

Call Volume Data

	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	June 2013	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013
Daily Calls Received	16,798	21,577	18,858	19,445	21,305	21,320	18,478	20,885	20,574	20,251	22,084	17,586
After Hours Calls Received	2,957	3,258	3,014	3,026	3,033	3,297	3,251	3,180	3,248	3,238	2,895	2,891
Clinical Department Calls Received	1,391	1,786	1,648	1,718	1,842	2,095	1,740	2,063	1,960	1,840	1,955	1,563
Customer Service Calls	15,407	19,791	17,210	17,727	19,463	19,225	16,738	18,822	18,614	18,411	20,129	16,023