

## Appendices – online version

### Impact of alternative healthcare plans on out-of-hours help-seeking intentions in Switzerland

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### Appendix 1: Case scenarios

<p><b>Case 1: Sore throat</b></p> <p><i>Time:</i> Thursday at 7 PM.</p> <p><i>Situation:</i> You have been suffering from a severe sore throat for two days. You are also coughing slightly and feel feverish. You can take liquids, but swallowing is painful. You have to attend a wedding of a relative in two days.</p>
<p><b>Case 2: Acute back pain</b></p> <p><i>Time:</i> Wednesday at 6 PM.</p> <p><i>Situation:</i> This morning you suddenly got a severe back pain when lifting a bag with groceries. The pain is continuously present in your lower back. The pain does radiate to your left buttocks, and it limits your movements. You have taken paracetamol (Panadol), but this does not relieve the pain.</p>
<p><b>Case 3: Wounded foot</b></p> <p><i>Time:</i> Wednesday at 7 PM.</p> <p><i>Situation:</i> You accidentally stepped on a piece of glass with your left foot 30 minutes ago. The piece of glass seems to have come out. The bleeding seems to have lessened, but you have quite some pain. The wound is about 3 cm long and is open 1–2 mm. Your tetanus vaccination is up to date.</p>
<p><b>Case 4: Ankle distortion</b></p> <p><i>Time:</i> Saturday at 4 PM.</p> <p><i>Situation:</i> Your left foot was twisted yesterday when you were walking in the forest. Your left ankle was directly painful and swollen. Initially, you were able to walk on the injured foot, but now you are unable to even rest on it. Your left ankle is quite painful and seems swollen compared to the right one.</p>
<p><b>Case 5: Painful leg</b></p> <p><i>Time:</i> Sunday at 3 PM.</p> <p><i>Situation:</i> When you woke up this morning, your left leg was swollen and painful. The leg has a warm, red and painful area with a 10 cm diameter. You do not feel well. You are not sure whether you have a fever. You did not hit your leg.</p>
<p><b>Case 6: Acute stomach pain</b></p> <p><i>Time:</i> Monday at 8 PM.</p> <p><i>Situation:</i> You have been suffering from a severe stomach ache that started suddenly two hours ago; something you have never had before. The pain seems to be localised in your upper stomach, radiating towards your shoulder blades. You have an urge to move around a lot, and you feel nauseous, but you do not vomit. You have had normal defaecation patterns all day.</p>

## Appendix 2: Individuals' intended help-seeking per case and univariate testing

	Description of individuals' help-seeking per case (%)			Univariate testing	
	Standard HCP	GP HCP	Telmed HCP		OR (95% CI)
<b>Case 1: Sore throat</b>					
Wait and see	58.0	59.6	56.8	<b>OOH care<sup>†</sup></b>	
Contact own GP next working day	30.5	30.1	18.5	GP HCP	0.89 (0.59–1.35)
Call medical call centre	2.6	4.8	21.0	Telmed HCP	<b>2.53 (1.57–4.06)*</b>
Call OOH primary care service	2.6	2.1	0.0		
Visit walk-in-centre	2.6	1.2	3.1	<b>OOH face-to-face care<sup>‡</sup></b>	
Visit ED	3.7	1.9	0.6	GP HCP	<b>0.54 (0.29–0.98)*</b>
Request an ambulance	0.0	0.3	0.0	Telmed HCP	0.58 (0.23–1.42)
<b>Case 2: Acute back pain</b>					
Wait and see	33.0	31.4	31.7	<b>OOH care<sup>†</sup></b>	
Contact own GP next working day	34.0	43.2	23.8	GP HCP	<b>0.69 (0.52–0.92)*</b>
Call medical call centre	4.7	7.4	31.1	Telmed HCP	<b>1.63 (1.12–2.37)*</b>
Call OOH primary care service	9.4	7.8	4.9		
Visit walk-in-centre	3.9	3.5	3.7	<b>OOH face-to-face care<sup>‡</sup></b>	
Visit ED	14.1	6.4	3.7	GP HCP	<b>0.49 (0.34–0.71)*</b>
Request an ambulance	0.8	0.3	1.2	Telmed HCP	<b>0.40 (0.22–0.74)*</b>
<b>Case 3: Wounded foot</b>					
Wait and see	53.3	51.5	56.4	<b>OOH care<sup>†</sup></b>	
Contact own GP next working day	12.8	15.2	13.5	GP HCP	0.97 (0.74–1.28)
Call medical call centre	2.9	3.3	13.5	Telmed HCP	0.84 (0.56–1.24)
Call OOH primary care service	2.9	7.6	1.2		
Visit walk-in-centre	4.7	3.3	3.1	<b>OOH face-to-face care<sup>‡</sup></b>	
Visit ED	22.2	18.8	12.3	GP HCP	0.84 (0.56–1.24)
Request an ambulance	1.3	0.3	0.0	Telmed HCP	<b>0.46 (0.28–0.74)*</b>
<b>Case 4: Ankle distortion</b>					
Wait and see	29.2	28.0	26.2	<b>OOH care<sup>†</sup></b>	
Contact own GP next working day	27.2	29.4	15.2	GP HCP	0.96 (0.74–1.25)
Call medical call centre	4.2	5.2	28.0	Telmed HCP	<b>1.83 (1.26–2.65)*</b>
Call OOH primary care service	7.0	10.9	3.0		
Visit walk-in-centre	6.8	5.7	6.1	<b>OOH face-to-face care<sup>‡</sup></b>	
Visit ED	24.5	20.4	19.5	GP HCP	0.76 (0.57–1.00)
Request an ambulance	1.0	0.5	1.8	Telmed HCP	0.79 (0.53–1.18)
<b>Case 5: Painful leg</b>					
Wait and see	37.6	37.7	26.2	<b>OOH care<sup>†</sup></b>	
Contact own GP next working day	21.9	22.6	6.7	GP HCP	0.97 (0.75–1.26)
Call medical call centre	7.3	12.8	49.4	Telmed HCP	<b>3.00 (2.04–4.40)*</b>

Call OOH primary care service	8.9	9.7	4.3		
Visit walk-in-centre	4.7	4.0	4.3	<b>OOH face-to-face care<sup>‡</sup></b>	
Visit ED	19.1	12.8	9.1	GP HCP	<b>0.65 (0.47–0.90)<sup>*</sup></b>
Request an ambulance	0.5	0.5	0.0	Telmed HCP	<b>0.48 (0.29–0.80)<sup>*</sup></b>
<b>Case 6: Acute stomach pain</b>					
Wait and see	32.4	35.4	26.8	<b>OOH care<sup>†</sup></b>	
Contact own GP next working day	20.4	18.3	9.8	GP HCP	0.96 (0.74–1.25)
Call medical call centre	7.8	12.1	43.3	Telmed HCP	<b>1.93 (1.33–2.82)<sup>*</sup></b>
Call OOH primary care service	12.3	15.5	6.7		
Visit walk-in-centre	3.9	3.6	2.4	<b>OOH face-to-face care<sup>‡</sup></b>	
Visit ED	19.8	13.0	9.8	GP HCP	<b>0.62 (0.45–0.84)<sup>*</sup></b>
Request an ambulance	3.4	2.1	1.2	Telmed HCP	<b>0.42 (0.25–0.69)<sup>*</sup></b>
HCP = healthcare plan; GP = general practitioner; OOH = out-of-hours; ED = emergency department; OR = odds ratio; CI = confidence interval <sup>†</sup> compared with “no OOH care”; <sup>‡</sup> compared with “no face-to-face OOH care” (reference = standard HCP) <sup>*</sup> p <0.05, in bold					