

Supplementary figure 2. Risk of unplanned ED return visit within 30 days depending on study group

IG CG IG C All participants 1516 1659 229 22 Age, y < 78 743 823 124 10 ≥ 78 773 836 105 11 Sex	3 1.15 (0.94- 9 1.31 (0.99-1	
Age, y < 78	9 1.31 (0.99-1	
< 78 743 823 124 10 ≥ 78 773 836 105 11		
< 78 743 823 124 10 ≥ 78 773 836 105 11		. ==>
		1./3)
Sex	4 1.00 (0.75-1	1.33)
Male 635 694 111 10	6 1.18 (0.88-1	1.57)
Female 881 965 118 11	7 1.12 (0.85-1	1.47) — • · · · · · · · · · · · · · · · · · ·
Living condition*		
	4 1.10 (0.79-1	1.53)
Not living alone 714 796 106 1	1.05 (0.79-1	1.40)
Degree of crowding at discharge^	,	'
NEDOCS < 60 971 993 159 12	5 1.36 (1.06-1	1.75)
NEDOCS ≥ 60 540 491 69 6	6 0.94 (0.66-1	1.36)

ED: Emergency Department, CI: Confidence Interval, IG: Intervention Group, CG: Control Group, NEDOCS: National Emergency Department OverCrowding Scale

^{*} Living condition unknown in 327 intervention group patients and 367 control group patients

[^] NEDOCS at discharge unknown in 5 intervention group patients and 175 control group patients

Supplementary table 1. Number of unplanned and planned hospital admissions depending on study group

Hospital admissions per study group, n	Unplanned hospital admissions, n= 230	Planned hospital admissions, n= 198	p-value	OR (95% CI)
Intervention group, n= 203/1516	107 (53%)	96 (47%)	0,685	0.92 (0.63-1.35)
Control group, n=225/1659	123 (55%)	102 (45%)		

n: number, OR: odds ratio, CI: confidence interval

Supplementary table 2. Number of unplanned and planned ED return visits depending on study group

ED return visits per study group, n	Unplanned ED return visits, n= 452	Planned ED return visits, n= 27	p-value	OR (95% CI)
Intervention group, n= 242/1516	229 (95%)	13 (5%)	0,800	1.11 (0.51-2.41)
Control group, n= 237/1659	223 (94%)	14 (6%)		

ED: Emergency Department, n: number, OR: odds ratio, CI: confidence interval

Supplementary file 1. Translation of the telephone follow-up questionnaire in the emergency medical records of emergency department patients aged ≥ 70 years

•Reason for follow-up call o Geriatrics

•Reason not approached o Living in nursing home o [space for recording other reason]

[The nurses were instructed to read the patient's emergency medical records (EMR) before calling the patient. If they found an exclusion criterium for not calling, they could indicate that here. Other reasons for not calling, that were considered as reasonable during the teaching sessions, could also be indicated here.]

Call date 1 (date) (time) [is automatically filled in by the electronic hospital system (EHS)]

Call date 2 (date) (time)
Call date 3 (date) (time)

First call attempt	Second call attempt	Third call attempt
o Patient is reached	o Patient is reached	o Patient is reached
o Wrong telephone number	o Wrong telephone number	o Wrong telephone number
o Telephone not connected	o Telephone not connected	o Telephone not connected
o Telephone not answered	o Telephone not answered	o Telephone not answered
o Voicemail/answering machine	o Voicemail/answering machine	o Voicemail/answering machine
o Call other telephone number,	o Call other telephone number,	o Call other telephone number,
namely[space for free text]	namely[space for free text]	namely[space for free text]
o Otherwise, namely	o Otherwise, namely	o Otherwise, namely
[space for free text]	[space for free text]	[space for free text]

[Above, the nurse choses the right option]

[If the nurse has indicated that the patient is reached, the following introduction text appears]

"Good morning. My name is.....and I am a nurse working at the Emergency Department of Haaglanden Medical Center (HMC). I am calling regarding the visit of Mr./Mrs./Ms......at the Emergency Department. Is this Mr./Mrs/Ms......?

If not, ask: "Is Mr./Mrs./Ms.available and able to answer questions about his/her care?

If not, ask: "Are you his/her caregiver/partner?"

If not, ask: "May I speak to his/her caregiver/partner?"

If this is possible, ask relationship of caregiver to the patient when talking to caregiver.

If this is not possible, ask for best time to call back and if other telephone number is preferred.

• Talked to o patient him-/herself o patient's caregiver

o patient's partner o someone else, namely....[space for free text]

•Even or odd month • odd (January, March, May, etc) o Even (February, April, June, etc.)

number? [After clicking "odd" or "even", the next question of the questionnaire of the

corresponding month opens. As this document shows the telephone follow-up

questionnaire, we click "odd".]

Follow-up call (intervention group)

she is doing. Is this okay with you?"	nergency Departm	ent yesterday. I w	ould like to ask now you are/ne/
•Permission to participate with teleph	one follow-up call	o Yes	o No
[Here the nurse indicates whether or no the subsequent questions of the question			ticipate. If the nurse clicks "Yes",
[If the nurse clicks "No", the following te	ext will appear:]		
•No consent for participation. Wish th	e patient a good da	ay and end the co	nversation.
[If the patient has consented to particip does not talk to the patient, but to some listened to the interviewee's answer, he, interviewee's experience.]	eone else, "you" is r	eplaced by the pa	tient's name. After the nurse has
• "You were at the Emergency Departm	nent yesterday. Ho	w are you doing t	oday?"
oVery well	o Reasonable		o Very bad
oWell	o Bad		
[Now the nurse has to indicate whether communication problem while talking to			ırrier, hearing impairment or othe
Is there a language barrier, hearing im	pairment or other	problem with co	mmunication?
oLanguage barrier	o Other commun	ication problem	
_O Hearing impairment	o No problems no	oticed	
•"Did you experience any problems?"	o No	o Some	o Yes
•Explanation: [space for free text]			
["Explanation" and space for free text a which problems the patient has experie	,	clicks "Some" or	"Yes". Here the nurse can fill in
•"To what extent did you understand t	he advice that you	received?"	
[The nurse asks which of the follow	ring 5 answers fits l	best with the inter	viewee's experience.]
oVery well	o Reasonable		o Very bad
oWell	o Bad		
o"Can you tell me what the doctor has	advised you?"		
oVery well	o Reasonable		o Not at all
oWell	o Not quite		
[Here the nurse scores to what extent the been given in the emergency departing information and instructions report interviewee has not properly under	tment by comparinted in the patient's	ng the interviewee medical records.	e's answer with the discharge If it becomes clear that the

[If something has been changed in the patient's medication (e.g. new medication was started, change of dose) the nurse asks the next question. Nurses were taught to ask whether the interviewee has understood the new dosing schedule, indication for the medication change, what the medication is for and whether the

provides further explanations and repeats or clarifies instructions.]

patient will be able to acquire the medication. If the patient is not able to acquire the medication, the nurse explores why this is not possible and helps to find a solution. E.g. he/she can offer to phone the pharmacy to ask them to deliver the medication at the patient's home.]

•"I see something has been changed in your medication. Do you have any questions about that?"

[space to fill in the interviewee's answer and to register any problems]

[Besides the next question, the nurse checks whether the interviewee has understood whether, when and where the patient has a follow-up appointment. The nurse checks in the EHS whether follow-up appointments are scheduled and if not, he/she can arrange to schedule one. The nurse also checks whether the interviewee has understood what to do if he/she notices alarm symptoms or signs. If the patient reports alarm symptoms, the nurse advises to contact the general practitioner, to return to the ED or, when in doubt, asks the emergency physician on call to contact the patient.]

• "Do you have any questions about follow-up appointments?" [space to fill in the interviewee's answer and to register any problems]

- "Do you know when you have to contact your general practitioner or the emergency department?" [space to fill in the interviewee's answer and to register any problems]
- •"Do you have any other questions?"

[space to fill in the interviewee's answer and to register any problems]

		_			
[The nurse will fill in the following item.	s]:				
Indicate on which topic additional info	rmation or care was requ	uired:			
0 Medication change or use	0 Self-care advice	0 Foll	ow-up appointments		
0 Alarm symptoms	0 Referral (to e.g. general practitioner, dentist, physiotherapist,				
0 Other	home care)				
Explain what additional information of	r care was given: [space]	for free text]			
•"Do you feel insecure now that you ar	e back home?"				
[The nurse asks which of the following 3 answers fits best with the interviewee's experience.]					
o No	o A little	o Yes			
• Explanation: [space for free text]					
["Explanation" and space for free text a the patient feels insecure and which with the patient whether he/she ca or general practitioner or by arran	h actions were undertake n help to offer more supp	n to support the po	atient. The nurse discusses		
•"Do you feel supported?"	o No	o A little	o Yes		
•"If you feel supported, by whom do yo	•"If you feel supported, by whom do you feel supported?"				
0 People around me/caregiver(s)	0 The hospital		0 Pets/animals		
0 People from home care	0 Mental supp	orter	0 Nobody		

"Now I would like to ask you some questions about how you experienced the Emergency Department visit."

•"Did you receive the care that you expected at the Emergency Department?"

[The nurse asks which of the following 4 answers fits best with the interviewee's experience.]

oYes, completely o Mostly o A little o Not at all

o "What score do you give your stay in this Emergency Department of Haaglanden Medical Center (HM)	1C)?"
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o1, very bad	o 4	o 7	o 10, excellent
o2	o 5	o 8	
o 3	o 6	o 9	

o "To what extent would you recommend this Emergency Department to relatives and friends if they would need emergency care?"

o1, certainly not	o 4	o 7	o 10, certainly
o ²	o 5	o 8	
o 3	o 6	o 9	

• Remarks [space for free text]

[Here the nurse can explain the interviewee's score, for instance if he/she had any complaints or problems and whether these need further action.]

[From September 2018 to March 2019, we asked patients the following question before ending the conversation:]

Permission to call again in one month

o Yes

o No

Thank the patient for his/her time, wish the patient a good day and end the conversation.

[&]quot;Currently we are conducting a scientific study on healthcare use by patients who have visited our Emergency Departments. May we call you again to ask questions about this in one month? The data will be processed anonymously."

Supplementary file 2. Translation of the satisfaction survey questionnaire in the emergency medical records of emergency department patients aged ≥ 70 years

•Reason for follow-up call o Geriatrics

•Reason not approached o Living in nursing home o [space for recording other reason]

[The nurses were instructed to read the patient's emergency medical records (EMR) before calling the patient. If they found an exclusion criterium for not calling, they could indicate that here. Other reasons for not calling, that were considered as reasonable during the teaching sessions, could also be indicated here.]

Call date 1 (date) (time) [is automatically filled in by the electronic hospital system (EHS)]

Call date 2 (date) (time)
Call date 3 (date) (time)

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o Telephone not answered	o Telephone not answered
o Voicemail/answering machine	o Voicemail/answering machine
o Call other telephone number,	o Call other telephone number,
namely[space for free text]	namely[space for free text]
o Otherwise, namely	o Otherwise, namely
[space for free text]	[space for free text]
	o Patient is reached o Wrong telephone number o Telephone not connected o Telephone not answered o Voicemail/answering machine o Call other telephone number, namely[space for free text] o Otherwise, namely

[Above, the nurse choses the right option]

[If the nurse has indicated that the patient is reached, the following introduction text appears]

"Good morning. My name is.....and I am a nurse/medical student/nursing student working at the Emergency Department of Haaglanden Medical Center (HMC). I am calling regarding the visit of Mr./Mrs./Ms......at the Emergency Department. Is this Mr./Mrs/Ms......?

If not, ask: "Is Mr./Mrs./Ms.available and able to answer questions about his/her care?

If not, ask: "Are you his/her caregiver/partner?"

If not, ask: "May I speak to his/her caregiver/partner?"

If this is possible, ask relationship of caregiver to the patient when talking to caregiver.

If this is not possible, ask for best time to call back and if other telephone number is preferred.

•Talked to o patient him-/herself o patient's caregiver

o patient's partner o someone else, namely....[space for free text]

•Even or odd month o odd (January, March, May, etc) • Even (February, April, June, etc.)

number? [After clicking "odd" or "even", the next question of the questionnaire of the

corresponding month opens. As this document shows the satisfaction survey

questionnaire, we click "even".]

Satisfaction survey call (control group)

experie					would like to ask how you have r care with that information. Are you
•Pern	nission to participa	ate with satisfa	ction survey call:	o Yes	o No
	ne nurse indicates w nent questions of the			ermission to pa	rticipate. If the nurse clicks "Yes", the
[If the n	urse clicks "No", the	e following text	will appear:]		
•No con	nsent for participat	ion. Wish the p	atient a good day	and end the co	onversation.
	ne nurse has to indic nication problem w			es a language b	arrier, hearing impairment or other
Is there	a language barrie	; hearing impa	irment or other p	roblem with co	ommunication?
	oLanguage barrie	er o	Other communic	ation problem	
	oHearing impair	nent o	No problems not	iced	
	d like to ask you fiv t fits best with you		or each question, p	olease choose f	from the answers that I mention the
• "Di	d you receive the c	are that you ex	pected at the Eme	ergency Depar	tment?"
	oYes, completely	0	Mostly	o A little	o No, not at all
• "Di	d the healthcare p Emergency Depa		ou clear informa	tion about yo	ur treatment during your stay at the
	oYes, completely	7	o A little		o Not applicable
	oMostly		o No, not	at all	
• "Di	d the healthcare p Emergency Depa		ou what signs or	symptoms you	ı had to be aware of after leaving the
	oYes, completely	7			
	oMostly				
	oA little				
	oNo, not at all				
	oNot applicable	(my health pr	ohlem was solve	d)	
	Ortot applicable	(my nearth pr	obiciii was solve	ω <i>)</i>	
• "Wl	hat score do you gi	ve your stay in	this Emergency D	Department of	Haaglanden Medical Center (HMC)?"
	o1, very bad	o 4	o 7		o 10, excellent
	o ²	o 5	o 8		
	o 3	o 6	o 9		
• "To	what extent would need emergency o		nd this Emergenc	y Department	to relatives and friends if they would

o1, certainly not	o 4	o 7	o 10, certainly
02	o 5	o 8	
03	о 6	o 9	

• Remarks [space for free text]

[Here the nurse can explain the interviewee's score, for instance if he/she has any complaints or problems and whether these need further action.]

[From September 2018 to March 2019, we asked patients the following question before ending the conversation:]

"Currently we are conducting a scientific study on healthcare use by patients who have visited our Emergency Departments. May we call you again about this in one month? The data will be processed anonymously."

•Permission to call again in one month o Yes o No

Thank the patient for his/her time, wish the patient a good day and end the conversation.