

**State of Illinois
 COVID Test Results Notification Call Center
 Historical Monthly Call Volumes
 Appendix A**

Month	Inbound Calls	Outbound Calls Closed	Letters Sent	Test Volume
September	132,056	960	25,651	110,223
October	187,799	1,050	41,663	184,333
November	218,918	1,401	55,543	260,800
December	137,143	2,652	64,902	175,433
January	54,373	1,547	13,224	115,024
February	10,649	1,207	8,085	35,915

Notes:

- a) Residents also have the option of obtaining test results directly from Epic.
- b) Volumes have varied based on the stage of the COVID-19 pandemic.
- c) New testing strategies are being deployed and testing volumes are expected to rise accordingly.