



<p><b>QUESTION #1:</b></p>	<p><b>IT Systems</b> How many appointment scheduling systems do you have in place at UCHC. Please list the appointment scheduling technology providers referenced above.</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>One – GE Centricity</p>
<p><b>QUESTION #2:</b></p>	<p><b>Provider and office locations:</b> Do you have a central scheduling model or are patients directed to each office location?</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>The scheduling system is centralized through a call center; however appointments can be made from any location.</p>
<p><b>QUESTION #3:</b></p>	<p>How many physical office locations?</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>15 physical addresses</p>
<p><b>QUESTION #4:</b></p>	<p>How many full time providers?</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>None of our providers are full time. We are an academic medical center and all of our providers have faculty roles and most have a research component to their position. Currently we are scheduling appointments for 351 providers. Please see grid at the end for volume numbers.</p>
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<p><b>QUESTION #5:</b></p>	<p>How many part time providers? (Providers that see less than 165 patients per month)</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>Please see the answer to question 4. We do not track the data or determine part time status by this metric. We have multiply specialties and a full time neuro-ophthalmologist for example may be “full time” but have extended appointment durations and would be part time by this definition</p>
<p><b>QUESTION #6:</b></p>	<p>Please detail providers on staff versus provider’s part of your residency program.</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>For this RFP, the service to be provided to the residency program is the exact same patient centered service as provided to attendings.</p>
<p><b>QUESTION #7:</b></p>	<p>How many new calendars need to be created annually to support your residency program?</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>We are not seeking a service to create calendars for any of our programs.</p>
<p><b>QUESTION #8:</b></p>	<p>How many locations perform lab work? How many calendars to support the lab?</p>
<p><b>UCONN HEALTH RESPONSE:</b></p>	<p>The lab locations do not schedule appointments. We are not seeking any reminder notifications to be sent to lab</p>

	patients												
<b>QUESTION #9:</b>	What is your approximate appointment transaction: Monthly and Yearly(2014)												
<b>UConn HEALTH RESPONSE:</b>	<table border="1"> <thead> <tr> <th data-bbox="289 772 808 804"><b>Outpatient:</b></th> <th data-bbox="841 772 1263 804">2013</th> <th data-bbox="1295 772 1515 804">2014</th> </tr> </thead> <tbody> <tr> <td data-bbox="289 852 808 884">Outpatient visits</td> <td data-bbox="841 852 1263 884">864,283</td> <td data-bbox="1295 852 1515 884">909,249</td> </tr> <tr> <td data-bbox="289 894 808 926">Primary Care Clinic visits</td> <td data-bbox="841 894 1263 926">69,595</td> <td data-bbox="1295 894 1515 926">82,218</td> </tr> <tr> <td data-bbox="289 936 808 968">Specialty Care Clinic visits</td> <td data-bbox="841 936 1263 968">470,322</td> <td data-bbox="1295 936 1515 968">493,169</td> </tr> </tbody> </table>	<b>Outpatient:</b>	2013	2014	Outpatient visits	864,283	909,249	Primary Care Clinic visits	69,595	82,218	Specialty Care Clinic visits	470,322	493,169
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