



# Medical Call Center Benchmarking Report

Data from Years  
2004 - 2016

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## EXCERPT Top Adult and Pediatric Telephone Triage Protocols

N = 577,320 Pediatric and Adult Patients

October 25, 2017



## TOP 20 PEDIATRIC AFTER HOURS GUIDELINES

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Rank	Title		Rank	Title	
1	Cough	7.2%	11	Rash or Redness – Widespread	2.3%
2	Colds	6.1%	12	Constipation	2.2%
3	Vomiting without Diarrhea	5.5%	13	Croup	2.1%
4	Fever – 3 months or Older	4.1%	14	Sore Throat	2.1%
5	Diarrhea	2.9%	15	Asthma Attack	1.6%
6	Head Injury	2.8%	16	Earache	1.5%
7	Vomiting with Diarrhea	2.6%	17	Headache	1.3%
8	Eye – Puss or Discharge	2.5%	18	Hives	1.2%
9	Medication Question Call	2.5%	19	Poisoning	1.1%
10	Immunization Reactions	1.8%	20	Ear Infection Follow-up Call	1.1%

## TOP 20 ADULT AFTER HOURS GUIDELINES

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Rank	Title		Rank	Title	
1	Medication Question Call	7.7%	11	Diarrhea	1.7%
2	Chest Pain	2.7%	12	Cough – Acute Productive	1.5%
3	Sore Throat	2.6%	13	Toothache	1.5%
4	Vaginal Bleeding – Abnormal	2.2%	14	Weakness (Generalized) and Fatigue	1.4%
5	Vomiting	2.1%	15	Back Pain	1.4%
6	Urination Pain – Female	2.1%	16	Pregnancy – Abdominal Pain Greater than 20 Weeks EGA	1.3%
7	Post Op Symptoms and Questions	2.0%	17	High Blood Pressure	1.3%
8	Rectal Bleeding	1.9%	18	Breathing Difficulty	1.2%
9	Abdominal Pain – Female	1.8%	19	Headache	1.2%
10	Urinary Symptoms	1.8%	20	Pregnancy – Vaginal Bleeding Less than 20 weeks EGA	1.2%