

Supplementary materials

Table 1. Number of ED visits and patients/year, distinguished into occasional and frequent users: comparison between the traditional calendar-year and the 12-month rolling approach by year, Veneto Region, 2010-2023.

YEAR	Total	TRADITIONAL APPROACH				ROLLING APPROACH				%Δ*
		Occasional users	Frequent users	% Frequent users (95%CI)		Occasional users	Frequent users	% Frequent users (95%CI)		
ED visits										
2010	1,910,977	1,595,830	315,147	16.5	(16.4-16.5)	1,415,590	495,387	25.9	(25.9-26.0)	57.2
2011	1,938,741	1,615,902	322,839	16.7	(16.6-16.7)	1,437,624	501,117	25.9	(25.8-25.9)	55.2
2012	1,805,758	1,509,010	296,748	16.4	(16.4-16.5)	1,339,859	465,899	25.8	(25.7-25.9)	57.0
2013	1,784,036	1,489,245	294,791	16.5	(16.5-16.6)	1,321,603	462,433	25.9	(25.9-26.0)	56.9
2014	1,828,195	1,519,706	308,489	16.9	(16.8-16.9)	1,344,995	483,200	26.4	(26.4-26.5)	56.6
2015	1,807,268	1,503,114	304,154	16.8	(16.8-16.9)	1,326,494	480,774	26.6	(26.5-26.7)	58.1
2016	1,829,425	1,516,457	312,968	17.1	(17.1-17.2)	1,339,481	489,944	26.8	(26.7-26.8)	56.5
2017	1,867,798	1,544,559	323,239	17.3	(17.3-17.4)	1,359,364	508,434	27.2	(27.2-27.3)	57.3
2018	1,912,516	1,579,287	333,229	17.4	(17.4-17.5)	1,387,176	525,340	27.5	(27.4-27.5)	57.7
2019	1,947,203	1,597,612	349,591	18.0	(17.9-18.0)	1,429,215	517,988	26.6	(26.5-26.7)	48.2
2020	1,380,037	1,185,348	194,689	14.1	(14.1-14.2)	1,052,147	327,890	23.8	(23.7-23.8)	68.4
2021	1,572,425	1,320,106	252,319	16.1	(16.0-16.1)	1,177,706	394,719	25.1	(25.0-25.2)	56.4
2022	1,824,309	1,514,084	310,225	17.0	(17.0-17.1)	1,336,310	487,999	26.8	(26.7-26.8)	57.3
2023	1,906,630	1,572,597	334,033	17.5	(17.5-17.6)	1,381,028	525,602	27.6	(27.5-27.6)	57.4
Total	25,315,318	21,062,857	4,252,461	16.8	(16.8-16.8)	18,648,592	6,666,726	26.3	(26.3-26.4)	56.8

Patients/year

2010	1,254,996	1,193,640	61,356	4.9	(4.9-4.9)	1,102,292	152,704	12.2	(12.1-12.2)	148.9
2011	1,269,613	1,206,862	62,751	4.9	(4.9-5.0)	1,117,065	152,548	12.0	(12.0-12.1)	143.1
2012	1,190,842	1,135,650	55,192	4.6	(4.6-4.7)	1,049,083	141,759	11.9	(11.8-12.0)	156.8
2013	1,171,335	1,114,145	57,190	4.9	(4.8-4.9)	1,029,051	142,284	12.2	(12.1-12.2)	148.8
2014	1,190,474	1,130,763	59,711	5.0	(5.0-5.1)	1,042,270	148,204	12.5	(12.4-12.5)	148.2
2015	1,176,016	1,116,784	59,232	5.0	(5.0-5.1)	1,027,265	148,751	12.7	(12.6-12.7)	151.1
2016	1,184,531	1,123,896	60,635	5.1	(5.1-5.2)	1,033,943	150,588	12.7	(12.7-12.8)	148.4
2017	1,202,698	1,140,172	62,526	5.2	(5.2-5.2)	1,046,326	156,372	13.0	(12.9-13.1)	150.1
2018	1,227,988	1,163,979	64,009	5.2	(5.2-5.2)	1,066,663	161,325	13.1	(13.1-13.2)	152.0
2019	1,239,726	1,172,894	66,832	5.4	(5.4-5.4)	1,089,352	150,374	12.1	(12.1-12.2)	125.0
2020	945,954	908,542	37,412	4.0	(3.9-4.0)	838,013	107,941	11.4	(11.3-11.5)	188.5
2021	1,028,418	979,720	48,698	4.7	(4.7-4.8)	907,604	120,814	11.8	(11.7-11.8)	148.1
2022	1,174,804	1,114,869	59,935	5.1	(5.1-5.1)	1,025,462	149,342	12.7	(12.6-12.8)	149.2
2023	1,218,763	1,154,587	64,176	5.3	(5.2-5.3)	1,057,486	161,277	13.2	(13.2-13.3)	151.3
Total	16,476,158	15,656,503	819,655	5.0	(5.0-5.0)	14,431,875	2,044,283	12.4	(12.4-12.4)	149.4

* %Δ Relative percentage difference

Table 2 Rolling approach: number of visits and patients/year distinguished into occasional and frequent users, further divided in mild, moderate, and high frequent users, by year, Veneto Region, 2010-2023.

Year	Occasional		All Frequent		Frequent users with:					
	users		users		Mild		Moderate		High	
	N (%)		N (%)		4-5 ED visits		6-11 ED visits		≥12 ED visits	
					ED visits					
2010	1,415,590	(74.1)	495,387	(25.9)	293,600	(15.4)	171,170	(9.0)	30,617	(1.6)
2011	1,437,624	(74.2)	501,117	(25.9)	297,197	(15.3)	173,099	(8.9)	30,821	(1.6)
2012	1,339,859	(74.2)	465,899	(25.8)	269,564	(14.9)	155,484	(8.6)	40,851	(2.3)
2013	1,321,603	(74.1)	462,433	(25.9)	273,697	(15.3)	158,956	(8.9)	29,780	(1.7)
2014	1,344,995	(73.6)	483,200	(26.4)	284,213	(15.6)	167,804	(9.2)	31,183	(1.7)
2015	1,326,494	(73.4)	480,774	(26.6)	284,671	(15.8)	166,275	(9.2)	29,828	(1.7)
2016	1,339,481	(73.2)	489,944	(26.8)	287,381	(15.7)	170,966	(9.4)	31,597	(1.7)
2017	1,359,364	(72.8)	508,434	(27.2)	297,754	(15.9)	176,630	(9.5)	34,050	(1.8)
2018	1,387,176	(72.5)	525,340	(27.5)	305,429	(16.0)	182,209	(9.5)	37,702	(2.0)
2019	1,429,215	(73.4)	517,988	(26.6)	302,501	(15.5)	177,173	(9.1)	38,314	(2.0)
2020	1,052,147	(76.2)	327,890	(23.8)	193,498	(14.0)	110,075	(8.0)	24,317	(1.8)
2021	1,177,706	(74.9)	394,719	(25.1)	233,218	(14.8)	133,799	(8.5)	27,702	(1.8)
2022	1,336,310	(73.3)	487,999	(26.8)	286,421	(15.7)	168,360	(9.2)	33,218	(1.8)
2023	1,381,028	(72.4)	525,602	(27.6)	305,480	(16.0)	182,797	(9.6)	37,325	(2.0)
Total	18,648,592	(73.7)	6,666,726	(26.3)	3,914,624	(15.5)	2,294,797	(9.1)	457,305	(1.8)
Patients/year										
2010	1,102,292	(87.8)	152,704	(12.2)	108,251	(8.6)	41,223	(3.3)	3,230	(0.3)
2011	1,117,065	(88.0)	152,548	(12.0)	108,406	(8.5)	40,905	(3.2)	3,237	(0.3)
2012	1,049,083	(88.1)	141,759	(11.9)	100,707	(8.5)	38,023	(3.2)	3,029	(0.3)

2013	1,029,051	(87.9)	142,284	(12.2)	100,917	(8.6)	38,269	(3.3)	3,098	(0.3)
2014	1,042,270	(87.6)	148,204	(12.5)	104,841	(8.8)	40,123	(3.4)	3,240	(0.3)
2015	1,027,265	(87.4)	148,751	(12.7)	105,385	(9.0)	40,215	(3.4)	3,151	(0.3)
2016	1,033,943	(87.3)	150,588	(12.7)	106,118	(9.0)	41,203	(3.5)	3,267	(0.3)
2017	1,046,326	(87.0)	156,372	(13.0)	110,163	(9.2)	42,704	(3.6)	3,505	(0.3)
2018	1,066,663	(86.9)	161,325	(13.1)	113,391	(9.2)	44,130	(3.6)	3,804	(0.3)
2019	1,089,352	(87.9)	150,374	(12.1)	106,645	(8.6)	40,228	(3.2)	3,501	(0.3)
2020	838,013	(88.6)	107,941	(11.4)	76,264	(8.1)	29,001	(3.1)	2,676	(0.3)
2021	907,604	(88.3)	120,814	(11.8)	85,944	(8.4)	32,081	(3.1)	2,789	(0.3)
2022	1,025,462	(87.3)	149,342	(12.7)	105,438	(9.0)	40,535	(3.5)	3,369	(0.3)
2023	1,057,486	(86.8)	161,277	(13.2)	113,481	(9.3)	44,059	(3.6)	3,737	(0.3)
Total	14,431,875	(87.6)	2,044,283	(12.4)	1,445,951	(8.8)	552,699	(3.4)	45,633	(0.3)

Table 3 Sociodemographic characteristics of patients/year and features of ED visits by occasional and frequent users (overall, mild, moderate and high). Veneto Region, 2010–2023.

	Occasional users		Frequent users		Frequent users with:						p-value Occasional vs FU*	
					Mild		Moderate		High			
	n (%)		n (%)		4-5 visits n (%)		6-11 visits n (%)		≥12 visits n (%)			
Patients/year												
N	14,431,875		2,044,283		1,445,951		552,699		45,633		<.0001	
Age												
00	268,875	(1.9)	56,399	(2.8)	39,903	(2.8)	15,580	(2.8)	916	(2.0)		
01-05	917,401	(6.4)	135,079	(6.6)	102,898	(7.1)	31,047	(5.6)	1,134	(2.5)		
06-17	1,469,899	(10.2)	114,792	(5.6)	90,684	(6.3)	22,933	(4.2)	1,175	(2.6)		
18-44	4,452,054	(30.9)	557,538	(27.3)	392,126	(27.2)	151,448	(27.4)	13,964	(30.6)		
45-64	3,525,101	(24.5)	398,808	(19.5)	282,424	(19.6)	105,274	(19.1)	11,110	(24.4)		
65-74	1,531,251	(10.6)	240,865	(11.8)	165,707	(11.5)	69,010	(12.5)	6,148	(13.5)		
75+	2,247,557	(15.6)	538,622	(26.4)	370,618	(25.7)	156,862	(28.4)	11,142	(24.4)		
missing	19,737	-	2,180	-	1,591	-	545	-	44	-		
Age: mean (SD)	44.7	(25.7)	50.2	(27.5)	49.5	(27.8)	52.0	(27.1)	52.9	(24.0)		
Gender												
Male	7,328,986	(50.8)	1,035,504	(50.7)	730,977	(50.6)	280,522	(50.8)	24,005	(52.6)	0.0002	
Female	7,099,221	(49.2)	1,008,728	(49.4)	714,935	(49.5)	272,166	(49.2)	21,627	(47.4)		
missing	3,668	-	51	-	39	-	11	-	1	-		
Citizenship												
Italy	12,237,198	(85.6)	1,785,811	(88.0)	1,265,394	(88.2)	480,383	(87.6)	40,034	(88.3)	<.0001	
Europe Union	640,099	(4.5)	51,482	(2.5)	36,670	(2.6)	13,719	(2.5)	1,093	(2.4)		
Extra Europe Union	1,413,292	(9.9)	191,270	(9.4)	132,516	(9.2)	54,532	(9.9)	4,222	(9.3)		
missing	141,286	-	15,720	-	11,371	-	4,065	-	284	-		

	Occasional users		Frequent users		Frequent users with:						p-value Occasional vs FU*
					Mild		Moderate		High		
	n (%)		n (%)		4-5 visits n (%)		6-11 visits n (%)		≥12 visits n (%)		
Residence											<.0001
Veneto	13,090,985	(90.7)	1,983,018	(97.0)	1,402,758	(97.0)	536,503	(97.1)	43,757	(95.9)	
Italy	798,664	(5.5)	44,021	(2.2)	31,849	(2.2)	11,044	(2.0)	1,128	(2.5)	
Abroad	542,226	(3.8)	17,244	(0.8)	11,344	(0.8)	5,152	(0.9)	748	(1.6)	
Presence of an exemption code	1,362,512	(9.4)	279,560	(13.7)	189,860	(13.1)	81,609	(14.8)	8,091	(17.7)	<.0001
ED visits											
N	18,648,592		6,666,726		3,914,624		2,294,797		457,305		
Month											<.0001
March-May	4,641,731	(24.9)	1,665,182	(25.0)	981,334	(25.1)	573,853	(25.0)	109,995	(24.1)	
June-August	5,068,796	(27.2)	1,732,616	(26.0)	1,013,173	(25.9)	595,140	(25.9)	124,303	(27.2)	
September-November	4,486,456	(24.1)	1,643,735	(24.7)	961,832	(24.6)	564,635	(24.6)	117,268	(25.6)	
December -February	4,451,609	(23.9)	1,625,193	(24.4)	958,285	(24.5)	561,169	(24.5)	105,739	(23.1)	
Time of arrival											<.0001
08:00-19:59	14,036,254	(75.3)	4,942,954	(74.1)	2,931,134	(74.9)	1,693,282	(73.8)	318,538	(69.7)	
20:00-07:59	4,612,338	(24.7)	1,723,772	(25.9)	983,490	(25.1)	601,515	(26.2)	138,767	(30.3)	
Referring provider: doctor	3,328,734	(17.8)	1,425,197	(21.4)	825,185	(21.1)	501,059	(21.8)	98,953	(21.6)	<.0001
Ambulance arrival	2,627,422	(14.1)	1,256,125	(18.8)	687,472	(17.6)	458,939	(20.0)	109,714	(24.0)	<.0001
Presence of an exemption code	1,870,426	(10.0)	1,043,771	(15.7)	561,948	(14.4)	383,831	(16.7)	97,992	(21.4)	<.0001
High-priority triage	3,798,278	(20.4)	1,574,132	(23.6)	902,194	(23.0)	568,445	(24.8)	103,493	(22.6)	<.0001
Access resulting in hospitalization	2,397,716	(12.9)	1,099,211	(16.5)	648,665	(16.6)	396,380	(17.3)	54,166	(11.8)	<.0001

					Frequent users with:						p-value Occasional vs FU*
					Mild		Moderate		High		
	Occasional users		Frequent users		4-5 visits		6-11 visits		≥12 visits		
	n (%)		n (%)		n (%)		n (%)		n (%)		
Reason for access											<.0001
Trauma	4,962,807	(26.6)	1,064,362	(16.0)	707,612	(18.1)	313,316	(13.7)	43,434	(9.5)	
Cardiac	1,109,938	(6.0)	427,048	(6.4)	240,757	(6.2)	155,427	(6.8)	30,864	(6.8)	
Neurological	677,515	(3.6)	268,066	(4.0)	157,037	(4.0)	92,419	(4.0)	18,610	(4.1)	
Minor conditions	7,253,037	(38.9)	3,074,091	(46.1)	1,744,389	(44.6)	1,091,611	(47.6)	238,091	(52.1)	
Psychiatric	76,570	(0.4)	70,754	(1.1)	25,946	(0.7)	25,898	(1.1)	18,910	(4.1)	
Respiratory	674,828	(3.6)	386,479	(5.8)	215,182	(5.5)	147,274	(6.4)	24,023	(5.3)	
Gastrointestinal	1,201,238	(6.4)	445,529	(6.7)	262,477	(6.7)	153,206	(6.7)	29,846	(6.5)	
Fever	530,886	(2.9)	201,589	(3.0)	125,606	(3.2)	69,237	(3.0)	6,746	(1.5)	
Other	2,161,773	(11.6)	728,808	(10.9)	435,618	(11.1)	246,409	(10.7)	46,781	(10.2)	

SD standard deviation

p-value were estimated using univariate logistic analyses with robust variance estimates

Table 4 Logistic Regression Analysis: Crude Odds Ratio (OR) for being a frequent user (FU) compared to occasional users based on patients and visits characteristics. The analysis was stratified according to the intensity of emergency department use.

			FU vs No FU			FU 4-5 visits vs No FU			FU 6-11 visits vs No FU			FU ≥12 visits vs No FU		
	N	% frequent users	crude OR	(95%CI)	p-value	crude OR	(95%CI)	p-value	crude OR	(95%CI)	p-value	crude OR	(95%CI)	P-value
Patients/year														
Age					<.0001			<.0001			<.0001			<.0001
00	325,274	17.3	1.68	(1.66-1.69)		1.69	(1.67-1.70)		1.70	(1.68-1.73)		1.09	(1.02-1.16)	
01-05	1,052,480	12.8	1.18	(1.17-1.18)		1.27	(1.26-1.28)		1.00	(0.98-1.01)		0.39	(0.37-0.42)	
06-17	1,584,691	7.2	0.62	(0.62-0.63)		0.70	(0.70-0.71)		0.46	(0.45-0.47)		0.26	(0.24-0.27)	
18-44	5,009,592	11.1	Ref.			Ref.			Ref.			Ref.		
45-64	3,923,909	10.2	0.90	(0.90-0.91)		0.91	(0.91-0.91)		0.88	(0.87-0.89)		1.01	(0.98-1.03)	
65-74	1,772,116	13.6	1.26	(1.25-1.26)		1.23	(1.22-1.24)		1.33	(1.31-1.34)		1.28	(1.24-1.32)	
75+	2,786,179	19.3	1.91	(1.91-1.92)		1.87	(1.86-1.88)		2.05	(2.04-2.07)		1.58	(1.54-1.62)	
Gender					0.0002			<.0001			0.5565			<.0001
Male	8,364,490	12.4	0.99	(0.99-1.00)		0.99	(0.99-0.99)		1.00	(0.99-1.00)		1.08	(1.06-1.10)	
Female	8,107,949	12.4	Ref.			Ref.			Ref.			Ref.		
Citizenship					<.0001			<.0001			<.0001			<.0001
Italy	14,023,009	12.7	Ref.			Ref.			Ref.			Ref.		
Europe Union	691,581	7.4	0.55	(0.55-0.56)		0.55	(0.55-0.56)		0.55	(0.54-0.56)		0.52	(0.49-0.55)	
Extra Europe Union	1,604,562	11.9	0.93	(0.92-0.93)		0.91	(0.90-0.91)		0.98	(0.97-0.99)		0.91	(0.89-0.94)	
Residence					<.0001			<.0001			<.0001			<.0001
Veneto	15,074,003	13.2	Ref.			Ref.			Ref.			Ref.		
Italy	842,685	5.2	0.36	(0.36-0.37)		0.37	(0.37-0.38)		0.34	(0.33-0.34)		0.42	(0.40-0.45)	
Abroad	559,470	3.1	0.21	(0.21-0.21)		0.20	(0.19-0.20)		0.23	(0.23-0.24)		0.41	(0.38-0.44)	
Presence of an exemption code					<.0001			<.0001			<.0001			<.0001
Yes	1,362,512	20.5	1.52	(1.51-1.53)		1.45	(1.44-1.46)		1.66	(1.65-1.67)		2.07	(2.02-2.12)	
No	13,069,363	13.5	Ref.			Ref.			Ref.			Ref.		
ED visits														
Month					<.0001			<.0001			<.0001			0.0002
March-May	6,306,913	26.4	1.05	(1.05-1.05)		1.06	(1.05-1.06)		1.05	(1.05-1.06)		0.97	(0.93-1.00)	
June-August	6,801,412	25.5	Ref.			Ref.			Ref.			Ref.		
September-November	6,130,191	26.8	1.07	(1.07-1.08)		1.07	(1.07-1.08)		1.07	(1.07-1.08)		1.07	(1.01-1.13)	
December -February	6,076,802	26.7	1.07	(1.06-1.07)		1.08	(1.07-1.08)		1.07	(1.07-1.08)		0.97	(0.94-1.00)	
					<.0001			<.0001			<.0001			<.0001
January	2,086,597	26.8	1.08	(1.07-1.09)		1.08	(1.07-1.08)		1.09	(1.08-1.10)		1.06	(1.04-1.09)	
February	1,942,247	26.4	1.06	(1.05-1.06)		1.06	(1.05-1.06)		1.06	(1.05-1.07)		1.03	(1.00-1.05)	
March	2,072,780	26.6	1.07	(1.06-1.07)		1.07	(1.06-1.07)		1.07	(1.07-1.08)		1.06	(1.05-1.09)	

	N	% frequent users	FU vs No FU			FU 4-5 visits vs No FU			FU 6-11 visits vs No FU			FU ≥12 visits vs No FU		
			crude OR	(95%CI)	p-value	crude OR	(95%CI)	p-value	crude OR	(95%CI)	p-value	crude OR	(95%CI)	p-value
April	2,048,411	26.5	1.06	(1.06-1.07)		1.06	(1.05-1.07)		1.07	(1.06-1.08)		1.07	(1.04-1.09)	
May	2,185,722	26.1	1.04	(1.04-1.05)		1.04	(1.03-1.04)		1.05	(1.04-1.06)		1.06	(1.04-1.08)	
June	2,236,129	25.3	Ref.			Ref.			Ref.			Ref.		
July	2,319,019	25.6	1.01	(1.01-1.02)		1.00	(1.00-1.01)		1.02	(1.01-1.03)		1.08	(1.03-1.12)	
August	2,246,264	25.5	1.01	(1.00-1.02)		0.98	(0.98-0.99)		1.01	(1.00-1.02)		1.22	(1.13-1.32)	
September	2,053,880	26.5	1.06	(1.05-1.07)		1.04	(1.03-1.05)		1.05	(1.04-1.06)		1.30	(1.15-1.46)	
October	2,101,536	26.9	1.08	(1.08-1.09)		1.07	(1.07-1.08)		1.09	(1.08-1.10)		1.11	(1.08-1.14)	
November	1,974,775	27.1	1.10	(1.09-1.10)		1.09	(1.08-1.10)		1.11	(1.10-1.12)		1.11	(1.08-1.13)	
December	2,047,958	27.0	1.09	(1.09-1.10)		1.08	(1.08-1.09)		1.10	(1.09-1.11)		1.11	(1.08-1.14)	
Time of arrival					<.0001			<.0001						<.0001
08:00-19:59	18,979,208	26.0	Ref.			Ref.			Ref.			Ref.		
20:00-07:59	6,336,110	27.2	1.06	(1.06-1.06)		1.02	(1.02-1.02)		1.08	(1.08-1.09)		1.33	(1.30-1.35)	
Referring provider					<.0001			<.0001			<.0001			
Doctor	4,753,931	30.0	1.25	(1.25-1.26)		1.23	(1.23-1.23)		1.29	(1.28-1.29)		1.27	(1.24-1.30)	
Other	20,561,387	Ref.	Ref.			Ref.			Ref.			Ref.		
Mode of arrival					<.0001			<.0001						<.0001
Ambulance	3,883,547	32.3	1.42	(1.41-1.42)		1.30	(1.30-1.30)		1.52	(1.52-1.53)	<.0001	1.93	(1.88-1.97)	
Other	21,431,771		Ref.			Ref.			Ref.			Ref.		
Reason for access					<.0001			<.0001			<.0001			<.0001
Trauma	6,027,169	17.7	0.51	(0.50-0.51)		0.59	(0.59-0.60)		0.42	(0.42-0.42)		0.27	(0.26-0.27)	
Cardiac	1,536,986	27.8	0.91	(0.90-0.91)		0.90	(0.90-0.91)		0.93	(0.92-0.94)		0.85	(0.82-0.87)	
Neurological	945,581	28.3	0.93	(0.93-0.94)		0.96	(0.96-0.97)		0.91	(0.90-0.91)		0.84	(0.81-0.87)	
Minor problems	10,327,128	29.8	Ref.			Ref.			Ref.			Ref.		
Psychiatric	147,324	48.0	2.18	(2.13-2.23)		1.41	(1.39-1.43)		2.25	(2.20-2.29)		7.52	(7.03-8.95)	
Respiratory	1,061,307	36.4	1.35	(1.34-1.36)		1.33	(1.32-1.33)		1.45	(1.44-1.46)		1.08	(1.04-1.13)	
Gastrointestinal	1,646,767	27.1	0.88	(0.87-0.88)		0.91	(0.90-0.91)		0.85	(0.84-0.85)		0.76	(0.73-0.78)	
Fever	732,475	27.5	0.90	(0.89-0.90)		0.98	(0.98-0.99)		0.87	(0.86-0.88)		0.39	(0.37-0.40)	
Other	2,890,581	25.2	0.80	(0.79-0.80)		0.84	(0.83-0.84)		0.76	(0.75-0.76)		0.66	(0.64-0.68)	
Presence of an exemption code					<.0001			<.0001			<.0001			<.0001
Yes	2,914,197	35.8	1.67	(1.66-1.67)		1.50	(1.50-1.51)		1.80	(1.79-1.81)		2.45	(2.37-2.55)	
No	22,401,121	25.1	Ref.			Ref.			Ref.			Ref.		
Triage					<.0001			<.0001			<.0001			<.0001
High-priority triage	5,372,410	29.3	1.21	(1.21-1.21)		1.17	(1.17-1.17)		1.29	(1.28-1.29)		1.14	(1.12-1.17)	
Low-priority triage	19,942,908	25.5	Ref.			Ref.			Ref.			Ref.		
Access resulting in hospitalisation					<.0001			<.0001			<.0001			<.0001
Yes	3,496,927	31.4	1.34	(1.33-1.34)		1.35	(1.34-1.35)		1.42	(1.41-1.42)		0.91	(0.89-0.93)	
No	21,818,391	25.5	Ref.			Ref.			Ref.			Ref.		

