

Priority: Basic Needs

Lead Agency: Health Department

Program Offer Type: Support

Program Contact: Susan Kirchoff

Related Programs:

Program Characteristics:

Executive Summary

The Appointment & Information Center (AIC) is the gateway for service provision to clients, providing a telephone access point to link clients to Multnomah County Health Department Primary Care and WIC appointments, for telephone RN Triage, for resource referrals to other Health Dept. services, for interpretation and translation services, and for the development and management of health care access improvement activities.

Program Description

The Appointment and Information Center:

- Schedules medical, WIC, and Medicaid eligibility appointments, adhering to provider schedules and profiles.
- Provides information and referral for Multnomah County Health Department medical, dental and social services.
- Provides clinical interpretation in 50+ languages for all Health Dept. sites, as well as specialty clinics we have referred our patients to. Written translation services are also provided as requested by Health Dept. staff.

Program Justification

The Appointment Center processes an average of 20,000 client calls per month. These are calls that would otherwise require handling by primary care and WIC clinic staff. This centralized function allows for greater efficiency, extended hours of service, focused education and training of operators, and consistent appointment scheduling practices.

This program provides initial eligibility screening for OHP to new clients.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	# of calls answered	227,000	228,000	200,479	220,000
Outcome	Percent of calls abandoned seeking primary care appointments	15.0%	10.0%	26.0%	10.0%
Quality		0	0	0	0
Efficiency		0	0	0	0

Performance Measure - Description

 **Measure Changed**

Percentage of calls abandoned seeking primary care appointments: If clients wait too long on hold, they may opt to abandon the call and may not receive treatment or will self refer to the ER which can result in costly/unnecessary care. Other measures removed, since triage and ER referrals are no longer a function performed by the appointment center.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Personnel	\$1,773,202	\$0	\$1,271,022	\$0
Contracts	\$289,150	\$0	\$279,150	\$0
Materials & Supplies	\$37,800	\$0	\$37,000	\$0
Internal Services	\$244,972	\$0	\$205,165	\$0
Subtotal: Direct Exps:	\$2,345,124	\$0	\$1,792,337	\$0
Administration	\$39,601	\$0	\$26,203	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$39,601	\$0	\$26,203	\$0
Total GF/non-GF:	\$2,384,725	\$0	\$1,818,540	\$0
Program Total:	\$2,384,725		\$1,818,540	
Program FTE	22.90	0.00	18.40	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

✔ **Significantly Changed**

Last year this program was:

In FY08, this program included Nursing triage services, along with Appointment Center staffing. Nursing triage has been moved out into the clinic sites to more effectively serve clients.