

Supplementary materials

Table 1. Questionnaire.

Section A: sociodemographic characteristics of the patient.

Question	Options
1. Age (in years)	<i>[Age input]</i>
2. Gender	Male (M), Female (F) - Mark the appropriate response
3. Citizenship	Italian, Foreigner (specify)
4. Education level	No qualification, Elementary, Lower secondary, Upper secondary, Bachelor's degree and higher
5. Current profession	Student, Unemployed, Unfit for work, Housewife, Retired, Executive/Entrepreneur/Free professional, Artisan/Trader/Specialized technician, Employee/Teacher, Worker, Other
6. Who do you live with?	Alone, With spouse/partner, With family, With caregiver, With friends or work colleagues, Other
7. Where do you live?	Own home, Rented home, Nursing home, Residential care for the elderly, Community/shelter, Homeless, Other
8. Ticket exemption for:	Health condition or disability, Income and age, Pregnancy, Not exempt, Other
9. How far is the hospital from where you live?	Less than 5 km, 6 to 35 km, More than 35 km

Section B:

Question	Options
1. Report the time of arrival at the emergency department (ED):	<i>[Time input]</i>
2. Report the time of completion:	<i>[Time input]</i>
3. Mode of arrival:	Private vehicle, Ambulance, Other (Police, Fire department, etc.)
4. If fast-track (dedicated pathway), indicate the type:	<i>[Type input]</i>
5. Have you had clinical checks in the last 12 months?	Yes, No

6. Have you visited the ED in the last 12 months?	Yes, 1-2 times, Yes, 3 or more times
7. Do you have a General Practitioner (GP)?	Yes, No
8. If YES, how far is the GP's office from your home?	Less than 5 km, More than 35 km, 6 to 35 km, Don't know, No GP
9. Have you ever contacted the Medical Guard service?	Yes, No
10. How far is the Medical Guard office from your home?	Less than 5 km, More than 35 km, 6 to 35 km, Don't know
11. You arrived at the ED based on the recommendation of? (One answer only)	GP, Medical Guard, Specialist, Self-decision, Relatives/Friends, Pharmacist, Referred by Ambulatory, Division referral, 118 Emergency Service, Other, From another ED, Referred by CUP
12. Why did you go to the ED? (Multiple answers possible)	<p>a. Personal motivations:</p> <p>I thought there was no time to lose</p> <p>I have a symptom that scares me</p> <p>My work commitments only allow me to access a 24-hour service</p> <p>I have an economic problem paying for the required exam ticket</p> <p>I've just had a traumatic injury</p> <p>I need a medical certificate for work</p> <p>Other</p>
	<p>b. Service-related motivations:</p> <p>The waiting times for necessary exams are too long</p> <p>I thought the ED had more resources to solve my problem and would take less time to resolve it</p> <p>It is the closest place and always open</p> <p>It's free</p> <p>Other</p>

Section C: perception of own health conditions.

Question	Options
1. How long has your problem persisted?	1 hour, less than 24 hours, 2 to 6 days, more than 1 week

2. How would you rate your general health?	Very good, good, fair, poor, very poor
3. In the last month, considering your PHYSICAL HEALTH (including illnesses and consequences of accidents), for how many days did you feel unwell?	<i>[Number of days]</i>
4. In the last month, considering your MENTAL HEALTH (psychological aspects such as emotional problems, anxiety, distress, stress), for how many days did you feel unwell?	<i>[Number of days]</i>
5. In the last month, for how many days were you unable to carry out your USUAL ACTIVITIES (work, hobbies, sports, self-care, etc.) due to poor physical or psychological health?	<i>[Number of days]</i>
6. Do you suffer from chronic illnesses?	Yes, No
7. Do you take medication to control any chronic illness?	Yes, No

Table 2. Sociodemographic characteristics.

	Hospitals								Total	
	α		β		γ		δ			
	Median age (years)									
Median age (years)	47.73		48.78		52.48		52.88		50.66	
Gender	n	%	n	%	n	%	n	%	n	%
Male	99	52.11	95	55.88	99	53.80	140	56.45	433	54.67
Female	91	47.89	75	44.12	85	46.20	108	43.55	359	45.33
Total	190	100	170	100.00	184	100.00	248	100.00	792	100.00

Citizenship	n	%	n	%	n	%	n	%	n	%
Italian	173	91.05	156	91.76	174	94.57	225	90.73	728	91.92
EU	3	1.58	6	3.53	3	1.63	7	2.82	19	2.40

Non-EU	14	7.37	8	4.70	7	3.80	16	6.45	45	5.68
Sum of Foreigners and % of the Total	17	8.95	14	8.24	10	5.43	23	9.27	64	8.08

Education	Hospitals								Total	
	α		β		γ		δ			
	n	%	n	%	n	%	n	%	n	%
No degree	4	2.11	2	1.18	4	2.17	7	2.82	17	2.15
Elementary school	24	12.63	21	12.35	30	16.30	49	19.76	124	15.66
Middle school	82	43.16	84	49.41	54	29.35	64	28.81	284	35.86
High school	62	32.63	44	25.88	80	43.48	110	44.35	296	37.37
Bachelor's Degree	18	9.47	19	11.18	16	8.70	18	7.26	71	8.96
Total	190	100.00	170	100.00	184	100.00	248	100.00	792	100.00

Profession	Hospitals								Total	
	α		β		γ		δ			
	n	%	n	%	n	%	n	%	n	%
Student	12	6.32	13	7.65	10	5.43	15	6.05	50	6.31
Unemployed/ Unable to work	3	1.58	6	3.53	12	6.52	9	3.62	30	3.79
Housewife/Car egiver/Housek eeper	18	9.47	12	7.06	21	11.41	15	6.05	66	8.33
Retired	34	17.89	39	22.94	53	28.80	81	32.66	207	26.14
Manager/Profe ssional/Entrepr eneur	22	11.58	10	5.88	14	7.61	25	10.08	71	8.96
Craftsman/Sho pkeeper/Specia lized Technician	20	10.53	17	10.00	15	8.15	19	7.66	71	8.96

Employee/Teacher	22	11.58	24	14.18	20	10.87	17	6.85	83	10.48
Worker	52	27.37	40	23.53	31	16.85	52	20.97	175	22.10
Other	7	3.68	9	5.29	8	4.35	15	6.05	39	4.92
Total	190	100.00	170	100.00	184	100.00	248	100.00	792	100.00