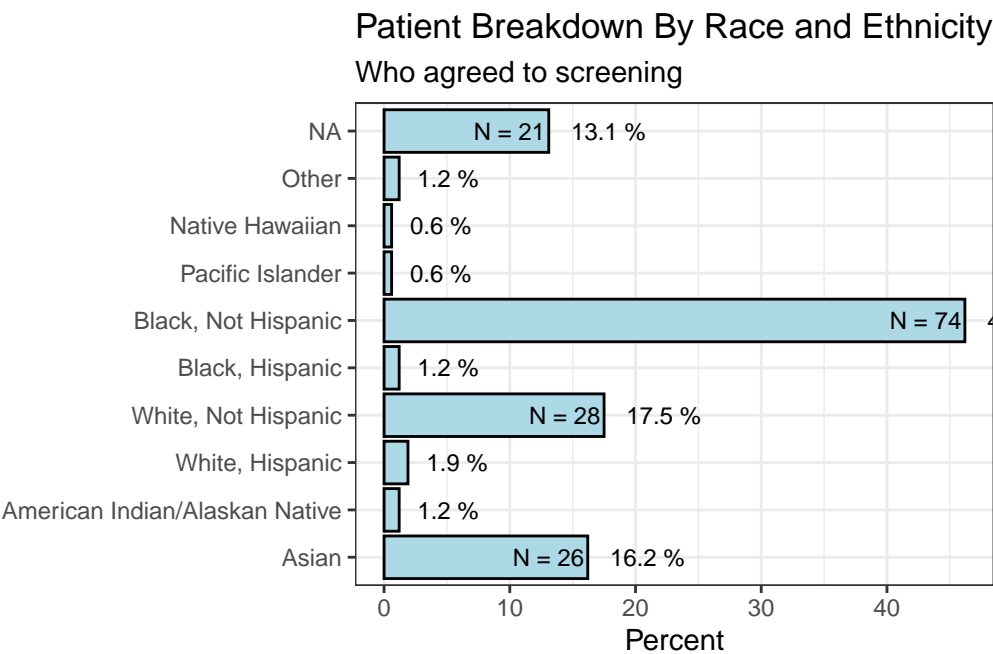
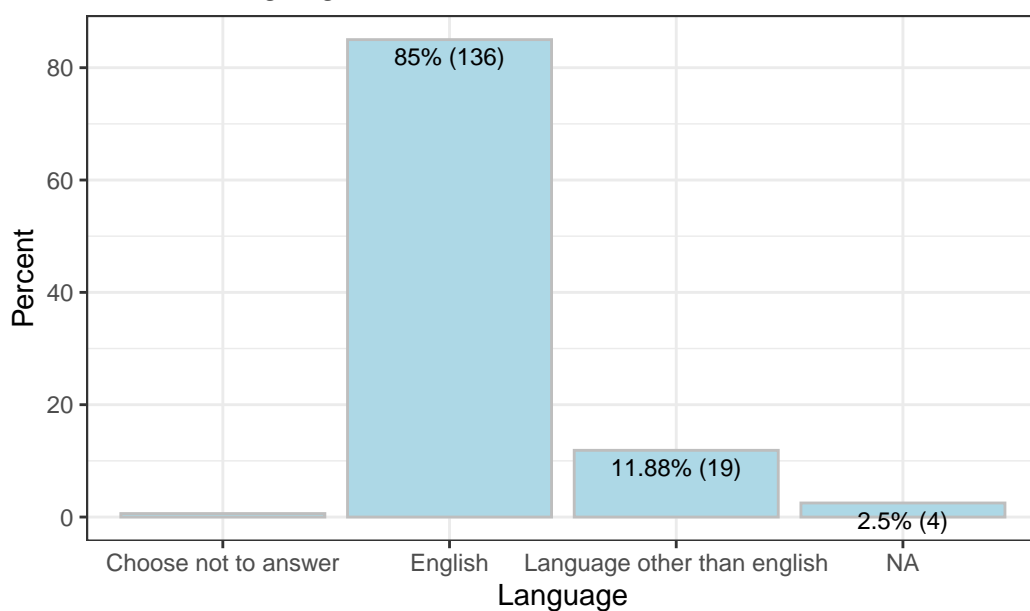


# ED Helpdesk Data Analysis 2025

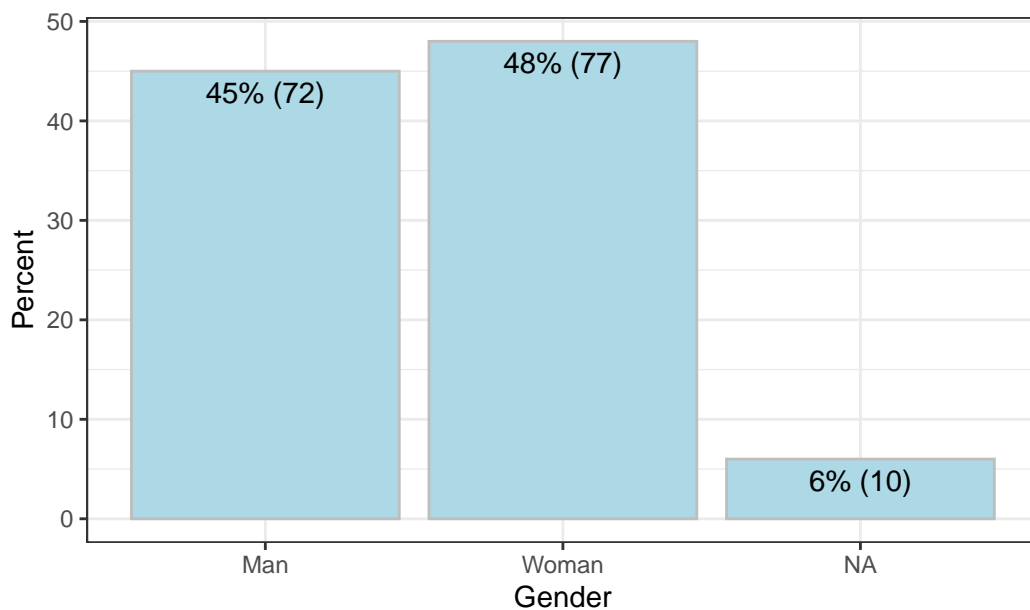
## Race, Age, and Gender Patient Distributions



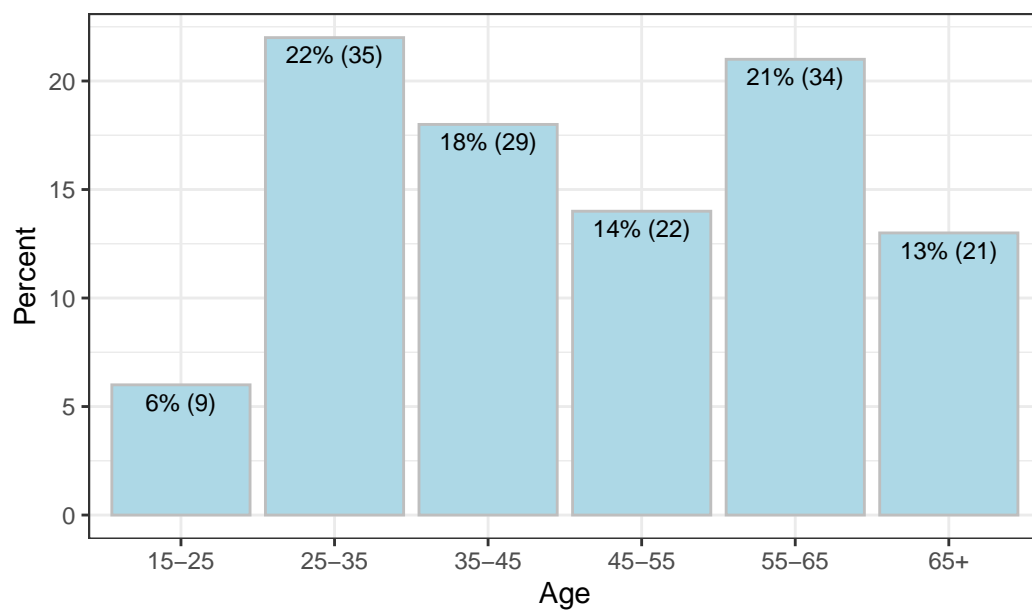
Patient Language Distribution



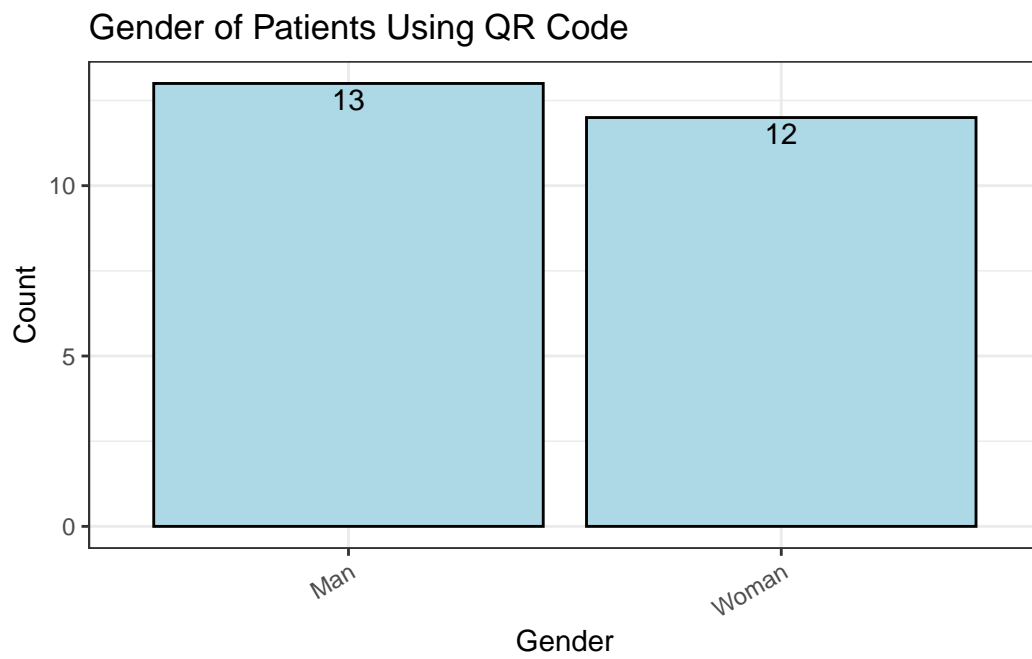
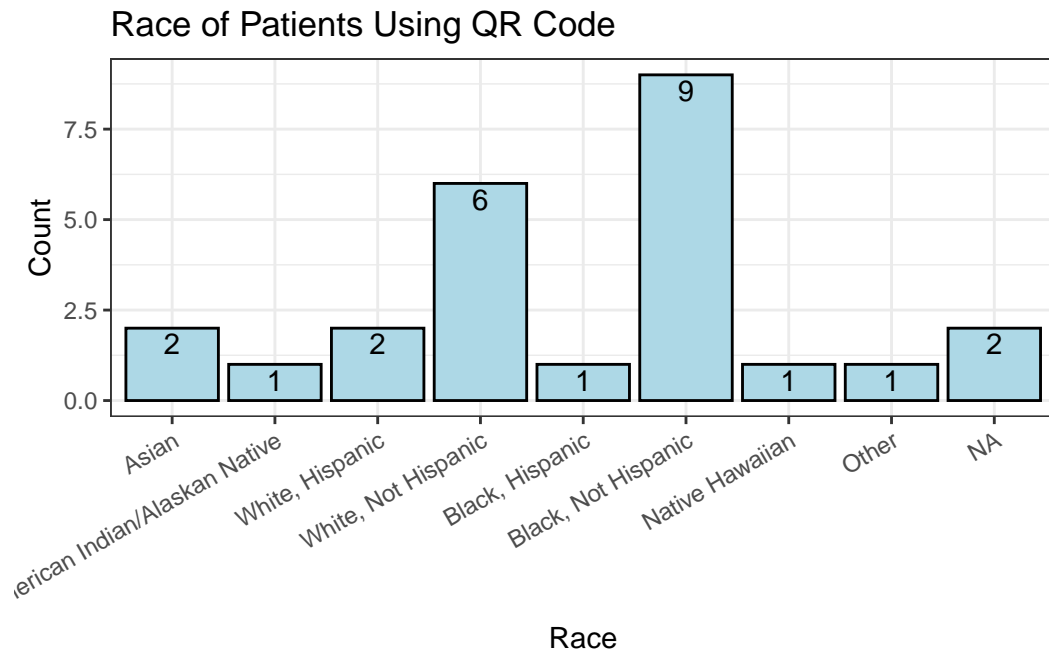
Patient Gender Distribution

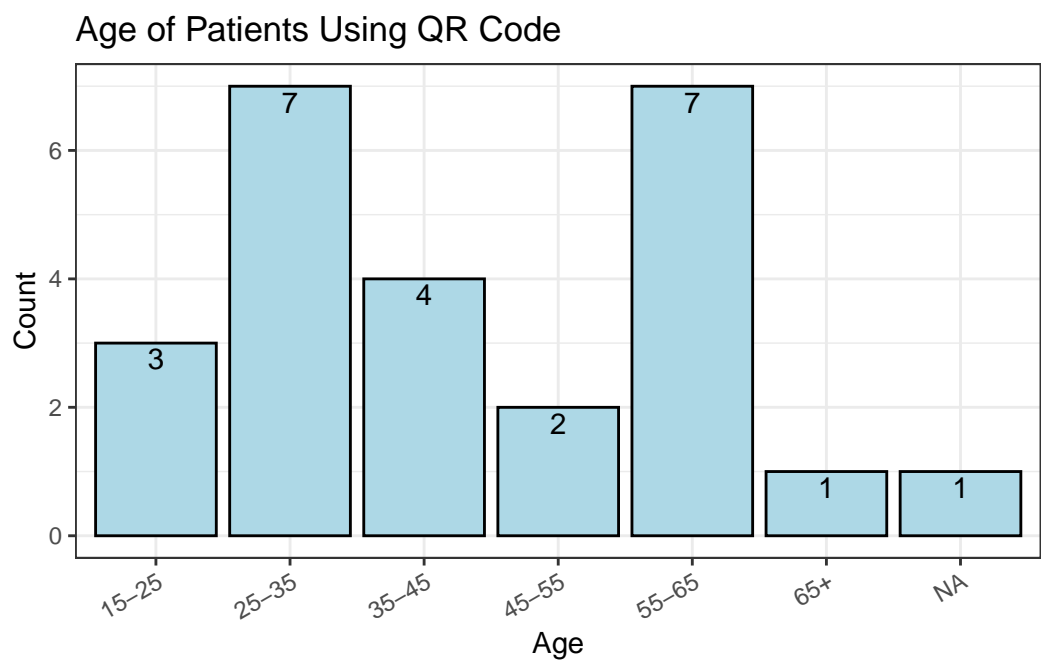


Patient Age Distribution



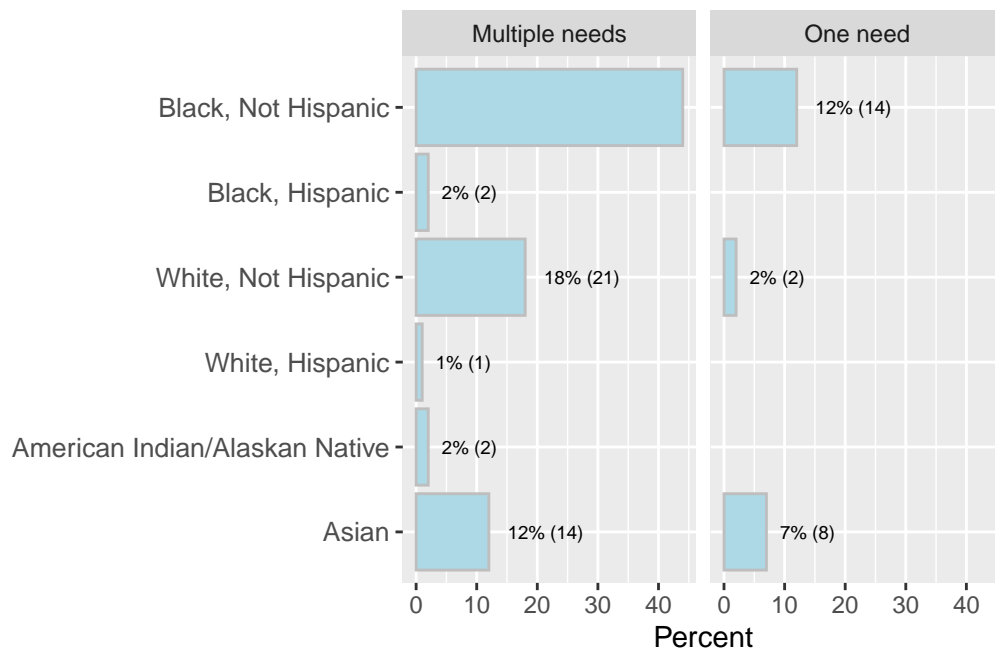
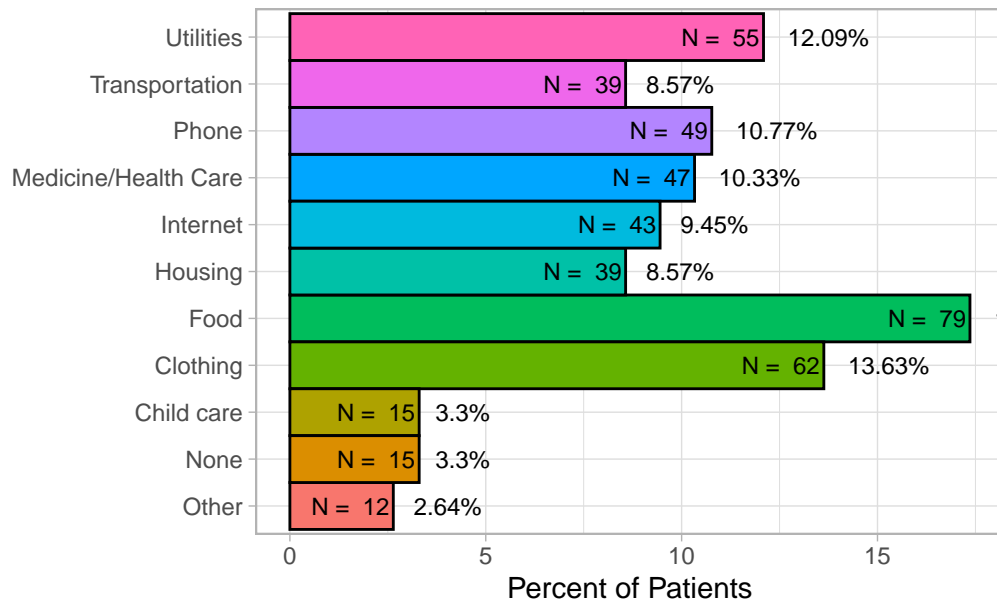
## QR Code Distributions



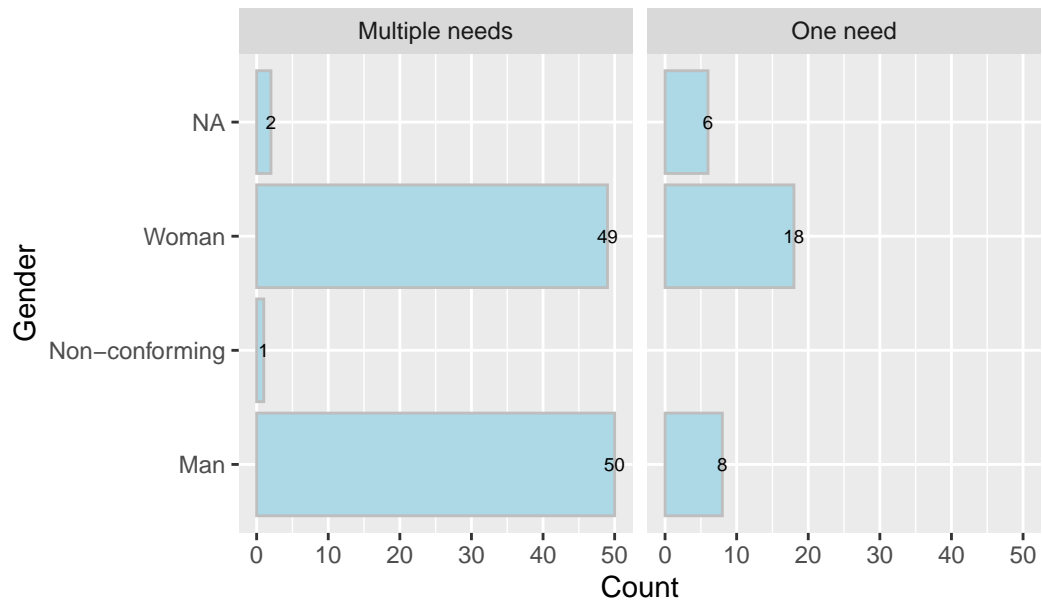


## Needs Information

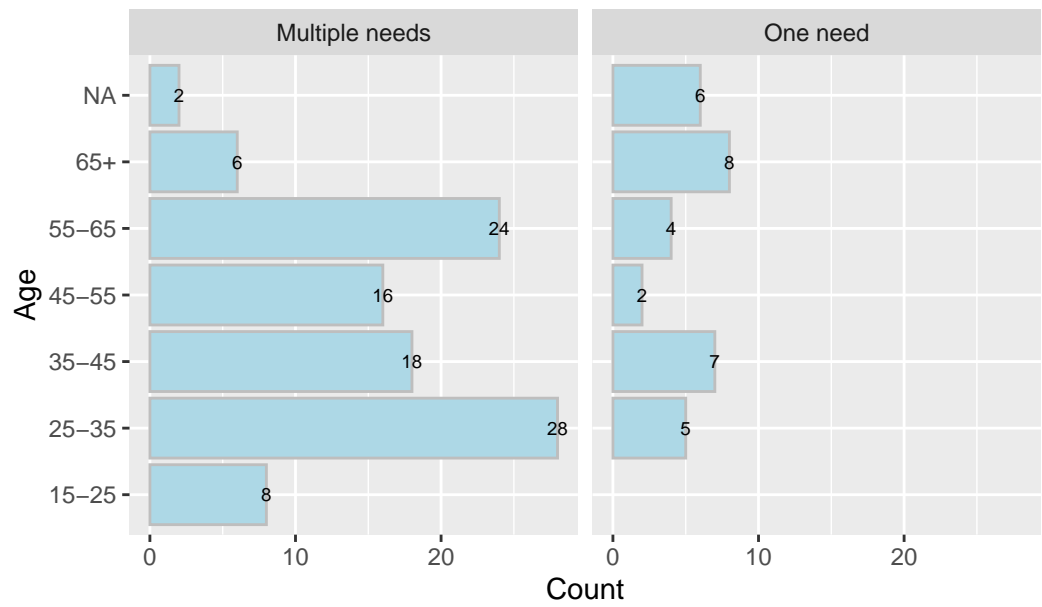
Needs Breakdown



### Gender of Patients Based on Needs



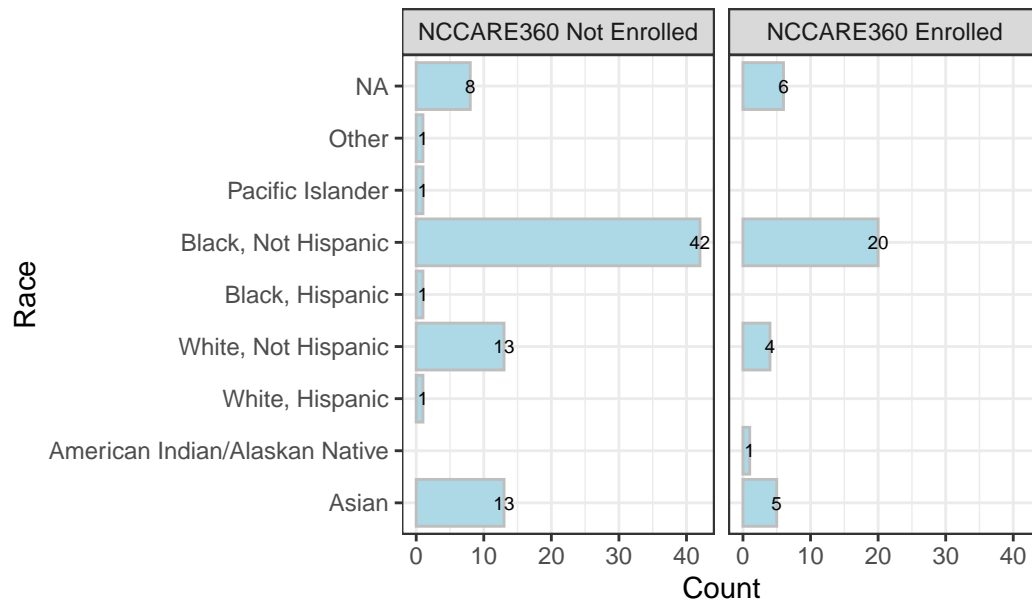
### Age of Patients Based on Needs



## NCCARE 360 Information

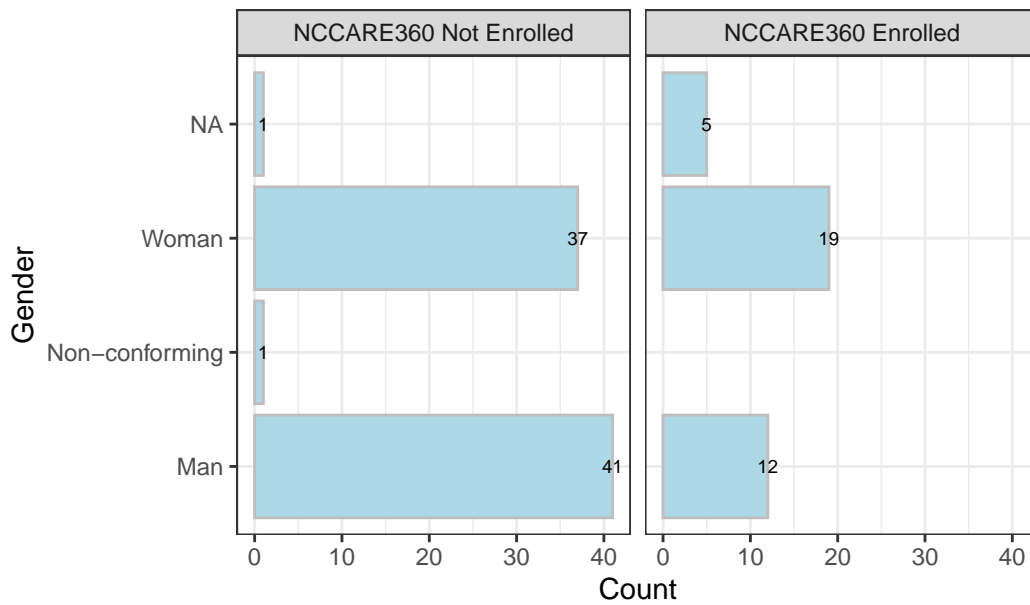
Enrolled in NCCARE360	Count	Percent
No	80	0.50
Yes	36	0.22
NA	44	0.28

Race of Patients Based On NCCARE360

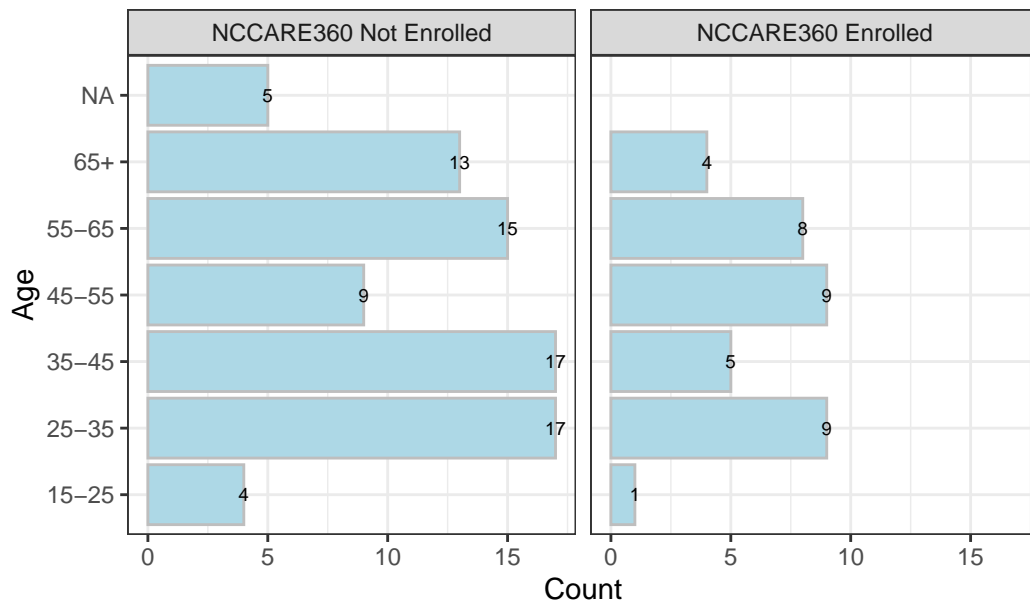




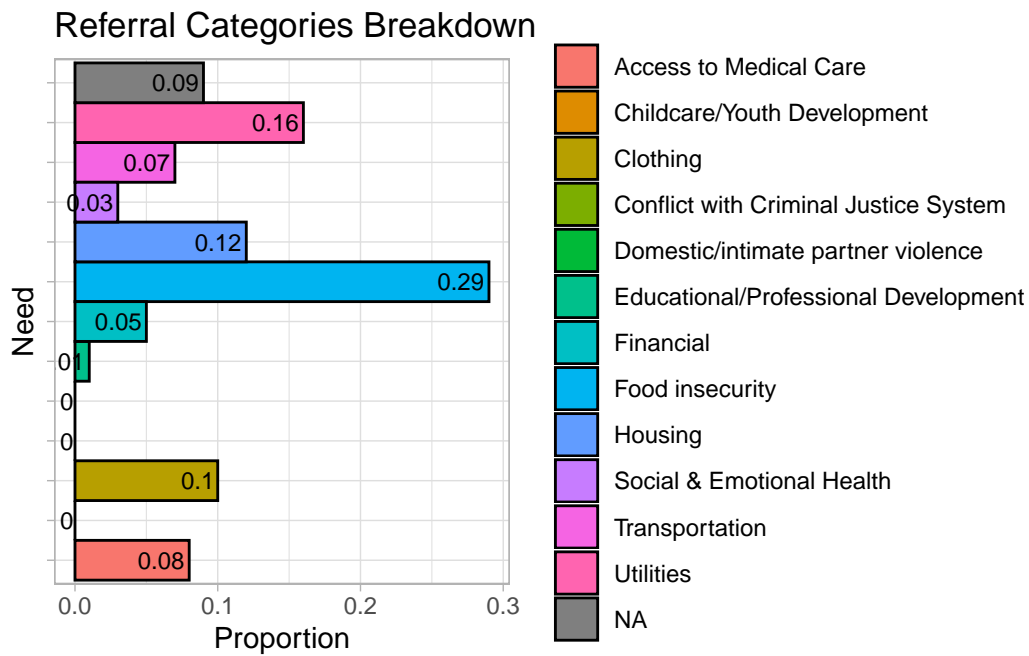
### Gender of Patients Based On NCCARE360



### Age of Patients Based On NCCARE360



## Referral Information



Race	Number that attempted referral	Percent
Asian	11	0.11
White, Hispanic	1	0.01
White, Not Hispanic	22	0.22
Black, Hispanic	1	0.01
Black, Not Hispanic	48	0.48
Other	1	0.01
NA	17	0.17

Gender	Number that attempted referral	Percent
Man	49	0.49
Non-conforming	1	0.01
Woman	43	0.43
NA	8	0.08

Age	Number that attempted referral	Percent
15-25	7	0.07
25-35	20	0.20
35-45	19	0.19
45-55	12	0.12
55-65	23	0.23
65+	12	0.12
NA	8	0.08

Race	Number with Completed Referral	Percent
Asian	9	0.12
White, Hispanic	1	0.01
White, Not Hispanic	13	0.17
Black, Hispanic	1	0.01
Black, Not Hispanic	34	0.45
Other	1	0.01
NA	16	0.21

Gender	Number with Completed Referral	Percent
Man	35	0.47
Non-conforming	1	0.01
Woman	33	0.44
NA	6	0.08

Age	Number with Completed Referral	Percent
15-25	5	0.07
25-35	18	0.24
35-45	14	0.19
45-55	9	0.12
55-65	16	0.21
65+	6	0.08
NA	7	0.09

## Followup Information

2 Week Followup Complete	Count	Percent
Complete	32	0.2
Incomplete	128	0.8

Race	Number with Completed Follow-up	Percent
Asian	3	0.09
White, Not Hispanic	8	0.25
Black, Not Hispanic	16	0.50
NA	5	0.16

Gender	Number with Completed Follow-up	Percent
Man	11	0.34
Woman	18	0.56
NA	3	0.09

Age	Number with Completed Follow-up	Percent
15-25	2	0.06
25-35	7	0.22
35-45	5	0.16
45-55	4	0.12
55-65	8	0.25
65+	3	0.09
NA	3	0.09

## Screening Information

Screening	Gender	Count
negative	Man	10
negative	Woman	5
positive	Man	62
positive	Non-conforming	1
positive	Woman	72
positive	NA	10

Screening	Age	Count
negative	15-25	1
negative	25-35	1
negative	35-45	3
negative	45-55	1
negative	55-65	4
negative	65+	4
negative	NA	1
positive	15-25	8
positive	25-35	34
positive	35-45	26
positive	45-55	21
positive	55-65	30
positive	65+	17
positive	NA	9

Race	Number positive + wants assistance
Asian	19
American Indian/Alaskan Native	2
White, Hispanic	2
White, Not Hispanic	23
Black, Hispanic	2
Black, Not Hispanic	65
Pacific Islander	1
Native Hawaiian	1
Other	1
NA	14

Gender	Number positive + wants assistance
Man	62
Non-conforming	1
Woman	66
NA	1

Age	Number positive + wants assistance
15-25	7
25-35	31
35-45	23
45-55	18
55-65	28
65+	15
NA	8

## Number of Patients at Each Step

There were 160 total screenings.

There were 157 distinct patients screened.

There were 145 patients who screened positive for at least one need.

There were 122 patients who wanted assistance with their needs.

There were 102 referrals given.

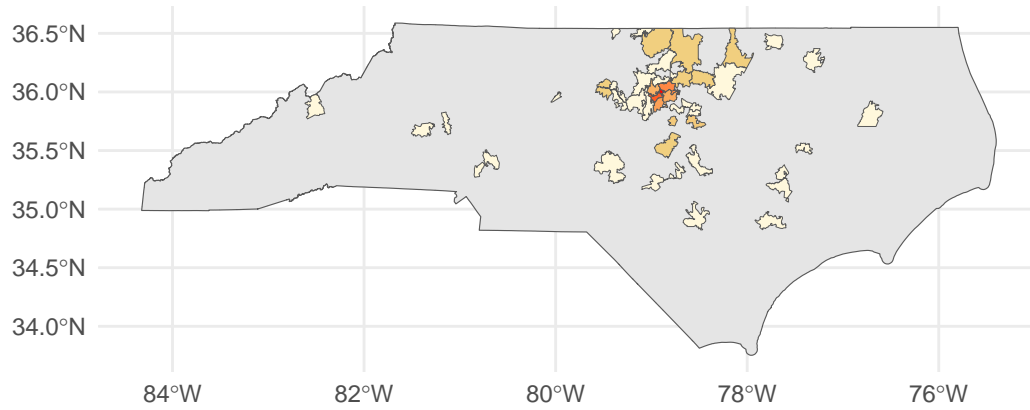
There were 32 2 week followups complete.

There are 36 patients enrolled in NCCARE360.

2 Week Followup Complete	Count	Percent
Complete	32	0.2
Incomplete	128	0.8

Enrolled in NCCARE360	Count	Percent
No	80	0.50
Yes	36	0.22
NA	44	0.28

## NC Zipcodes map



The most common zipcodes are:



zipcode	freq	Percent
27701	26	0.18
27707	20	0.14
27704	14	0.10
27713	10	0.07
27703	8	0.05
27705	7	0.05
27511	3	0.02
27610	3	0.02
27215	2	0.01
27522	2	0.01
27525	2	0.01
27526	2	0.01
27537	2	0.01
27565	2	0.01
27573	2	0.01
27589	2	0.01
24540	1	0.01
24541	1	0.01
24558	1	0.01
27253	1	0.01