Online Appendices

276 charts reviewed

82 left without being seen or had incomplete charts.

243 did not register at ED within 48hr

106 had no personal health number or method of verification

358 registered in ED within 48 hr

601 patient referred by HealthLine with personal health numbers

707 callers referred by HealthLine to an emergency department

**Appendix Figure 1.** Flow diagram for chart inclusion. ED = emergency department

|  |  |  |  |
| --- | --- | --- | --- |
|  | Adults (n=178)***Number (%)*** | Pediatrics (n=98)***Number (%)*** | All (n=276)***Number (%)*** |
| Investigation | 132(74.2) | 34(34.7) | 166 (60) |
| Treatment | 132(74.2) | 58(59.2) | 188(68) |
| Admission | 25(14) | 8(8.2) | 33(12) |

Appendix Table 1. Investigation, Treatment, admission rates for patients referred from HealthLine