

*Supplementary material for* Huibers L, et al. Consumption in out-of-hours health care: Danes double Dutch? *Scand J Prim Health Care* 2014;32:44–50.

Supplementary Appendix 1. Description of the OOH care settings in the Danish and Dutch regions.

	Danish region	Dutch region
Characteristics of region		
Size	13 124 km <sup>2</sup> (≈30% of Denmark) and ≈1 265 601 inhabitants	Estimate 842 km <sup>2</sup> and ≈430 498 inhabitants
Urban and rural	One big city, smaller cities, and small villages	One big city, smaller cities, and small villages
Existing health care services		
Primary care <sup>1,2</sup>	<p>Organization: large OOH primary care setting</p> <p>Opening hours: between 4 p.m. and 8 a.m. on weekdays, during weekends, and during holidays</p> <p>Access: a telephone contact is mandatory to get a consultation</p> <p>Telephone triage: by GPs</p> <p>Locations: 13 consultation centres (nine permanent consultation centres located at hospitals and four flexible consultation rooms)</p> <p>Other: on two small islands, local GPs provide acute care</p>	<p>Organization: large OOH primary care setting, collocated with an ED</p> <p>Opening hours: between 5 p.m. and 8 a.m., during weekends, and during holidays</p> <p>Access: in principal a telephone call is mandatory, but patients can walk in; also walk-in ED patients are redirected to primary care</p> <p>Telephone triage: physician assistants and nurses supervised by a telephone GP</p> <p>Locations: one main consultation centre, including call centre and a second consultation centre</p>
ED <sup>1,3,4</sup>	<p>Locations: 11 EDs/acute clinics (five in western part; six in eastern part)</p> <p>Access: in principle patients have to call first (in the western part the general practice; in the eastern part a special telephone number).</p>	<p>Locations: three EDs (two general hospital and one academic hospital); two are collocated with the primary care setting, sharing one entrance</p> <p>Access: in principle persons have to call first</p>
Ambulance /112 <sup>1,5</sup>	<p>Organization: ambulance service and communication centre for ambulance care</p> <p>Access: national 112 centre refers medical calls to regional emergency medical communication centre (EMCC)</p> <p>Telephone triage: nurses/ambulance professionals answer calls, estimating urgency and health care required. GPs and hospitals contact the EMCC directly, bypassing the 112 system</p>	<p>Organization: ambulance service and communication centre for ambulance care (communication centre shared with fire department and police)</p> <p>Access: national 112 centre refers medical calls to regional emergency medical communication centre</p> <p>Telephone triage: nurses answer calls, estimating urgency and health care required, and coordinate ambulance transport</p> <p>Addition: nurses handle calls for other health care professionals OOH (e.g. community health services, forensic physicians, maternity care, youth care)</p>

Notes: ED = emergency department; OOH = out-of-hours.

Supplementary Appendix 2. Regional contacts with health care in September and October 2011.

Service	Danish region (n≈1 265 601 inhabitants)		Dutch region (n≈430 498 inhabitants)	
	n (%)	n/1000/2 months	n (%)	n/1000/2 months
GP daytime	1 450 576	1146		717 <sup>1</sup>
GP out-of-hours care	101 429	80	21 410	50
Telephone consultation	59 378 (58.6)	47	8619 (40.3)	20
Clinic consultation	28 790 (28.4)	23	10 611 (49.6) <sup>2</sup>	25
Home visit	13,261 (13.1)	10	2180 (10.2)	5
Emergency department	31 536	25	3164 + 4376 <sup>3</sup>	5–10 + 10–14
Ambulance dispatch centre <sup>4</sup>	24 803 <sup>5</sup>	20–21	3152 <sup>6</sup>	10–20

Notes: \*In both countries, the numbers presented include some duplicates, due to repetitive contacts by patients or referrals by GPs. <sup>1</sup>National LINH (Netherlands Information Network of General Practice) figure adjusted to represent a two-month period; <sup>2</sup>Walk-in patients visit primary care first, due to collocation with ED and shared entrance; <sup>3</sup>Academic + regional hospital; including range for variation in catchment area; <sup>4</sup>Presenting range, with and without patient telephone calls without dispatch (category E); 6% in Denmark and estimated as up to 50% in the Netherlands; <sup>5</sup>Prospective data collection at ambulance dispatch centre; <sup>6</sup>Ambulance region with number of inhabitants adjusted to safety region.