

Supplementary file

Appendix-Table 1: Overview of ICD-10-codes used to select calls

ICD-10 code	Calls of patients with ACS N=205 (%)	Calls of patients without ACS N=1,590 (%)
K01 Pain attributed to the heart	112 (54.6)	485 (30.5)
K02 Pressure/tightness attributed to the heart	39 (19.0)	184 (11.6)
K03 Other cardiovascular pain	1 (0.5)	6 (0.4)
K24 Fear of heart attack	1 (0.5)	8 (0.5)
K74 Angina pectoris	19 (9.3)	101 (6.4)
K75 Acute myocardial infarction	7 (3.4)	22 (1.4)
K76 Other/chronic ischaemic heart disease	0 (0.0)	2 (0.1)
K77 Heart failure	0 (0.0)	11 (0.7)
K93 Pulmonary embolism	0 (0.0)	15 (0.9)
L04 Chest discomfort	25 (12.2)	689 (43.9)
P74 Anxiety disorder	0 (0.0)	12 (0.8)
R02 Shortness of breath	1 (0.5)	36 (2.3)
R98 Hyperventilation	0 (0.0)	10 (0.6)

Appendix-Table 2: Urgency levels

Urgency level	Implication
U0	Reanimation
U1	Life-threatening, GP/ ambulance should arrive within 15 minutes
U2	Emergency, GP should arrive within 60 minutes
U3	Urgent, consultation by GP within three hours
U4	Routine, consultation by GP the same day
U5	Advice given by triage nurse

Appendix-Table 3: Relation of caller to patient in women and men with ACS

	Women n= 85 (8.6%)	Men n = 120 (15.0%)	P-value
Someone else calls on behalf of patient	59 (69.4)	79 (65.8)	0.590
Partner	16 (18.8)	64 (53.3)	<0.001
Son, daughter or other family member	20 (23.5)	8 (6.7)	0.001
Nurse	15 (17.6)	4 (3.3)	<0.001
Other (neighbour, friend, colleague)	8 (9.4)	3 (2.5)	0.030
Patient takes over the phone call on request of the triage nurse	27 (45.8)	58 (73.4)	<0.001