

Appendix 3

Data extraction form variables

The following information was extracted and entered into the data extraction form:

- Author
- Publication year
- Country
- Study design
- Care setting
- Participants
- Intervention details
- Type of care service staff conducting triage (doctor/nurse/paramedic/non-clinician),
- Comparator
- Outcomes
- Effect of intervention
- Contextual factors, (for example: staff experience and training, time that the service has been in place, level of support available to call takers).