



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: 5-25-2023 at 17:49:46

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