

APPENDICES

Appendix – table 1. NTS urgency levels

NTS Urgency level	Definition	Response time	Medical help
U0 – Resuscitation	Loss of vital functions	Immediately	Ambulance
U1 – Life threatening	Unstable vital functions	Immediately, within 15 minutes	Ambulance
U2 – Emergent	Vital functions in danger or organ damage	As soon as possible, within 1 hour	Home visit by GP or appointment at OHS-PC
U3 – Urgent	Possible risk of damage, human reasons	A few hours (<3 hours)	Home visit by GP or appointment at OHS-PC
U4 – Non-urgent	Marginal risk of damage	24 hours	Appointment at OHS-PC or telephone advice
U5 – Advice	No risk of damage	Advice, no time related	Telephone advice
GP: general practitioner			
NTS: Netherlands Triage Standard			
OHS-PC: out-of-hours services in primary care.			

Appendix – Table 2. Patient and call characteristics of 2,995 patients with chest discomfort calling OHS-PC, comparing patients with and without follow-up information on diagnosis

	Follow-up n= 2023 (%)	No follow-up n= 972(%)	P-value
Patient characteristics			
Mean age in years (SD)	58.9 (19.5)	57.4 (20.2)	0.055
Female sex	1111 (54.9)	533 (54.8)	0.966
Urgency			
NTS urgency high	1208 (59.7)	540 (55.6)	0.031
Final urgency high	1384 (68.5)	625 (64.7)	0.038
Call characteristics			
Mean total call duration in min (SD)	7:34 (3:49)	7:31 (3:37)	0.093
Mean patients' introduction duration in min (SD)	0:19 (0:13)	0:19 (0:14)	0.370
Triage nurse consulted the GP	1061 (52.4)	509 (52.4)	0.967
Someone else called on behalf of patient	1028 (50.8)	458 (47.1)	0.058
The person who calls expressed concerns	913 (89.4)	402 (89.3)	0.959
NTS entry complaints			
Breathing	58 (2.9)	32 (3.3)	0.523
Circulation	37 (1.8)	11 (1.1)	0.155
Chest pain	1535 (75.9)	731 (75.2)	0.688
Shortness of breath	164 (8.1)	95 (9.8)	0.129
Palpitations	60 (3.0)	29 (3.0)	0.979
Back pain	26 (1.3)	6 (0.6)	0.096
Dizziness	19 (0.9)	8 (0.8)	0.753
Arm complaints	10 (0.5)	6 (0.6)	0.666
Other	114 (5.6)	54 (5.6)	0.929
NTS triage criteria			
Chest pain	1826 (93.5)	856 (92.3)	0.252
Shortness of breath	1001 (64.2)	509 (65.7)	0.472
Chest pain duration <12 hours	1296 (73.6)	569 (68.7)	0.011
Pain intensity severe (NRS >7)	307 (35.9)	172 (42.5)	0.024
Pressing chest pain*	771 (51.4)	354 (50.9)	0.828
Stabbing chest pain*	347 (23.1)	167 (24.0)	0.651
Chest pain located retrosternal**	597 (41.6)	283 (40.7)	0.688
Chest pain located left or right on thorax**	573 (39.9)	265 (38.1)	0.418
Radiation of chest pain to any location	1003 (64.5)	439 (59.6)	0.021
Radiation to the arm	424 (43.5)	175 (37.0)	0.019
Radiation to the shoulder blades	308 (35.9)	124 (29.4)	0.021
Radiation to the jaws	115 (17.3)	45 (13.1)	0.088
Sweating	522 (41.2)	239 (40.7)	0.833
Nausea or vomiting	445 (49.2)	211 (47.6)	0.595

Pallor	242 (33.6)	107 (29.2)	0.137
Dizziness or (feelings of nearly) fainting	387 (21.6)	211 (23.5)	0.260
Coronary artery disease	361 (33.6)	157 (32.0)	0.531
Diabetes mellitus	160 (19.0)	72 (18.8)	0.933
Other than NTS items, if they were discussed in triage call			
Point or coin size area of chest pain	231 (47.0)	99 (41.9)	0.196
Tingling sensations on chest, arm or else	209 (83.3)	71 (78.9)	0.352
Patient recognized symptoms from previous cardiac events	228 (27.0)	86 (24.3)	0.340
CVD risk factors other than diabetes			
Hypertension	306 (36.1)	117 (31.7)	0.140
Hypercholesterolemia/statin use	192 (24.9)	87 (24.9)	0.996

* P-value comparing pressing or stabbing vs. the others types of pain together (pressing, stabbing, burning, cramping, gnawing)

** P-value comparing retrosternal or left/right side thorax vs. others locations of pain together (retrosternal, left/right side thorax, back/shoulder, epigastric region)

Coronary artery disease: History of prior MI, PCI, CABG, stable or unstable angina pectoris (patient reported)