cold Sores	1
	Colds (Pediatric)	79
	Confusion - Delirium (Pediatric)	1
	Confusion / Disorientation / Agitation	1
	Congestion - Guideline Selection (Pediatric)	5
	Constipation	7
	Constipation (Pediatric)	25
	Cough (Pediatric)	190

Triage Calls

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

Contract	Guideline Name	Times Used
	Cough - Adult	18
	Cracked or Dry Skin (Pediatric)	1
	Croup (Pediatric)	21
	Crying Baby 3 Months or Less (Pediatric)	10
	Crying Child More Than 3 Months (Pediatric)	7
	Cuts And Lacerations (Pediatric)	2
	Dehydration	1
	Depression / Mood Disorders	2
	Diabetes - Low Blood Sugar (Pediatric)	1
	Diabetes: Foot Problems	4
	Diabetes: GI Problems	2
	Diabetes: Out of Control	10
	Diabetes: Respiratory Problems	1
	Diaper Rash (Pediatric)	7
	Diarrhea (Pediatric)	42
	Diarrhea / Change in Bowel Habits	9
	Diarrhea On Antibiotics (Pediatric)	7
	Difficult Caller (Pediatric)	3
	Dizziness (Pediatric)	4
	Dizziness / Vertigo	3
	Dysmenorrhea	1
	Ear - Discharge (Pediatric)	5
	Ear - Foreign Body (Pediatric)	2
	Ear - Hearing Symptoms	3
	Ear - Pain/Injury/Foreign Body	7
	Ear - Pierced Problems (Pediatric)	2
	Ear - Pulling At or Itchy (Pediatric)	1
	Ear Infection Follow-up Call (Pediatric)	12
	Earache (Pediatric)	40
	Ectopic Pregnancy; Known / Suspected	1
	Edema, Generalized Atraumatic	3
	Edema, Pregnant	1
	Elbow Non-Injury	1
	Eye - Allergy (Pediatric)	1
	Eye - Pus Or Discharge (Pediatric)	24
	Eye - Red Without Pus (Pediatric)	8
	Eye - Swelling (Pediatric)	2
	Eye: Infection / Irritation	1
	Eye: Injury / UV Light Exposure	3
	Eye: Pain or Vision Change - No Injury	1
	Face Pain / Swelling - No Injury	15
	Face Swelling (Pediatric)	1
	Fainting	1
	Fainting (Pediatric)	1
	Falls	1
	Fatigue	1
	Feeding Tube Questions (Pediatric)	1
	Fetal Movement - Decreased, Pregnant	7
	Fever - Adult	4
	Fever After 3 Months Old (Pediatric)	141
	Fever Before 3 Months Old (Pediatric)	11
	Fever Blisters (Cold Sores) (Pediatric)	3
	Fifth Disease (Pediatric)	2
	Finger / Fingernail Injury	4
	Finger / Fingernail Non-Injury	2

Triage Calls

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

Contract	Guideline Name	Times Used
	Fingernail Infection (Pediatric)	1
	Flank Pain	6
	Flu-Like Symptoms; Known/Suspected Influenza	8
	Flu-Like Symptoms; Known/Suspected Influenza, Pregnant	2
	Fluid Intake Decreased (Pediatric)	12
	Food Reactions (Pediatric)	2
	Foot Injury	3
	Foot Non-Injury	6
	Forearm Injury	1
	Forearm Non-Injury	2
	Foreskin Retraction Problems (Pediatric)	1
	Frostbite (Pediatric)	1
	Genital Lesions - Female	2
	GI Bleeding	7
	Hand Injury	1
	Hand Non-Injury	3
	Head Injury	3
	Headache	36
	Headache (Pediatric)	38
	Hearing Loss or Change (Pediatric)	1
	Heartburn, Pregnant	2
	Hernia - Inguinal (Pediatric)	1
	Hernia - Umbilical (Pediatric)	1
	Hiccups	1
	Hip Non-Injury	1
	Hives (Pediatric)	12
	Hoarseness (Pediatric)	2
	Hypertension; Diagnosed, Pregnant	1
	Hypertension; Known / Suspected	7
	Immunization Reactions (Pediatric)	17
	Impetigo (Infected Sores) (Pediatric)	3
	Infection On Antibiotic Follow-up Call (Pediatric)	15
	Influenza (Pediatric)	28
	Information Only Call - No Triage (Pediatric)	5
	Insect Bite (Pediatric)	2
	Irregular Heartbeat	3
	Itching Localized And Cause Unknown (Pediatric)	3
	Itching Widespread And Cause Unknown (Pediatric)	3
	IUD; Symptoms	2
	Jaundice - Newborn (Pediatric)	2
	Knee Injury	2
	Knee Non-Injury	5
	Leg Joint Swelling (Pediatric)	2
	Leg Pain (Pediatric)	5
	Lice (Pediatric)	2
	Limp (Pediatric)	1
	Lower Leg Injury	1
	Lower Leg Non-Injury	1
	Lymph Nodes Swollen (Pediatric)	4
	Medication Question Call (Pediatric)	4
	Mouth / Lip / Tongue Lesions	2
	Mouth Pain And Symptoms (Pediatric)	3
	Mouth Ulcers (Pediatric)	7
	Muscle Ache / Pain	4
	Muscle Jerks - Tics - Shudders (Pediatric)	1

Triage Calls

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

Contract	Guideline Name	Times Used
	Nausea (Pediatric)	1
	Nausea / Vomiting	16
	Nausea / Vomiting, Pregnant	9
	Neck Pain or Injury	1
	Neck Pain Or Stiffness (Pediatric)	1
	Neurological Deficits	3
	Newborn Appearance (Pediatric)	2
	Newborn Rashes And Birthmarks (Pediatric)	1
	No Guideline Available - Advice Per Reference (Pediatric)	1
	No Guideline Or Reference Available (Pediatric)	3
	No Guideline/Advice Per Reference (Adult)	3
	Nosebleed (Pediatric)	13
	Numbness / Tingling	2
	Pap Smear; Symptoms/Information	1
	Pelvic Pain / Dyspareunia	4
	Penis-Scrotum Symptoms (Pediatric)	6
	Pinworms (Pediatric)	3
	Pneumonia Follow-up Call (Pediatric)	4
	Poisoning	1
	Poisoning (Pediatric)	10
	Post-op Incision Symptoms (Pediatric)	1
	Postoperative Problems	14
	Postoperative Wound Care	5
	Postpartum Problems	5
	Preterm Labor: 20 to 37 Weeks Gestation	16
	Puncture Wound (Pediatric)	2
	Rash - Amoxicillin (Pediatric)	4
	Rash - Guideline Selection (Pediatric)	4
	Rash - Localized And Cause Unknown (Pediatric)	9
	Rash - Purple Spots Or Dots (Pediatric)	1
	Rash - Widespread And Cause Unknown (Pediatric)	31
	Rash - Widespread On Drugs (Pediatric)	10
	Rash / Hives / Eruptions	4
	Recent Medical Visit For Illness: Follow-up Call (Pediatric)	10
	Rectal Symptoms	5
	Respiratory Multiple Symptoms - Guideline Selection (Pediatric)	2
	Ringworm (Pediatric)	1
	Ruptured Membranes, Pregnant	3
	Schizophrenia: Diagnosed	2
	Scrotum Swelling Or Pain (Pediatric)	4
	Seizure	5
	Seizure Without Fever (Pediatric)	3
	Sexual Disorders	1
	Shoulder Injury	1
	Shoulder Non-Injury	4
	Signs of Labor, Pregnant	8
	Sinus Pain Or Congestion (Pediatric)	2
	Skin / Rash, Pregnant	1
	Skin Foreign Body (Pediatric)	2
	Skin Lesions / Skin Irritation	15
	Skin Swelling Or Lump (Pediatric)	2
	Sleep Disorders	2
	Sore Throat (Pediatric)	54
	Sore Throat / Hoarseness	16
	Sore Throat / Hoarseness, Pregnant	7

Triage Calls

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

Contract	Guideline Name	Times Used
	Sores (Pediatric)	1
	Spells - Guideline Selection (Pediatric)	1
	Spider Bite - North America (Pediatric)	4
	Spitting Up (Reflux) (Pediatric)	3
	Stools - Blood In (Pediatric)	8
	Stools - Unusual Color (Pediatric)	9
	Strep Throat Exposure (Pediatric)	6
	Strep Throat Infection Follow-up Call (Pediatric)	12
	Suicide Concerns Or Depression (Pediatric)	2
	Swallowed Foreign Body (Pediatric)	5
	Swallowing Difficulty	5
	Swallowing Difficulty (Pediatric)	3
	Swine Flu Exposure (Pediatric)	1
	Swollen Glands	2
	Teething (Pediatric)	1
	Thigh Non-Injury	4
	Thrush (Pediatric)	7
	Toe / Toenail Injury	1
	Toe / Toenail Non-Injury	2
	Toenail - Ingrown (Pediatric)	1
	Tooth, Gum and Jaw Symptoms	2
	Toothache (Pediatric)	3
	Trauma - Abdominal (Pediatric)	2
	Trauma - Arm (Pediatric)	5
	Trauma - Chest (Pediatric)	2
	Trauma - Ear (Pediatric)	2
	Trauma - Face (Pediatric)	2
	Trauma - Finger (Pediatric)	4
	Trauma - Genital (Female) (Pediatric)	4
	Trauma - Head (Pediatric)	26
	Trauma - Leg (Pediatric)	4
	Trauma - Mouth (Pediatric)	4
	Trauma - Neck (Pediatric)	1
	Trauma - Tooth (Pediatric)	3
	Umbilical Cord - Bleeding (Pediatric)	2
	Umbilical Cord - Delayed or Early Separation (Pediatric)	1
	Umbilical Cord - Oozing or Infected (Pediatric)	1
	Upper Arm Non-Injury	2
	Upper Respiratory Infections / Colds	18
	Upper Respiratory Infections/Colds: Pregnant	5
	Urinary Symptoms - Female	11
	Urinary Symptoms / Prostate Problems	1
	Urinary Tract Infection Follow-Up Call (Pediatric)	1
	Urination - All Other Symptoms (Pediatric)	13
	Urination - Wetting (Enuresis) (Pediatric)	2
	Urination Pain (Female) (Pediatric)	4
	Urination Pain (Male) (Pediatric)	1
	Urine - Blood In (Pediatric)	1
	Vaginal Bleeding (Premenopausal) -- Abnormal	17
	Vaginal Bleeding - Before Puberty (Pediatric)	1
	Vaginal Bleeding - More Than 20 Weeks Gestation	2
	Vaginal Bleeding, on HRT	1
	Vaginal Discharge / Irritation	10
	Vaginal Itching (Irritation) - Before Puberty (Pediatric)	1
	Vaginal Symptoms or Discharge - Before Puberty (Pediatric)	2

Triage Calls

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

Contract	Guideline Name	Times Used
	Vomiting (Pediatric)	140
	Vomiting Blood (Pediatric)	2
	Vomiting On Meds (Pediatric)	11
	Warts (Pediatric)	2
	Weakness (Pediatric)	4
	Weakness / Paralysis	2
	Wheezing - Other Than Asthma (Pediatric)	13
	Whooping Cough Follow-Up Call (Pediatric)	1
	Withdrawal Symptoms	2
	Worms - Other Than Pinworms (Pediatric)	1
	Wound Infection (Pediatric)	1
	Wrist Injury	2
	Wrist Non-Injury	2
Total for Contract : Soonercare PAL		**2,144**

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**	0	0	0	0	0	0	0	0	0	0	0	**1**
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**	0	0	0	0	0	0	0	0	0	0	0	**57**
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**	0	0	0	0	0	0	0	0	0	0	0	**3**
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**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**62**

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.