SoonerCare Patient Advice Line

February 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											7478
Calls Handled	4050	3068											7118
Calls Processed	3193	2503											5696
Calls Abandoned	186	174											360
% Abandoned	4.4%	5.4%											4.8%
Average Speed Answered	19s	21s											20s
Translation Service	62	24											86
II. REASON OF CALL													
Symptoms/Triage	2051	1569											3620
Health/Drug Information	318	255											573
General Information (feedback, redirected Mem Srvs calls, holiday call, etc.)	824	679											1503
III. CALL DISPOSITIONS													
Homecare	603	476											1079
Place Call to PCP	39	26											65
See PCP Within 2 Weeks	17	24											41
See PCP within 72 Hours	108	112											220
See PCP Within 24 Hours	413	311											724
Contact PCP Within 4 Hours	91	61											152
Call Poison Control Center	12	10											22
See in ED Immediately	722	502											1224
Activate EMS/911	57	51											108
Other (pharmacy, lab, etc.)	27	30											57
Health/Drug Information Provided	304	262											566
Information Provided	547	183											730
Referred to Member Services/Other#	253	166											419
% of Triage ER/911 Calls	38%	35%											37%
IV. TRIAGE ASSESSMENT GUIDELINES USED													
# of Triage Guidelines Used	2144	1648											3792
V. CALLER STATISTICS													
# Repeat Callers	1741	1383											3124
% Repeat Callers	55%	55%											55%

CALLS BY DAY

Day	Offered	Abandoned	Handled	Abandonment %
1st	129	55	74	42.6%
2nd	140	11	129	7.9%
3rd	103	3	100	2.9%
4th	118	5	113	4.2%
5th	212	9	203	4.2%
6th	193	15	178	7.8%
7th	93	3	90	3.2%
8th	86	4	82	4.7%
9th	100	2	98	2.0%
10th	84	3	81	3.6%
11th	63	1	62	1.6%
12th	134	8	126	6.0%
13th	133	6	127	4.5%
14th	72	2	70	2.8%
15th	99	2	97	2.0%
16th	90	1	89	1.1%
17th	79	1	78	1.3%
18th	91	4	87	4.4%
19th	162	5	157	3.1%
20th	130	5	125	3.8%
21st*	250	11	239	4.4%
22nd	81	1	80	1.2%
23rd	83	2	81	2.4%
24th	80	1	79	1.3%
25th	63	1	62	1.6%
26th	153	2	151	1.3%
27th	124	8	116	6.5%
28th	97	3	94	3.1%
29th	0	0	0	0.0%
30th	0	0	0	0.0%
31st	0	0	0	0.0%
	3242	174	3068	5.4%

* 2/21 President's Day

YEAR-TO-DATE 2011

Month	Offered	Abandoned	Handled	Abandonment %
JAN	4236	186	4050	4.4%
FEB	3242	174	3068	5.4%
MAR				
APR				
MAY				
JUN				
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				
	7478	360	7118	4.8%

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

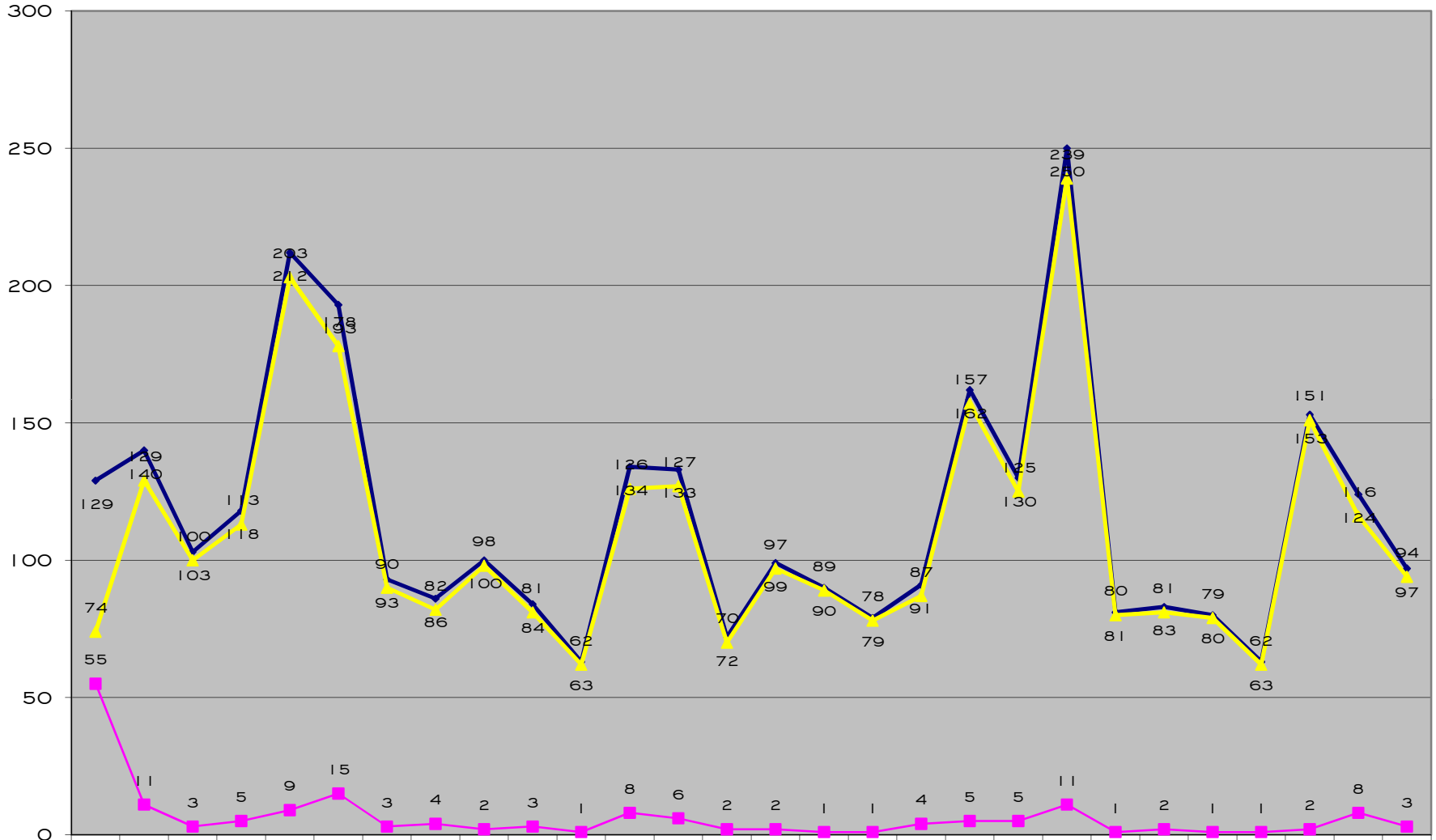
Account: 9020861359 LIFECARE HEALTH SERVICES INC Parameters: Start Date = 02/01/2011, End Date = 02/28/2011

Client ID	Access Code	Time	Ref. Number	Language	Interpreter	Duration	Charges	ANI	Data 1	Data 2	Data 3	Data 4
861359	53510	02/02/2011	537340083	SPANISH	10983	41	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/03/2011	175145902	SPANISH	11115	11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/07/2011	483832012	SPANISH	2552	9	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/14/2011	357627598	SPANISH	102	14	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/14/2011	532632803	SPANISH	11647	13	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/16/2011	353239100	SPANISH	235	13	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/21/2011	250826559	SPANISH	4783	12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/21/2011	357848647	SPANISH	5287	15	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/21/2011	393550550	SPANISH	1494	15	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
861359	53510	02/28/2011	347432831	SPANISH	7137	17	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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

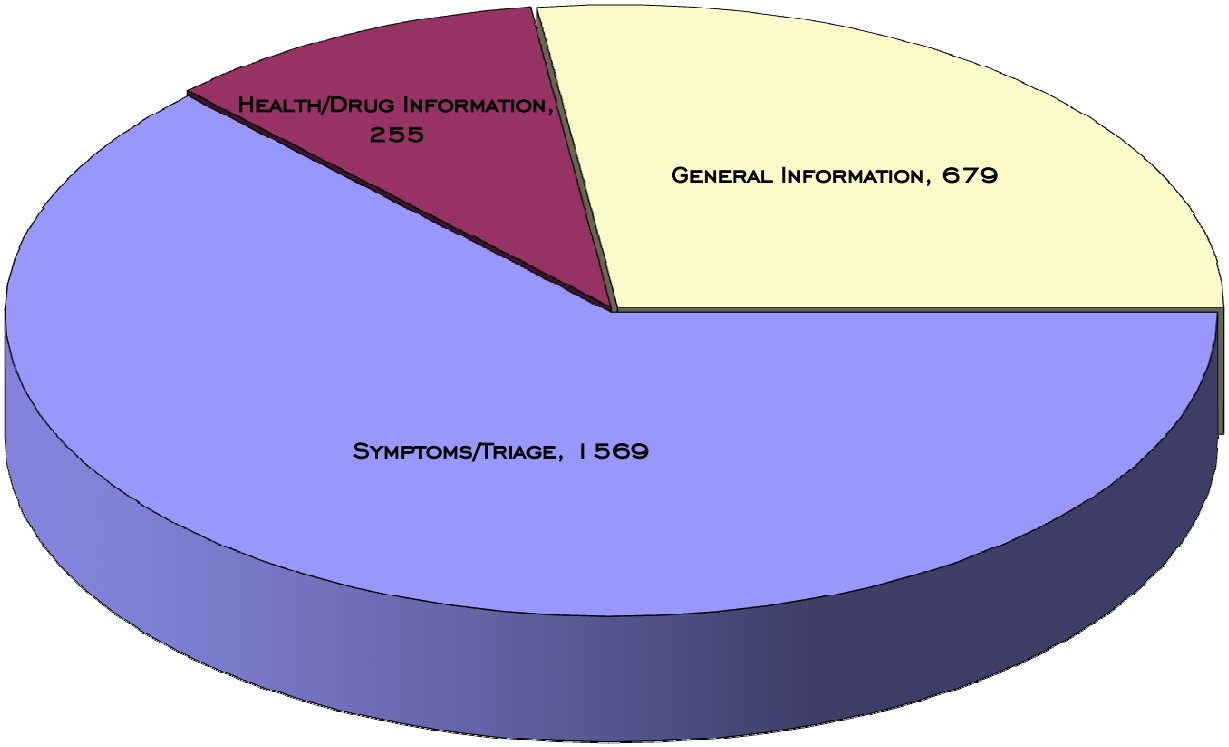
Data

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
Offered	129	140	103	118	212	193	93	86	100	84	63	134	133	72	99	90	79	91	162	130	250	81	83	80	63	153	124	97
Abandoned	55	11	3	5	9	15	3	4	2	3	1	8	6	2	2	1	1	4	5	5	11	1	2	1	1	2	8	3
Handled	74	129	100	113	203	178	90	82	98	81	62	126	127	70	97	89	78	87	157	125	239	80	81	79	62	151	116	94

Reason of Call
Soonercare Patient Advice Line



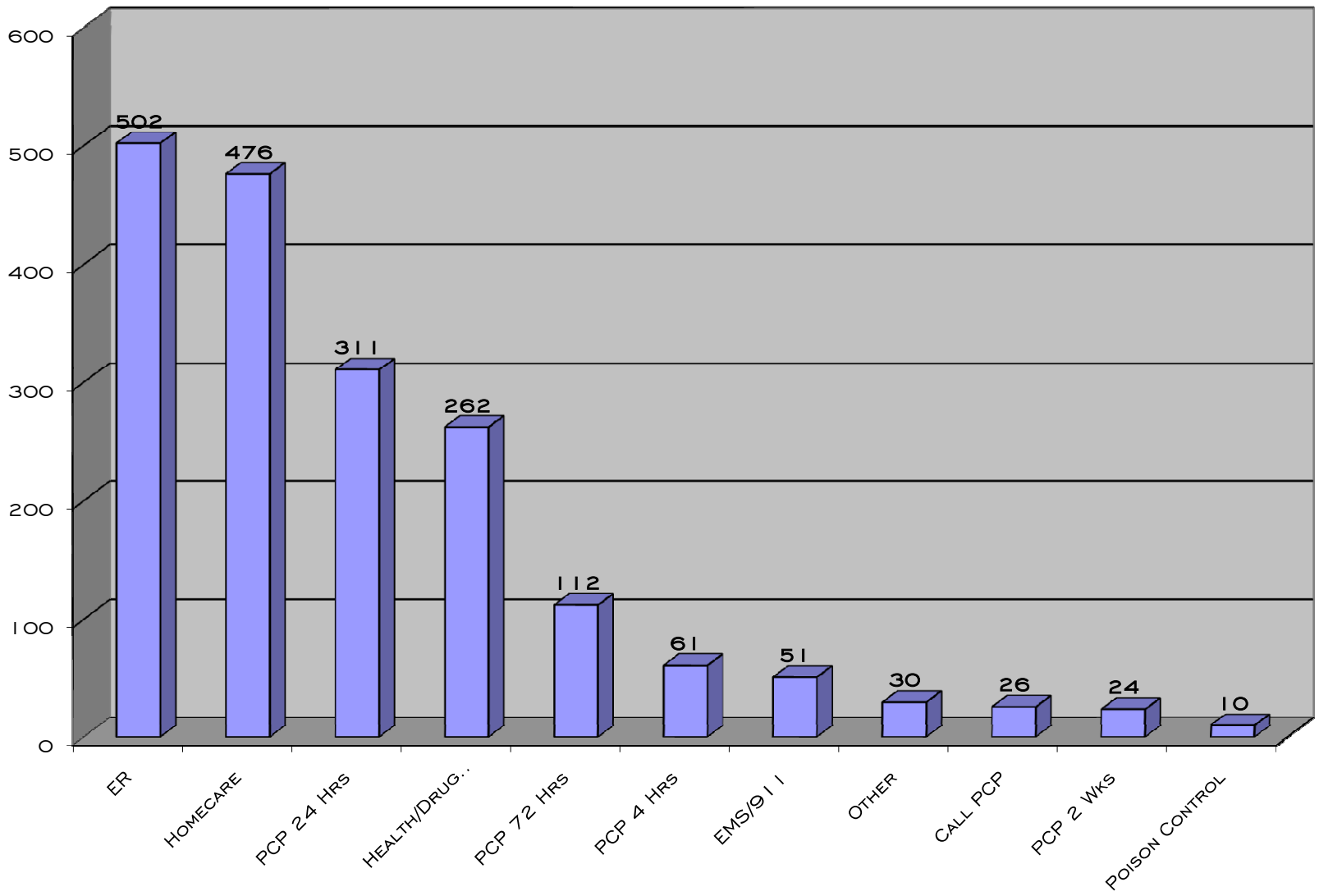
Referrals by Provider Name
by Facility Type by Contract

Start Date: 2/1/2011
End Date: 2/28/2011

Facility Type: Hospital service
Contract: SOONERCARE PAL

Contract / Facility Type / Provider Name	Referrals	Appointments	Total	Percent	
Soonercare PAL					
Hospital Service					
Gemini After Hours Clinic	1	0	1	4.3%	
Mercy - NW Expressway	2	0	2	8.7%	
Mercy Care - Edmond	1	0	1	4.3%	
Okmulgee Pediatrics	1	0	1	4.3%	
River Valley Urgent Care	1	0	1	4.3%	
Today Clinic	1	0	1	4.3%	
Tulsa Pediatric Urgent Care	6	0	6	26.1%	
Urgent Care of Green Country - Claremore	1	0	1	4.3%	
Urgent Care of Green Country - Owasso	3	0	3	13.0%	
Urgent Care Plus	1	0	1	4.3%	
Wellfast Urgent Care Center	1	0	1	4.3%	
Your Care Clinic - Bethany	1	0	1	4.3%	
Your Care Clinic - N. May	1	0	1	4.3%	
Your Care Clinic - S. Penn	2	0	2	8.7%	
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
2/1/2011 to 2/28/2011

Contract	Guideline Name	Times Used
Soonercare PAL		
	Abdominal Pain (Female) (Pediatric)	24
	Abdominal Pain (Male) (Pediatric)	14
	Abdominal Pain / Discomfort	34
	Abdominal Pain, Pregnant	14
	Abdominal Swelling, Bloating	2
	Abortion: Less Than 20 Weeks, Threatened/Spontaneous	8
	Abrasions/Lacerations/Puncture Wounds	2
	Allergic Reaction; Known / Suspected	9
	Allergies / Hay Fever Symptoms	2
	Anaphylaxis (Pediatric)	4
	Animal or Human Bite (Pediatric)	2
	Ankle Injury	2
	Ankle Non-Injury	1
	Anxiety	1
	Anxiety: Severe / Panic	3
	Arm Pain (Pediatric)	2
	Asthma - Adult	1
	Asthma Attack (Pediatric)	13
	Back Pain (Pediatric)	6
	Back Symptoms	19
	Back Symptoms, Pregnant	2
	Bee or Yellow Jacket Sting (Pediatric)	2
	Bites - Animal / Human	1
	Bites and Stings - Insects / Spiders	5
	Bloody Urine	1
	Bluish Skin Or Body Part (Cyanosis) (Pediatric)	2
	Boil or Abscess (Pediatric)	1
	Bottle-feeding Questions (Pediatric)	2
	Breast Symptoms - Female	4
	Breast Symptoms - Postpartum	2
	Breast-feeding Questions (Pediatric)	3
	Breathing Difficulty Severe (Pediatric)	20
	Breathing Noisy - Guideline Selection (Pediatric)	1
	Breathing Problems	9
	Bronchiolitis Follow-up Call (Pediatric)	8
	Burns	2
	Burns (Pediatric)	7
	Cast Symptoms And Questions (Pediatric)	3
	Chest Pain (Pediatric)	3
	Chest Pain / Discomfort	22
	Chickenpox (Pediatric)	1
	Chickenpox or Shingles Exposure (Pediatric)	1
	Chronic Diseases (Pediatric)	2
	Circumcision Problems (Pediatric)	3
	Cold Exposure	3
	Cold Injuries (Hypothermia) (Pediatric)	2
	Colds (Pediatric)	42
	Coma (Pediatric)	1
	Confusion / Disorientation / Agitation	1
	Constipation	5
	Constipation (Pediatric)	22
	Cough (Pediatric)	132
	Cough - Adult	22

Triage Calls

Guidelines Used by Contract
2/1/2011 to 2/28/2011

Contract	Guideline Name	Times Used
	Cradle Cap (Pediatric)	2
	Croup (Pediatric)	19
	Crying Baby 3 Months or Less (Pediatric)	7
	Crying Child More Than 3 Months (Pediatric)	7
	Cuts And Lacerations (Pediatric)	4
	Dehydration	2
	Depression: Postpartum	1
	Developmental Disorders (Pervasive): Dx	1
	Diabetes - Low Blood Sugar (Pediatric)	1
	Diabetes: Foot Problems	1
	Diabetes: Out of Control	8
	Diaper Rash (Pediatric)	8
	Diarrhea (Pediatric)	25
	Diarrhea / Change in Bowel Habits	3
	Diarrhea On Antibiotics (Pediatric)	4
	Dizziness (Pediatric)	3
	Dizziness / Vertigo	4
	Drowning or Near-Drowning (Pediatric)	1
	Ear - Discharge (Pediatric)	3
	Ear - Foreign Body (Pediatric)	1
	Ear - Hearing Symptoms	1
	Ear - Otitis Externa Follow-Up Call (Pediatric)	1
	Ear - Pain/Injury/Foreign Body	5
	Ear Infection Follow-up Call (Pediatric)	9
	Earache (Pediatric)	33
	Earwax (Pediatric)	1
	Edema, Generalized Atraumatic	2
	Edema, Pregnant	1
	Eye - Allergy (Pediatric)	1
	Eye - Chemical In (Pediatric)	2
	Eye - Foreign Body (Pediatric)	1
	Eye - Pus Or Discharge (Pediatric)	17
	Eye - Red Without Pus (Pediatric)	6
	Eye - Swelling (Pediatric)	1
	Eye: Infection / Irritation	1
	Eye: Pain or Vision Change - No Injury	2
	Face Pain / Swelling - No Injury	2
	Face Swelling (Pediatric)	3
	Feeding Tube Questions (Pediatric)	1
	Fetal Movement - Decreased, Pregnant	4
	Fever - Adult	1
	Fever After 3 Months Old (Pediatric)	100
	Fever Before 3 Months Old (Pediatric)	7
	Fifth Disease (Pediatric)	1
	Finger / Fingernail Injury	14
	Finger / Fingernail Non-Injury	1
	Fingernail Infection (Pediatric)	2
	Flank Pain	5
	Flu-Like Symptoms; Known/Suspected Influenza	10
	Flu-Like Symptoms; Known/Suspected Influenza, Pregnant	4
	Fluid Intake Decreased (Pediatric)	8
	Food Reactions (Pediatric)	3
	Foot Injury	2
	Foot Or Ankle Swelling (Pediatric)	1

Triage Calls

Guidelines Used by Contract
2/1/2011 to 2/28/2011

Contract	Guideline Name	Times Used
	Forearm Non-Injury	1
	Frostbite (Pediatric)	2
	Genital Lesions - Female	1
	GI Bleeding	14
	Hand Injury	1
	Hand Non-Injury	1
	Hay Fever (Pediatric)	1
	Headache	16
	Headache (Pediatric)	12
	Heartburn, Pregnant	2
	Hernia - Inguinal (Pediatric)	1
	Hip Injury	2
	Hip Non-Injury	19
	Hives (Pediatric)	8
	Hoarseness (Pediatric)	1
	Hypertension; Diagnosed, Pregnant	2
	Hypertension; Known / Suspected	3
	Immunization Reactions (Pediatric)	14
	Impetigo (Infected Sores) (Pediatric)	2
	Infection On Antibiotic Follow-up Call (Pediatric)	12
	Influenza (Pediatric)	26
	Information Only Call - No Triage (Pediatric)	5
	Insect Bite (Pediatric)	2
	Irregular Heartbeat	6
	Itching Localized And Cause Unknown (Pediatric)	2
	Itching Widespread And Cause Unknown (Pediatric)	2
	IUD; Symptoms	2
	Jaundice - Newborn (Pediatric)	1
	Knee Injury	4
	Knee Non-Injury	5
	Leg Joint Swelling (Pediatric)	1
	Leg Pain (Pediatric)	2
	Lice Infestation or Exposure	1
	Lower Leg Non-Injury	9
	Lymph Nodes Swollen (Pediatric)	5
	Medication Question Call (Pediatric)	5
	Menstrual Period Missed Or Late (Pediatric)	1
	Mouth / Lip / Teeth Injury	2
	Mouth Pain And Symptoms (Pediatric)	3
	Mouth Ulcers (Pediatric)	5
	Muscle Ache / Pain	5
	Muscle Jerks - Tics - Shudders (Pediatric)	2
	Nausea / Vomiting	6
	Nausea / Vomiting, Pregnant	8
	Neck Lump / Swelling	1
	Neck Pain or Injury	5
	Neck Pain Or Stiffness (Pediatric)	4
	Neurologic Deficit (Pediatric)	1
	Neurological Deficits	5
	Newborn Appearance (Pediatric)	2
	Newborn Rashes And Birthmarks (Pediatric)	1
	Newborn Reflexes And Behavior (Pediatric)	1
	No Guideline Or Reference Available (Pediatric)	2
	No Guideline/Advice Per Reference (Adult)	1

Triage Calls

Guidelines Used by Contract
2/1/2011 to 2/28/2011

Contract	Guideline Name	Times Used
	Nosebleed (Pediatric)	7
	Nosebleed - With and Without Injury	3
	Numbness / Tingling	7
	Pale Skin (Pediatric)	2
	Pelvic Pain / Dyspareunia	1
	Penis-Scrotum Symptoms (Pediatric)	2
	Pinworms (Pediatric)	2
	Poison Ivy - Oak - Sumac (Pediatric)	1
	Poisoning (Pediatric)	8
	Post-Hospitalization Follow-up Call (Pediatric)	1
	Post-op Incision Symptoms (Pediatric)	2
	Post-op Symptoms And Questions (Pediatric)	4
	Postoperative Problems	12
	Postpartum Problems	1
	Preterm Labor: 20 to 37 Weeks Gestation	12
	Puncture Wound (Pediatric)	2
	Rash - Amoxicillin (Pediatric)	5
	Rash - Guideline Selection (Pediatric)	4
	Rash - Localized And Cause Unknown (Pediatric)	7
	Rash - Purple Spots Or Dots (Pediatric)	1
	Rash - Widespread And Cause Unknown (Pediatric)	29
	Rash - Widespread On Drugs (Pediatric)	7
	Rash / Hives / Eruptions	7
	Recent Medical Visit For Illness: Follow-up Call (Pediatric)	6
	Rectal Symptoms	1
	Respiratory Multiple Symptoms - Guideline Selection (Pediatric)	4
	Ruptured Membranes, Pregnant	1
	Scarlet Fever (Pediatric)	1
	Scorpion Sting - North America (Pediatric)	1
	Scrapes (Pediatric)	1
	Scrotum Swelling Or Pain (Pediatric)	3
	Seizure	1
	Seizure With Fever (Pediatric)	2
	Sexual Disorders	1
	Shoulder Injury	3
	Shoulder Non-Injury	2
	Signs of Labor, Pregnant	6
	Sinus Infection Follow-up Call (Pediatric)	1
	Sinus Pain Or Congestion (Pediatric)	3
	Skin / Rash, Pregnant	4
	Skin Lesions / Skin Irritation	11
	Skin Swelling Or Lump (Pediatric)	2
	Sleep Disorders	1
	Sleep Increased (Pediatric)	5
	Sore Throat (Pediatric)	25
	Sore Throat / Hoarseness	11
	Sore Throat / Hoarseness, Pregnant	1
	Sores (Pediatric)	4
	Spells - Guideline Selection (Pediatric)	1
	Spider Bite - North America (Pediatric)	1
	Spitting Up (Reflux) (Pediatric)	2
	Stools - Blood In (Pediatric)	4
	Stools - Unusual Color (Pediatric)	2
	Strep Throat Exposure (Pediatric)	1

Triage Calls

Guidelines Used by Contract
2/1/2011 to 2/28/2011

Contract	Guideline Name	Times Used
	Strep Throat Infection Follow-up Call (Pediatric)	6
	Sty (Pediatric)	4
	Suicidal, Homicidal, or Harmful Behavior	2
	Suicide Concerns Or Depression (Pediatric)	1
	Swallowed Foreign Body (Pediatric)	6
	Swallowed Harmless Substance (Pediatric)	1
	Swallowing Difficulty	1
	Swallowing Difficulty (Pediatric)	1
	Swine Flu Exposure (Pediatric)	2
	Swollen Glands	1
	Tear Duct Blocked (Pediatric)	1
	Teething (Pediatric)	2
	Thigh Non-Injury	2
	Thrush (Pediatric)	2
	Toe / Toenail Injury	1
	Tooth, Gum and Jaw Symptoms	9
	Toothache (Pediatric)	7
	Trauma - Abdominal (Pediatric)	1
	Trauma - Arm (Pediatric)	4
	Trauma - Back (Pediatric)	1
	Trauma - Ear (Pediatric)	1
	Trauma - Eye (Pediatric)	5
	Trauma - Face (Pediatric)	1
	Trauma - Finger (Pediatric)	3
	Trauma - Genital (Male) (Pediatric)	1
	Trauma - Head (Pediatric)	29
	Trauma - Leg (Pediatric)	7
	Trauma - Mouth (Pediatric)	6
	Trauma - Neck (Pediatric)	2
	Trauma - Nose (Pediatric)	1
	Trauma - Tailbone (Pediatric)	1
	Trauma - Tooth (Pediatric)	2
	Trauma, Pregnant	2
	Tremor	2
	Umbilical Cord - Bleeding (Pediatric)	2
	Umbilical Cord - Oozing or Infected (Pediatric)	2
	Upper Arm Injury	1
	Upper Respiratory Infections / Colds	3
	Upper Respiratory Infections/Colds: Pregnant	8
	Urinary Symptoms - Female	12
	Urinary Symptoms / Prostate Problems	1
	Urinary Tract Infection Follow-Up Call (Pediatric)	1
	Urination - All Other Symptoms (Pediatric)	12
	Urination - Wetting (Enuresis) (Pediatric)	1
	Urination Pain (Female) (Pediatric)	6
	Vaginal Bleeding (Premenopausal) -- Abnormal	9
	Vaginal Bleeding - More Than 20 Weeks Gestation	5
	Vaginal Bleeding, on HRT	2
	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
	Vision Loss Or Change (Pediatric)	1

Triage Calls

Guidelines Used by Contract
2/1/2011 to 2/28/2011

Contract	Guideline Name	Times Used
	Vomiting (Pediatric)	76
	Vomiting On Meds (Pediatric)	9
	Weakness / Paralysis	2
	Weight Loss	1
	Wheezing - Other Than Asthma (Pediatric)	9
	Whooping Cough Exposure (Pediatric)	1
	Worms - Other Than Pinworms (Pediatric)	1
	Wound Infection (Pediatric)	5
	Wrist Injury	2
	Wrist Non-Injury	1
Total for Contract : Soonercare PAL		**1,648**

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**	0	0	0	0	0	0	0	0	0	0	**2**
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	**20**	0	0	0	0	0	0	0	0	0	0	**77**
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**	0	0	0	0	0	0	0	0	0	0	**6**
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**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**86**

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.