



## Queue Report - Call Breakdown by Hour

Date From: 5-15-2023 To: 5-21-2023

Time Between: 00:00:00 and: 23:59:59

Printed on: 5-26-2023 at 16:42:00

**Date:** 5-16-2023 **Queue:** Emergency Dept

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 15:15:00-15:30:00 | 1           | 1              | 0           | 0              | 00:00:04        |
| 15:45:00-16:00:00 | 1           | 1              | 0           | 0              | 00:00:04        |
| 16:00:00-16:15:00 | 1           | 1              | 0           | 0              | 00:00:11        |
| 18:00:00-18:15:00 | 1           | 1              | 0           | 0              | 00:00:04        |
| 18:15:00-18:30:00 | 6           | 6              | 0           | 0              | 00:00:06        |
| 18:30:00-18:45:00 | 3           | 3              | 0           | 0              | 00:01:08        |
| Total             | 13          | 13             | 0           | 0              | 00:01:08        |

**Date:** 5-16-2023 **Queue:** Maternity Ward

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 15:30:00-15:45:00 | 1           | 0              | 1           | 100            | 00:18:15        |
| 15:45:00-16:00:00 | 1           | 0              | 1           | 100            | 00:05:59        |
| 16:00:00-16:15:00 | 1           | 0              | 1           | 100            | 00:00:51        |
| 18:15:00-18:30:00 | 1           | 0              | 1           | 100            | 00:01:17        |
| 18:30:00-18:45:00 | 1           | 0              | 1           | 100            | 00:03:37        |
| Total             | 5           | 0              | 5           | 100            | 00:18:15        |

**Date:** 5-17-2023 **Queue:** Cardiology

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 10:15:00-10:30:00 | 1           | 1              | 0           | 0              | 00:00:06        |
| Total             | 1           | 1              | 0           | 0              | 00:00:06        |

**Date:** 5-18-2023 **Queue:** Emergency Dept

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 12:00:00-12:15:00 | 1           | 1              | 0           | 0              | 00:00:05        |
| 15:15:00-15:30:00 | 1           | 1              | 0           | 0              | 00:00:04        |
| 16:30:00-16:45:00 | 1           | 0              | 1           | 100            | 00:00:02        |
| 17:15:00-17:30:00 | 1           | 1              | 0           | 0              | 00:00:36        |
| 17:30:00-17:45:00 | 1           | 1              | 0           | 0              | 00:00:20        |
| 18:00:00-18:15:00 | 1           | 1              | 0           | 0              | 00:00:21        |
| Total             | 6           | 5              | 1           | 16.67          | 00:00:36        |

**Date:** 5-18-2023 **Queue:** Maternity Ward

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 15:15:00-15:30:00 | 1           | 0              | 1           | 100            | 00:00:14        |
| 15:30:00-15:45:00 | 1           | 0              | 1           | 100            | 00:08:12        |
| 15:45:00-16:00:00 | 1           | 0              | 1           | 100            | 00:29:24        |
| 16:30:00-16:45:00 | 1           | 1              | 0           | 0              | 00:07:20        |
| 17:00:00-17:15:00 | 1           | 0              | 1           | 100            | 00:16:01        |
| 17:15:00-17:30:00 | 2           | 0              | 2           | 100            | 00:09:24        |
| 17:30:00-17:45:00 | 2           | 0              | 2           | 100            | 00:15:53        |
| 17:45:00-18:00:00 | 2           | 0              | 2           | 100            | 00:06:19        |
| 18:00:00-18:15:00 | 2           | 0              | 2           | 100            | 00:04:53        |
| Total             | 13          | 1              | 12          | 92.31          | 00:29:24        |

**Date: 5-19-2023      Queue: Maternity Ward**

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 14:30:00-14:45:00 | 1           | 0              | 1           | 100            | 00:00:25        |
| 14:45:00-15:00:00 | 1           | 0              | 1           | 100            | 00:05:45        |
| 18:00:00-18:15:00 | 1           | 0              | 1           | 100            | 00:04:55        |
| Total             | 3           | 0              | 3           | 100            | 00:05:45        |

**Date: 5-20-2023      Queue: Emergency Dept**

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 14:15:00-14:30:00 | 1           | 1              | 0           | 0              | 00:00:15        |
| 14:30:00-14:45:00 | 1           | 1              | 0           | 0              | 00:00:07        |
| Total             | 2           | 2              | 0           | 0              | 00:00:15        |

**Date: 5-20-2023      Queue: Maternity Ward**

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 14:15:00-14:30:00 | 1           | 1              | 0           | 0              | 00:08:42        |
| Total             | 1           | 1              | 0           | 0              | 00:08:42        |

**Date: 5-21-2023      Queue: Emergency Dept**

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 16:00:00-16:15:00 | 1           | 0              | 1           | 100            | 00:00:36        |
| 16:15:00-16:30:00 | 1           | 0              | 1           | 100            | 00:02:25        |
| 17:15:00-17:30:00 | 2           | 0              | 2           | 100            | 00:29:52        |
| 17:45:00-18:00:00 | 1           | 0              | 1           | 100            | 00:05:22        |
| Total             | 5           | 0              | 5           | 100            | 00:29:52        |

**Date: 5-21-2023      Queue: Priority**

| Time              | Total Calls | Answered Calls | ABND. Calls | ABND. Calls(%) | Longest Waiting |
|-------------------|-------------|----------------|-------------|----------------|-----------------|
| 16:15:00-16:30:00 | 1           | 0              | 1           | 100            | 00:03:39        |
| Total             | 1           | 0              | 1           | 100            | 00:03:39        |