

Supplementary material for Huibers L, Smits M, Renaud V, Giesen P & Wensing M. Safety of telephone triage in out-of-hours care: A systematic review. Scand J Prim Health Care, 2011;29:198–209.

Supplementary Table I. Identified studies (n = 34).

First author	Year; place	Design	Setting	Number (unselected/high-risk)	Outcome measured (primary or secondary)
Verdile	1989	Simulated patient (1 case high-risk)	ED	46	Appropriateness of advice/referral
O'Brien	1990	Simulated patient (1 case high-risk)	Urgent care centres	100	Appropriateness of advice/referral
Isaacman	1992	Simulated patient (1 case high-risk)	ED	61	Appropriateness of advice/referral
Yanovski	1992	Simulated patient (3 cases, 1 case high-risk)	Pediatric and family medicine (private practices and hospital)	117	Appropriateness of advice/referral
Evans	1993	Simulated patient (3 cases, 1 case high-risk)	ED	30	Appropriateness of advice/referral
Egleston	1994	Retrospective follow-up study	ED	104	Appropriateness of advice
Kunkler	1994	Simulated patient (1 case high-risk)	ED	72	Appropriateness of advice/referral
Sher	1994	Follow-up study	Telephone helpline	317	Accuracy at follow-up
Sramek	1994	Prospective follow-up study	Ambulance dispatch centres	398/136	Appropriateness of triage decision
Aitken	1995	Simulated patient (1 case high-risk)	ED and private ED clinics	36	Appropriateness of advice/referral
Farand	1995	Retrospective observational study	Emergency Medical Services	1,006/444	Appropriateness of triage decision
Srinivas	1996	Retrospective observational study	Telephone helpline and ED	300	Appropriateness of advice
Jackson	1997	Retrospective observational study	Primary Care Clinic and Pediatric Health Information Line	19 vs. 50	Appropriateness of advice
Fatovich	1998	Prospective observational study	ED	1,682	Appropriateness of advice
Lattimer	1998	Randomised controlled trial	Primary care physician cooperatives	7,308 vs. 7,184	Adverse events
Thompson	1999	Randomised controlled trial	Primary care physician cooperatives	100 vs. 123	Adverse events
Hildebrandt	2003	Retrospective follow-up study	Primary care physicians and answering services	119	Appropriateness of self-triage
Kempe	2003	Retrospective study	After-hours call centres of children's hospital	1,561	Under-referral; hospitalisation
Labarere	2003	Follow-up study	After-hours primary care call centre	409	Adverse events
Moriarty	2003	Simulated patient (4 cases, all high-risk)	Primary care telephone triage system	85	Appropriateness of advice/referral
Dale	2004	Retrospective observational study	Ambulance services	239	Appropriateness of triage decision
Scarfone	2004	Retrospective observational cohort study	After-hours call centre of a tertiary care hospital	927/178	Appropriateness of advice/referral; hospitalisation

(Continued)

Supplementary Table I. (Continued).

First author	Year; place	Design	Setting	Number (unselected/high-risk)	Outcome measured (primary or secondary)
Sprivulis	2004	Comparative study with concurrent controls	Health Direct and ED	842	Appropriateness of advice/referral
St George	2005	Retrospective observational cohort study	Healthline	90	Appropriateness of advice
Deakin	2006	Retrospective observational cohort study	Ambulance service call centre	263	Appropriateness of triage decision
Hildebrandt	2006	Retrospective observational study	Private family medicine call handling	119	Adverse events of self-triage
Kempe	2006	Retrospective follow-up study	Pediatric after-hours call centre	32,968	Adverse events; potential under-referral; hospitalisation
Stewart	2006	Follow-up study	NHS Direct and ED	3,312	Appropriateness of referral
Giesen	2007	Cross sectional study with simulated patients (20 cases, 5 high-risk)	Primary care physician cooperatives	83	Appropriateness of triage decision
Hirsh	2007	Retrospective follow-up study	Tertiary care paediatric hospital with call centre for paediatricians	83	Hospitalisation; under-referral
Killip	2007	Retrospective observational study	After-hours telephone service for family medicine clinic	63	Adverse events
Derkx	2008	Cross-sectional study with simulated patients (7 cases, 3 high-risk)	Primary care physician cooperatives	153	Appropriateness of advice/referral
Fourny	2009	Prospective observational cohort study	University hospital-affiliated Emergency Medical Service call centre	245	Appropriateness of triage decision; adverse events
St George	2009	Retrospective observational study	Nurse-on-call: telephone triage line	173 189	Adverse events

Notes: All patients are primary care patients; patients who contact after-hours care; only design and outcome measures relevant to this review are presented, the articles often contain extra information.