

|                            | Total Encounters* | Utilized Navigation Services | Utilized Nursing Services | Utilized Dietitian Services | Utilized Pharmacist Services |
|----------------------------|-------------------|------------------------------|---------------------------|-----------------------------|------------------------------|
| <b>2015</b>                | <b>49</b>         | <b>43</b>                    | <b>42</b>                 | <b>0</b>                    | <b>0</b>                     |
| French                     | 46                | 41                           | 39                        |                             |                              |
| French Canadian            | 3                 | 2                            | 3                         |                             |                              |
| French Cajun               | 0                 |                              |                           |                             |                              |
| French Creole              | 0                 |                              |                           |                             |                              |
| <b>2016</b>                | <b>56</b>         | <b>45</b>                    | <b>41</b>                 | <b>0</b>                    | <b>1</b>                     |
| French                     | 44                | 37                           | 29                        |                             | 1                            |
| French Canadian            | 12                | 8                            | 12                        |                             |                              |
| French Cajun               | 0                 |                              |                           |                             |                              |
| French Creole              | 0                 |                              |                           |                             |                              |
| <b>2017 (up to Aug 31)</b> | <b>54</b>         | <b>51</b>                    | <b>36</b>                 | <b>0</b>                    | <b>2</b>                     |
| French                     | 46                | 45                           | 30                        | 1                           | 1                            |
| French Canadian            | 8                 | 6                            | 6                         |                             | 1                            |
| French Cajun               | 0                 |                              |                           |                             |                              |
| French Creole              | 0                 |                              |                           |                             |                              |
| <b>Grand Total</b>         | <b>159</b>        | <b>139</b>                   | <b>119</b>                | <b>1</b>                    | <b>3</b>                     |

\*One or more of HLBC's services may have been utilized during the Encounter. Not all Encounters are created by Navigation Services.