NC3 **Call Activity Reporting**

The NC3 Call Activity Reporting (CAR) software is an encompassing program that allows you to manage all telecommunication interactions between nurses and patients. The user is able to set up an array of automatic reports that can be used for shift scheduling for high and low traffic periods and monitor console to console calls. CAR reports will also give the user a variety of information that can ensure proper call placement, as well as monitor call response time to ensure patient care.

Detailed Reports

General Reports

Statistical Reports

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Automatic Reports

The Automatic reports function allows the user to set up all types of reports automatically. The user can select the reports to generate daily, weekly, or monthly. The user will be informed of the most recent report when it is complete, and all reports can be kept in a log for use at a future time.
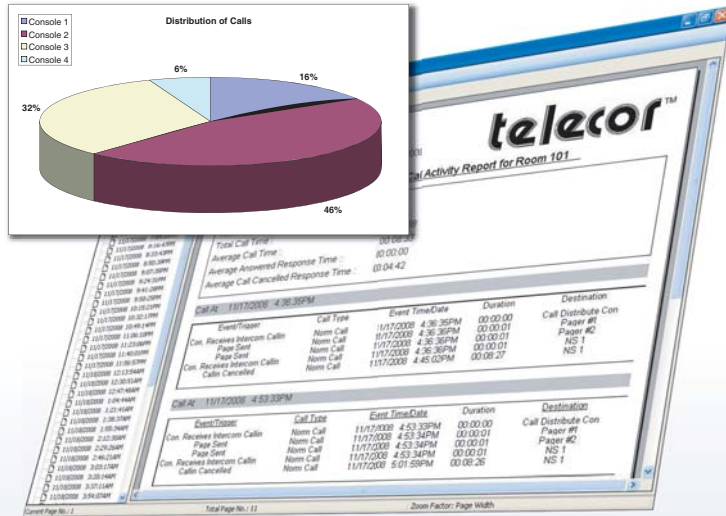
General Reports

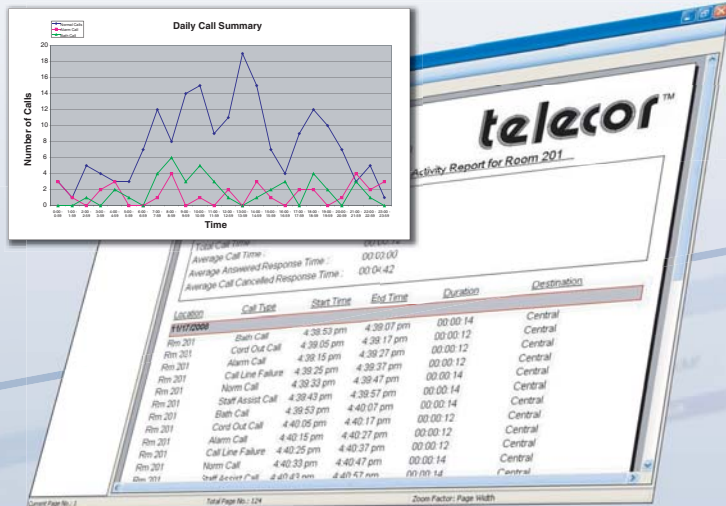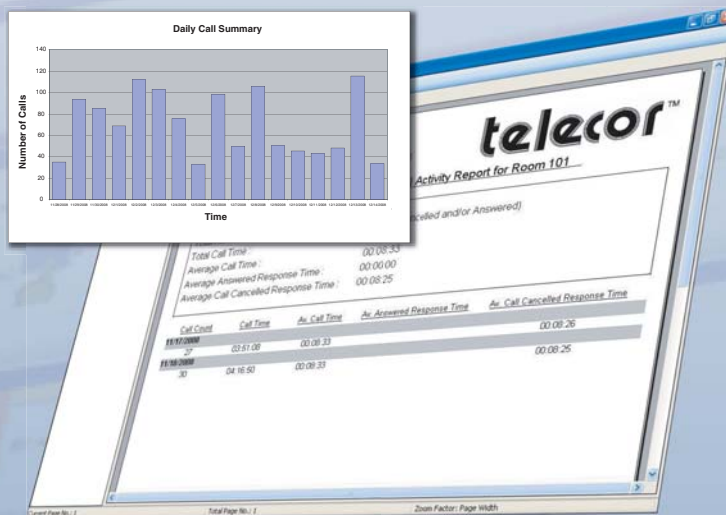General Reports generate information about calls from a particular room number, patient's name, area, or facility. This report informs the user of the location, call type, start time, end time, duration, and destination of each call placed. The general report also has a statistical analysis of total calls, total call time, average call time, average response time, and average call cancelled response time.

Statistical Reports

Statistical Reports generate information about all calls in the facility on a daily basis. This report informs the user of total calls, total call time, average call time, average response time, and average call cancelled response time.

Detailed Reports

Detailed reports generate detailed information about specific rooms. For each call in the report will inform the user of the device that originated the call, call type, event time, duration, and call destination. The detailed report also has a statistical analysis of total calls, total call time, average call time, average response time, and average call cancelled response time.

All reports can be exported to Microsoft Excel. The data can then be extrapolated into easy to read graphs that are useful when planning nurse schedules