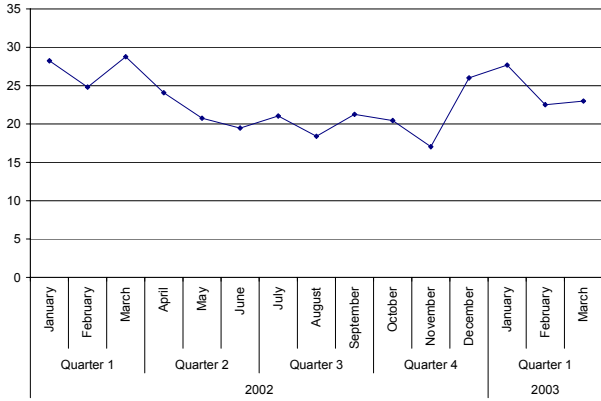
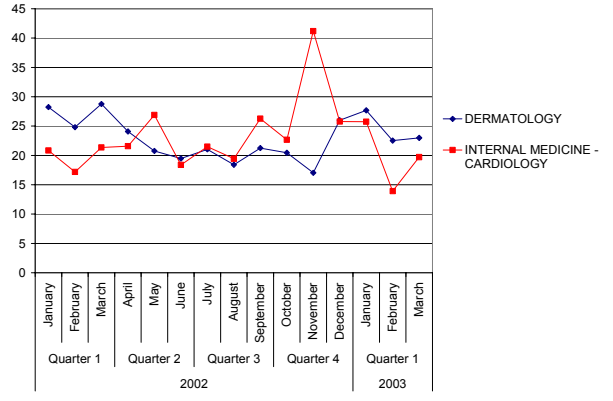


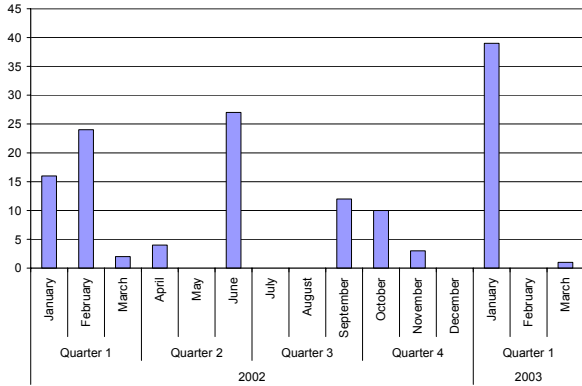
Average Scheduling Lag (Days)  
for Aston New Patient Appt – Dermatology MD



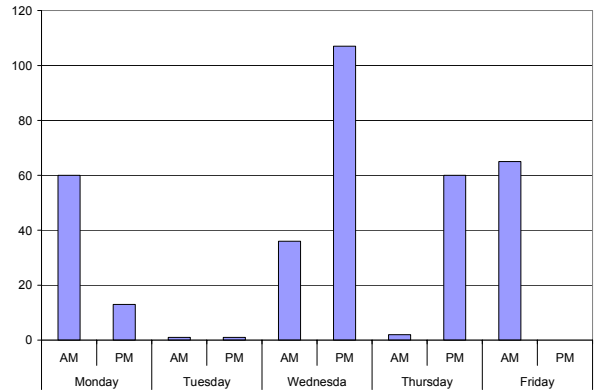
Average Scheduling Lag (Days) for Aston New Patient Appt:  
1 Dermatology MD & 3 Cardiology MDs



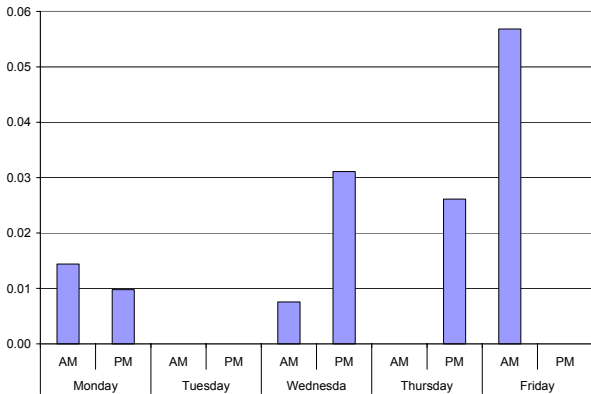
Bumped Appointments (<22 Days): Sum of 4 Providers



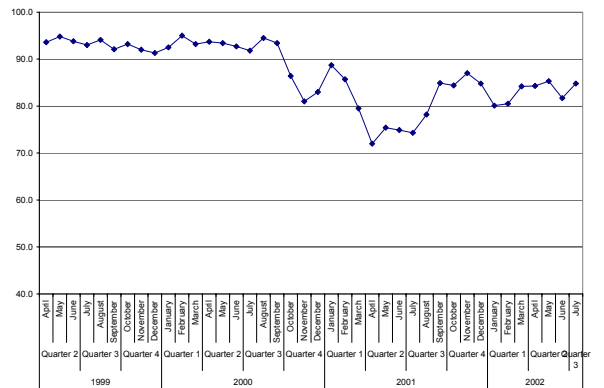
Bumped Appointment Totals (<22 Days), By Session,  
Calendar Year 2002-3: Sum of 4 Providers



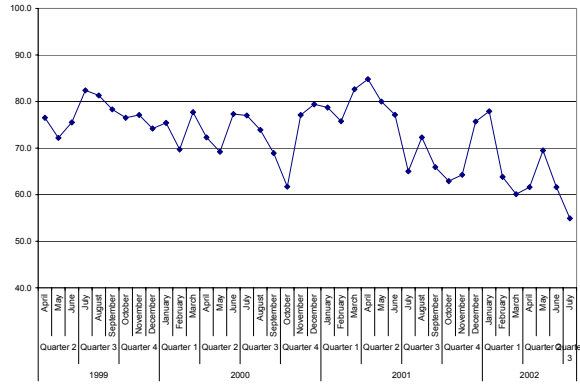
Bumped Appointment Rate (<22 Days), By Session,  
Calendar Year 2002-3: Sum of 4 Providers



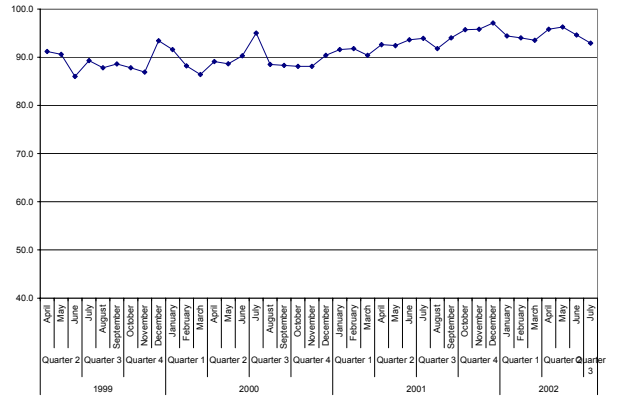
Calls Answered in 30 Secs (% of non-abandoned ACD calls)  
One Clinic: Goal = 95%



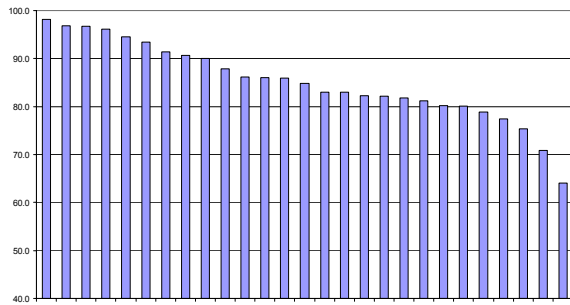
Calls Answered in 30 Secs (% of non-abandoned ACD calls)  
A second Clinic



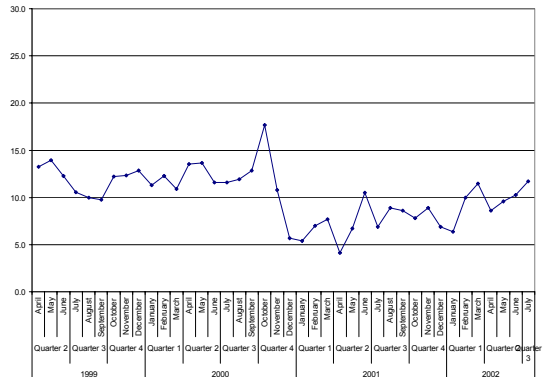
Calls Answered in 30 Secs (% of non-abandoned ACD calls)  
A third Clinic



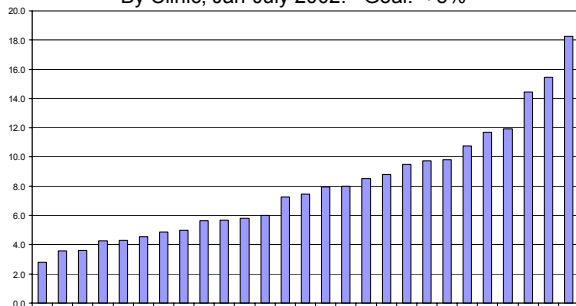
Calls Answered in 30 Secs  
(% of non-abandoned ACD calls)  
By Clinic, Jan – July 2002



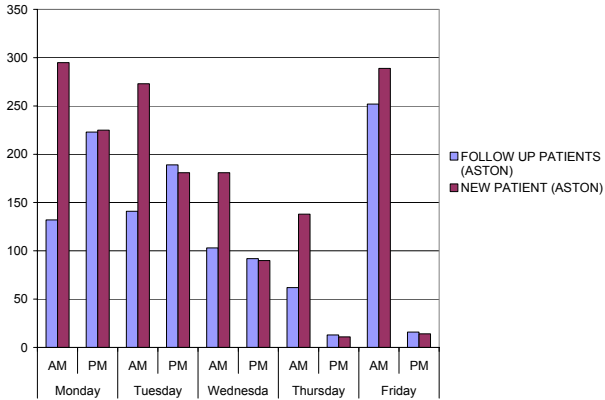
Call Abandonment Rate (%)  
One Clinic Goal: < 5%



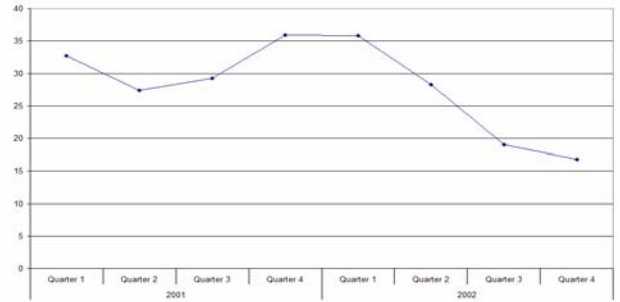
Call Abandonment Rate  
By Clinic, Jan-July 2002. Goal: < 5%



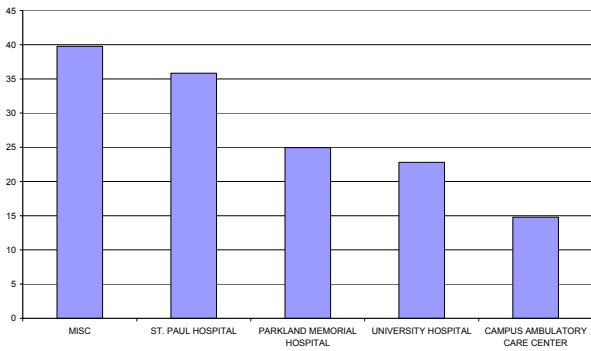
Appointment Volume – Dermatology MD



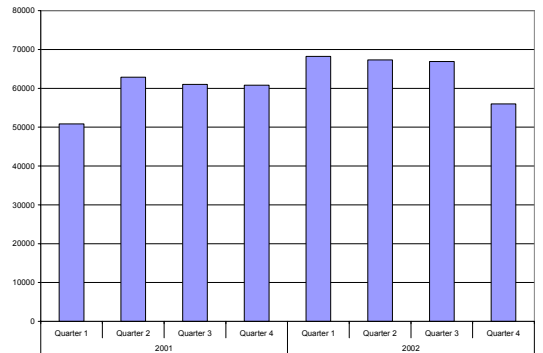
Timely Submission  
(days from Date of Service until posting in IDX BAR)  
Internal Medicine



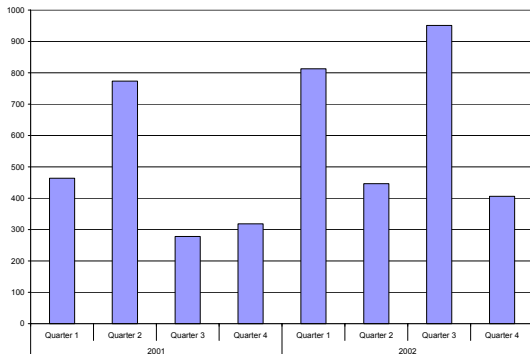
Timely Submission  
(days from Date of Service until posting in IDX BAR)  
July 2002 - Internal Medicine



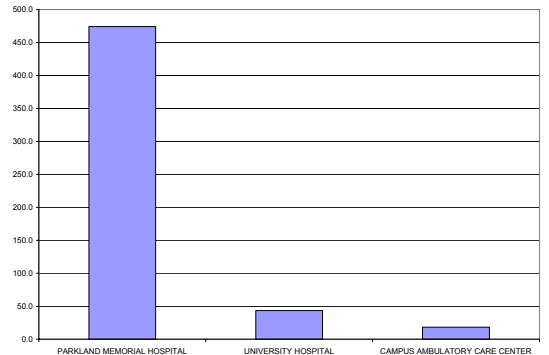
Medicare Work RVUs  
Internal Medicine



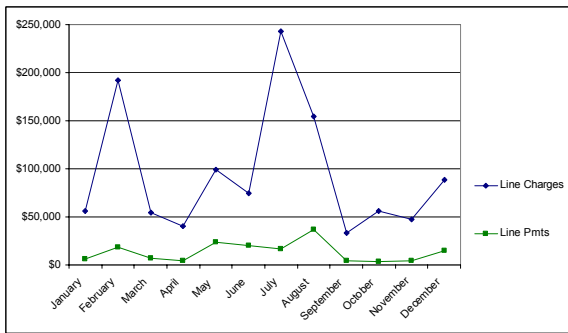
Medicare Work RVUs  
Internal Medicine: One Cardiology MD



Medicare Work RVUs  
Internal Medicine: One Cardiology MD  
July 2002 – By Location



Charges and Payments (CPT Line Item level)  
2002: One Cardiology MD



Charge/Payment Ratio (CPT Line Item level)  
July 2002: One Cardiology MD  
By Payer Category

