

Medical Call Center Benchmarking Report

Data from Years
2004, 2005, 2006, and 2007

EXCERPT Top Adult and Pediatric Telephone Triage Protocols

Data from 1/1/2004 – 12/31/2007
N = 577,320 Pediatric and Adult Patients

August 23rd, 2008





MEDICAL CALL CENTER BENCHMARKING

TOP 40 ADULT PROTOCOLS FOR 2007

Rank	Guideline Title	Per Cent of Total Triage Call Volume	Cumulative
1	Medication Question Call - No Triage	4.5%	4.5%
2	Chest Pain	3.7%	8.2%
3	Abdominal Pain - Female	3.0%	11.2%
4	Information Only Call - No Triage	2.8%	13.9%
5	Headache	2.4%	16.4%
6	Diarrhea	2.4%	18.7%
7	Vomiting	2.4%	21.1%
8	Back Pain	2.0%	23.1%
9	Vaginal Bleeding - Abnormal	1.9%	25.0%
10	Sore Throat	1.8%	26.8%
11	Neurologic Deficit	1.6%	28.4%
12	Cough - Acute Productive	1.6%	29.9%
13	Leg Pain	1.6%	31.5%
14	Abdominal Pain - Upper	1.5%	33.0%
15	PCP Call - No Triage	1.4%	34.4%
16	Rectal Bleeding	1.3%	35.7%
17	Dizziness	1.3%	37.0%
18	Toothache	1.3%	38.3%
19	Pregnancy - Vaginal Bleeding LT 20 Weeks EGA	1.3%	39.5%
20	High Blood Pressure	1.2%	40.7%
21	Diabetes - High Blood Sugar	1.2%	41.9%
22	Urination Pain - Female	1.2%	43.1%
23	Breathing Difficulty	1.1%	44.1%
24	Abdominal Pain - Male	1.0%	45.1%
25	Leg Swelling And Edema	1.0%	46.1%
26	Pregnancy - Labor	1.0%	47.1%
27	Constipation	1.0%	48.0%
28	Post-Op Symptoms And Questions	0.9%	49.0%
29	Colds	0.9%	49.9%
30	Pregnancy - Abdominal Pain LT 20 Weeks EGA	0.9%	50.8%
31	Pregnancy - Abdominal Pain GT 20 Weeks EGA	0.9%	51.7%
32	Rash - Localized And Cause Unknown	0.9%	52.5%
33	Flank Pain	0.8%	53.3%
34	No Guideline Or Reference Available	0.8%	54.2%
35	Cough - Acute Non-productive	0.8%	55.0%
36	Sinus Pain and Congestion	0.8%	55.8%
37	Urinary Symptoms	0.8%	56.5%
38	Post-Op Incision Symptoms	0.8%	57.3%
39	Palpitations	0.7%	58.0%
40	Wound Infection	0.7%	58.8%



MEDICAL CALL CENTER BENCHMARKING

TOP 40 PEDIATRIC PROTOCOLS FOR 2007

Rank	Guideline Title	Per Cent of Total Triage Call	
		Volume	Cumulative
1	Vomiting	9.1%	9.1%
2	Colds	6.6%	15.8%
3	Cough	5.8%	21.6%
4	Fever After 3 Months Old	4.4%	26.0%
5	Diarrhea	3.7%	29.7%
6	Medication Question Call	3.3%	33.0%
7	Trauma - Head	2.6%	35.5%
8	Eye - Pus Or Discharge	2.5%	38.0%
9	Asthma Attack	2.5%	40.5%
10	Croup	2.4%	42.9%
11	Sore Throat	2.3%	45.2%
12	Earache	2.3%	47.5%
13	Rash - Widespread And Cause Unknown	2.2%	49.7%
14	Immunization Reactions	2.1%	51.8%
15	Constipation	2.0%	53.8%
16	Ear Infection Follow-Up Call	1.5%	55.4%
17	Information Only Calls - No Triage	1.5%	56.9%
18	Hives	1.3%	58.2%
19	Headache	1.3%	59.4%
20	Abdominal Pain - Female	1.2%	60.7%
21	Abdominal Pain - Male	1.1%	61.7%
22	Wheezing - Other Than Asthma	1.0%	62.7%
23	Rash - Widespread On Drugs	1.0%	63.7%
24	Rash - Localized And Cause Unknown	1.0%	64.7%
25	Poisoning	0.9%	65.6%
26	Diaper Rash	0.9%	66.6%
27	PCP Call - No Triage	0.9%	67.5%
28	Crying Child > 3 Mo	0.8%	68.3%
29	Crying Baby < 3 Mo	0.8%	69.2%
30	Breast - Feeding Questions	0.8%	69.9%
31	Chronic Diseases	0.7%	70.6%
32	Urination Pain - Female	0.7%	71.3%
33	Ear - Pulling At or Itchy	0.6%	71.9%
34	Stools - Blood In	0.6%	72.5%
35	Spitting Up - Reflux	0.6%	73.1%
36	Swallowed Foreign Body	0.6%	73.7%
37	Insect Bite	0.6%	74.2%
38	Breathing Difficulty Severe	0.5%	74.8%
39	Trauma - Leg	0.5%	75.3%
40	Trauma - Arm	0.5%	75.8%