Appendix - Figure 1. The SEIPS model, adapted from Carayon. 18
**Appendix - Figure 2. Examples of urgency adjustments and process of expert panel defining the final urgency.**

### Example 1
- **Electronic health record:** NTS U3
- **Call recording:** "I will send an ambulance right away"
- **Final urgency:** U1

### Example 2
- **Electronic health record:** NTS U3
- **Call recording:** "A general practitioner will visit you very soon"
- **Final urgency:** U2 (expert panel decision*)

*Comments expert panel: “Since the nurse says the general practitioner is coming very soon, I think the urgency is meant to be U2. I hear it's an urgent matter..”

### Example 3
- **Electronic health record:** NTS U3
- **Call recording:** "I’m scheduling an appointment for you at OHS PC in 45 minutes"
- **Final urgency:** U3 (expert panel decision*)

*Comments expert panel: “The patient is seen within 45 minutes, which, strictly speaking, can also be an U2, but based on my experience as a general practitioner, I think that logistical reasons play a role in planning the appointment and that it is intended as U3, just as the NTS advised. I don't hear any rush in scheduling the appointment.”