

Appendix 3. Healthcare utilization and outcomes for VUC prompt referrals who did NOT present to ED within 72hrs.

Patients referred to the ED by VUC but did not show up N=669/2,931 (22.83%)	
ED VISIT, IN-PERSON	
Within 72hr of index VUC visit	0 (0.00%)
Within 7d of index VUC visit	40 (5.98%)
Within 30d of index VUC visit	96 (14.35%)
VUC REVISIT	
Within 72hr of index VUC visit	24 (3.59%)
Within 7d of index VUC visit	38 (5.68%)
Within 30d of index VUC visit	56 (8.37%)
HOSPITALIZATIONS	
Within 72hr of index VUC visit	^1 - 5
Within 7d of index VUC visit	8 (1.2%)
Within 30d of index VUC visit	22 (3.29%)
PRIMARY CARE VISITS	
Visit on same day as index VUC visit*	271 (40.51%)
Within 7d of index VUC visit (excluding index date)	218 (32.59%)
Within 30d of index VUC visit (excluding index date)	350 (52.32%)
SPECIALIST VISITS	
Visit on same day as index VUC visit*	161 (24.07%)
Within 7d of index VUC visit (excluding index date)	123 (18.39%)
Within 30d of index VUC visit (excluding index date)	265 (39.61%)
DEATH	
Within 30d of index VUC visit	^1 - 5

*Temporality is unknown between the primary care visit, specialist visit and VUC visit.

^ Cells are suppressed to protect patient privacy

Where: ED = emergency department; VUC = virtual urgent care; SD = standard deviation.