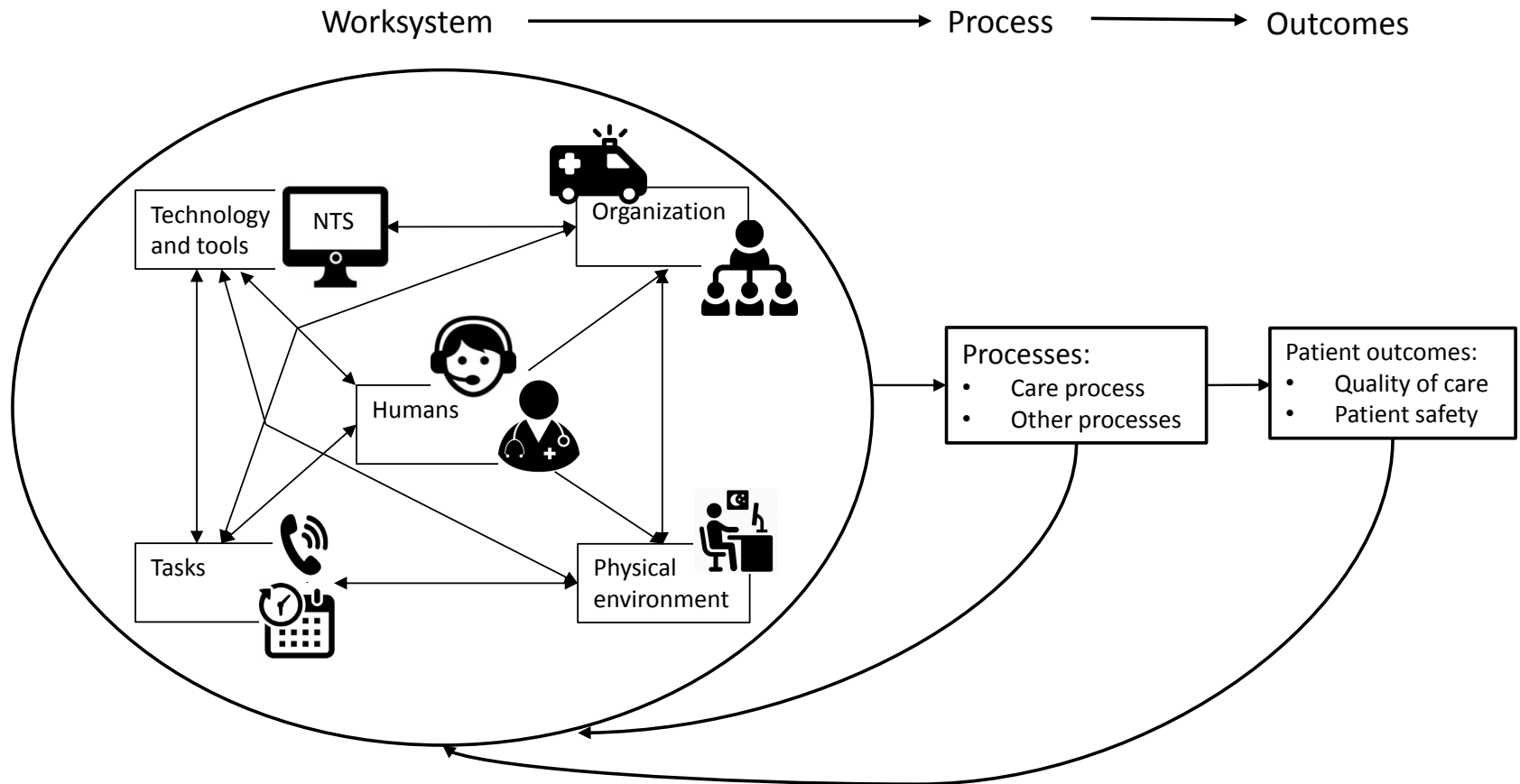
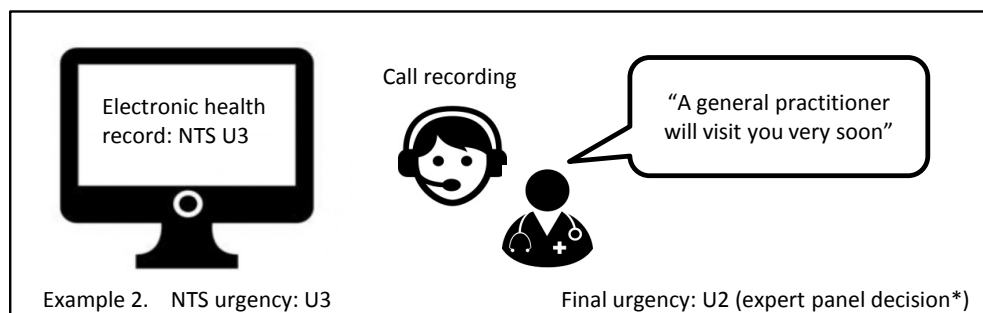
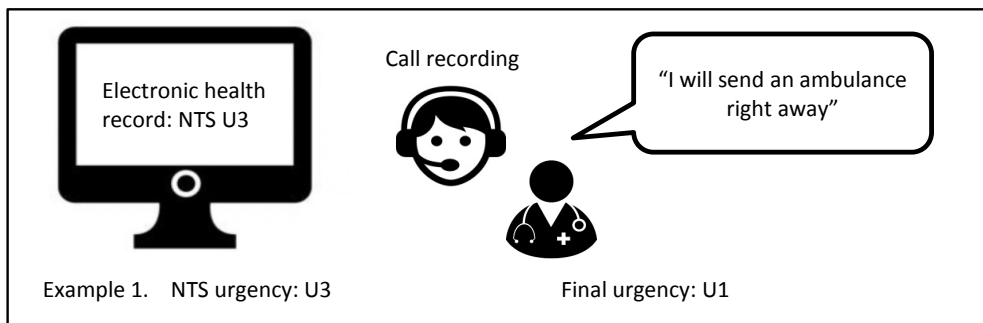
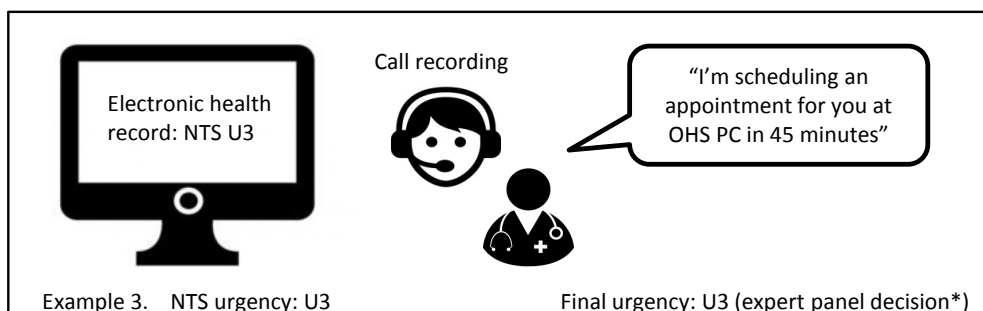


Appendix - Figure 1. The SEIPS model, adapted from Carayon.¹⁸

Appendix - Figure 2. Examples of urgency adjustments and process of expert panel defining the final urgency.



*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.. "



*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."