

Supplement 1: Standardized caller protocol to limit intra and inter-office variation

1. DOB: 8/10/2003 (11 years old at time of call)
2. Was seen in out of state emergency room while on vacation and put in a soft cast 4 days ago. Patient had x-rays, and was told that he had a right distal radius fracture.
3. Not seen previously (new patient). No previous surgeries or medical problems.
4. Asked how early he could be scheduled for an appointment.
5. Script: "Hi, my son fell off the monkey bars while we were on vacation last week and when we went to the ER, they told me that he has a distal radius fracture. They put him in a cast and told us to follow up with a pediatric orthopaedic surgeon once he returned home because he likely needs surgery. For Medicaid/BlueCross: "Do you accept Medicaid/BlueCross?" (If yes) When is your soonest available appointment?"