

APPENDIX

APPENDIX 1: description of western's countries main OOH systems

<i>Small family doctor based models (registration at a family doctor practice)</i>	
Individual general family practice	The GP takes care of his own patients 24 hours a day, 7 days a week.
Rota groups (rota)	GPs who are active in the same region take turns being on duty out-of-hours for the patient population of all (up to 15) members of the rota group
<i>Large family doctor based models (independent of registration at a family doctor practice)</i>	
GP cooperatives	GPs work in a non-profit organization and take turns being on duty out-of-hours for the patient population of all participating GPs. These are large-scale organizations that are supported by nurses, management, chauffeurs, et cetera.
Primary care centers (PCC)	Centers, which patients can visit without an appointment for minor injuries or illnesses. Such centers operate under supervision of a general practitioner or family physician.
Deputizing services	Commercial agencies that employ GPs to take over duties of other GPs.
Minor injury centers or walk-in-centers	Centers, which patients can visit without an appointment for minor injuries or illnesses in order to ask a trained nurse for health information, advice and treatment.
<i>Hospital based and national models</i>	
Telephone triage and advice services (TTA)	Patients have contact with a medically trained professional via a fixed, non-regional, telephone number. This person advises or refers the patient to the most suitable professional.
Emergency departments of hospitals (A&E)	Emergency departments of hospitals taking care of patients out-of-hours.
Primary out-of-hours care integrated in the hospital	Primary out-of-hours care integrated in the hospital (for example, in emergency departments).

(original image cropped. Source: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2717955/#B3>)

APPENDIX 2: the survey and its explicative

The two following items were sent to all of the 26 cantons' OOHC accountants.

How to fill the grid:

- « **GP** » stands for general practitioner.
- “**OOHC system**” stands for out-of-hours care system: how is organized the primary care system out of GP's practices opening hours?
- Regarding the “**innovating models**” used in the county, here are a few examples of “innovating models” used in Switzerland (according to my literature review)
 - Instauration of a **unique phone number** for the whole canton.
 - Instauration of a **telephonic triage** (telephonic advise and redirection of patients towards the adequate OOHC service), provided by private societies or hospitals (often at only at night), to alleviate the GP. Furthermore, in some countries, the responsibility of triaging is given to other professionals than doctors, for example nurses.
 - “**Notfallpraxis**” or “**Maison de Garde**” model: structures dedicated to primary care out-of-hours, (often) located in the hospitals, and managed alternately by GPs and hospital's doctors in collaboration. We call them “GP-cooperatives”. In the specific case of these GP-cooperatives being managed alternatively by GPs (often at the evenings) and hospital's doctors (at night) , is called the Baden's model (after Baden's hospital Notfallpraxis).
 - **Collaboration with the hospital**: the hospital undertakes (most often only at night) telephonic triage and consultations for patients that are able to move, to alleviate the generalist (which stays available as a piquet for eventual home visits). It is called the Lyss' model.
 - **House calls** are not done by the on-call GP: in some counties, house calls are not anymore the responsibility (at night or during the week-ends, or at all time) of the GP, but for example are done by private societies (working in collaboration with GPs and hospitals)

Cantonal demographic information	Is there a telephonic triage and how is it organized?	Can the patient get an out-of-hours consultation, and where? (multiple answers allowed)	Can the patient receive an out-of-hours home visit, and by whom (multiple answers allowed)?	Are general practitioners legally obliged to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : ▪ number of GPs obliged to take part to the on-call service : ▪ Number of out-of-hours (OOHC) service sectors : <p>Are all the out-of-hours sectors organised on the same model ?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p>	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p>If yes :</p> <ul style="list-style-type: none"> ▪ phone numbers : • Is the number surtaxed? <input type="checkbox"/> yes <input type="checkbox"/> no ▪ organism responsible of the telephonic triage: • Professional education of the telephonists / regulators: 	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p>If yes :</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: Number of OOHC sectors concerned: <input type="checkbox"/> GP-cooperative Number of OOHC sectors concerned: <input type="checkbox"/> Hospital Number of OOHC sectors concerned: <input type="checkbox"/> Others: 	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <ul style="list-style-type: none"> ▪ GPs Number of OOHC sectors concerned: ▪ Private society Number of OOHC sectors concerned: ▪ Hospital's doctors Number of OOHC sectors concerned: 	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p>
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Duration of each "on-call" duty and number of times a GP is on-call per year?	Average number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)?	Comments
<input type="checkbox"/> yes <input type="checkbox"/> no?	Duration:hours??	<input type="checkbox"/> yes <input type="checkbox"/> no

How much / on-call duty : CHF?	Number : /year?		
- <u>Precisions :</u> - <u>Particularities of the OOHC-system:</u> - <u>"Innovating" models used in the county:</u>				

APPENDIX 3: THE 26 canton's OOHC systems, a comparative table

Abbreviations:

- GP : general practioner
- GPP : general practioner's practice
- UCN : unique cantonal number
- TT : telephonic triage
- TN : telenurses
- GP-C : GP-cooperative (« Maison de Garde » ou « Notfallpraxis »)
- H-GP-C : hospital-integrated GP-C
- BM: Baden's model (GP-C in hospital, managed alternatively by GPs and hospital's doctors in collaboration).
- LM: Lyss Model
- HV: House visits
- PS: Private societies
- ED: Emergency Departments (of the hospitals)
- yo: years old
- y: year
- w-e: week-end
- Bh: bank holiday

- *WIC: walk-in centers*

	Numbers of GP's obligated to take part to the on-call service	Uniform organisation	Telephonic regulation	Out-of-hours consultations for patients who can move	Who do the house calls	Legal obligation and abstention fee	Remuneration	Length of each "on-call duty and number of duties / year	Mean number of intervention / duty	Innovating models
AG: Aargau	608 GPs 11 sectors	No, but UCN	Yes , - UCN - surtaxed Triage : - 8-18h: MNZ (diplomed nurses) - 18-23h: Mobile Aertze	- GPPs (8-18h) - 1 H-GP-C (8h-23h), managed at night by hospital doctors - ED	- 8-18h: GPs - 18h-8h: PS (Mobile Aertze)	Yes Fee: max 5000 CHF/y	No	L: 24h, app. 12 times / y (info not collected)	5	UCN, TT TN H-GP-C, BM HV by PS
AI: Inner-Rhoden	<i>Unknown</i>	Yes	Yes - UCN - not surtaxed - ARTZEFON (nurses)	GPPs ED h24	GPs	Yes (age limit unknown) Fee: max 8000 CHF/y	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	UCN, TT TN
AR: Ausser-Rhoden	<i>Unknown</i>	No, but UCN	Yes - UCN - not surtaxed - ARTZEFON (nurses)	GPPs 1 H-GP-C ED	GPs	Yes (age limit and fee unknown)	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	UCN, TT TN H-GP-C
BE: Bern	<i>Unknown</i>	No, but UCN	Yes - UCN - surtaxed - MEDPHONE	GPPs 4 H-GP-C Walk-in centers ED	GPs PS (Mobile Aertze)	Yes (age limit unknown) Fee: max	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	UCN, TT TN H-GP-C, BM HV by PS

			(nurses)			15'000 CHF/y				
BL: Basel Land	100 GPs 3 sectors	No, but UCN	Yes - UCN - not surtaxed Triage : MNZ (diplomd nurses)	GPPs (until 6PM) 2 H-GP-C ED	GPs PS (Mobile Aertze)	Yes (until 55 yo) Fee: none	No	L: 14-24h N: up to 12/y for home visits and 12/y for NP duty	0-2	UCN, TT TN H-GP-C HV by PS
BS: Basel-Stadt	100 GPs 2 sectors	Yes	Yes - UCN - not surtaxed - triage: MNZ (diplomd nurses)	GPPs (until 11PM) 1 H-GP-C (week: 17-23h, w-e/bh: 9-23h) ED	GPs h24 PS (Mobile Aertze)	Yes (until 55 yo) Fee: 1000-6000 CHF/y	Yes (100CHF /duty)	L: 12h N: 5-10/y	Info not collected	UCN, TT TN H-GP-C HV by PS
FR: Fribourg	GPs: unknown 6 sectors	Yes, but no UCN	Yes - no UCN (sector's numbers) - not surtaxed / surtaxed - CTMG (nurses) or doctors - PS (MEDHOME)	GPPs ED	GPs PS (MEDHOME)	Yes (60 yo) Fee: max 12'000 CHF/y	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	TT TN HV by PS Lyss model
GE: Genève	<i>Unknown</i>	No	Yes no UCN 3 PS: - SOS Médecin (paramedical professionals) - GeMed (GPs) - Médecins Urgences (GPs)	GPPs Walk-in centers ED	GPs 3 PS (SOS Médecins, GeMed, Médecins Urgences)	Yes (age limit and abstention fee unknown)	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	TT TT done by paramedical professional HV by PS
GL:	GPs:	Yes	Yes	GPPs	GPs	Yes (age	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	TT

Glarus	unknown 3 sectors		- No UCN - Artzefon in 1 sector (nurses)	ED		limit and abstention fee unknown)				TN
GR: Grauen- bünden	GPs: unknown 15 sectors	Yes	Yes 144 phone center (nurses) + sectors' numbers	GPPs ED	GPs	Yes (age limit unknown) Fee: max 10'000/y	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	UCN, TT TN
JU: Jura	Unknown	Yes	No But UCN, redirected to GP/hospital doctor	GPPs ED	GP	Yes (age limit and abstention fee unknown)	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	UCN
LU: Luzern	330 GPs 10 sectors	No, but UCN	Yes - UCN - surtaxed - MEDPHONE (nurses)	GPs 3 H-GP-C	GPs PS (Mobile Aertze)	Yes (60 yo) Fee: 1500- 5000 CHF/y	No	L: 8-24h N: 20-25/y	Info not collected (around 2-5)	UCN, TT TN H-GP-C HV by PS
NE: Neu- châtel	150 GPs 2/3/4 sectors	Yes	Yes - UCN - not surtaxed CTMG (nurses)	- GPPs (until 6PM) - 3 H-GP-C - ED	- GPs (weekdays) - hospitals doctors: (week nights) - PS (w- e/bh) (Médecins du Jura)	Yes (60/65y) Fee: none	Yes , for the duty in the GP-C: 180CH/h	L: 10H/3h N: depends on sector	Info not collected	UCN, TT TN H-GP-C, BM HV done by PS
NW: Nidwald	23 GPs Sectors: 1	Yes	No - UPC - not surtaxed	GPPs ED	GPs	Yes (age limit unknown)	Yes (1000 CHF/y in 2018)	L: 24h N: varies	Info not collected	UCN Lyss model

			- directly redirected to on-call GP (day) or hospital doctor (night)			Fee: max 15'000 CHF/y				
OW: Obwald	21 GPs 1 sector	Yes	No (GP on-call) But UCN during the week. W-e: H-GP-C (8AM-8PM)	GPPs (until 8PM) 1 H-GP-C ED	GPs	Yes (no age limit) Fee: max 4500CHF/y	No	L: 24h N: 18/y	W-e: 25/w-e Week: 5-10/d	UCN H-GP-C, BM
SG: Sankt-Gallen	GPs: unknown 16 sectors	No	No --14 different numbers, redirected to the sector's on-call GP - Linth and Roschach's hospital are taking the calls at night	GPPs 2 H-GP-C, managed at night by hospital doctors ED	GPs	Yes (age limit and abstention fee unknown)	<i>Unknown</i>	<i>Unknown</i>	<i>Unknown</i>	H-GP-C, BM Lyss model
SH: Schaffhausen	59 GPs 3 sectors	No, but UCN	No - UCN - not surtaxed - redirected to the GP-cooperative, and at night at the on-call GP	GPPs (until 6PM) 1 H-GP-C, managed at night by hospital's doctors ED	GPs	Yes (no age limit) Fee: full 3000CHF/y	Yes , for the GP-C duties (according to contract) and for the home visiting duty (100CHF	L: 4.5h/11h /13h/24h N: NP + home visits: 17/y Practice day duty: 12/25 per	Practice day duty: 6-8 NP: 11 week home visits service: 0-2	UCN H-GP-C, BM Lyss model

							weekdays, 200CHF w- e/bh)	year		
SO: Solothurn	Unknown	No, but UCN	Yes , - UCN - not surtaxed - Notfallzentrale (doctors)	- GPPs - 2 H-GP-C, managed at night by hospital's doctors	- GPs (h24) - PS: Mobile Aertze	Yes (no age limit) Fee: 7500CHF/y	Yes : 156CHF /duty	L: 8h N: ≈12/y	Up to 40 patients / 8 hours	UCN H-GP-C, BM HV by PS
SZ: Schwyz	50 Gps 6 sectors	No	No - 1 number per sector - not surtaxed - In 3 sectors, managed by the GP-C	GPPs (until 10pm) 1 H-GP-C, managed at night by hospital doctors ED	GPs (h24)	Yes (age limit?) Fee: 8000CHF/y	No	L: 24h N: 10/y	1-2	H-GP-C, BM
TI: Ticino	<i>Unknown</i>	Yes	Yes - UCN - not surtaxed	GPs (no NP)	GPs PS (Lugan2oC are)	Yes (60 yo) Fee: 2500 CHFy (Bellinzona)	<i>Unknown</i>	L: 11h/24h N: <i>unknown</i>	<i>unknown</i>	UCN HV done by PS
TG: Thurgau	180 GPs 12 sectors during the day, 3 OOH	No	Yes (only for 2 sectors) 3 numbers active since 5pm. Regulation for Ost and West: GP- cooperative (nurses)., not surtaxed	- GPPs (until 5PM) - 2 H-GP-C, managed at night by hospital doctors	GPs (h24)	Yes (as long as working in a GP practice) Fee: max 5000CHF/y	Home visits: no GP-C duties: 200CHF/h	L: NP: 4h / 7- 8h Home visits: 12/17-7h, Sunday 7h-7h N: ≈ 12/y	1-3 home visits	TT TN H-GP-C, BM

			S-B: no, surtaxed number directed to the on-call GP							
UR: Uri	21 GPs 1 (12 weeks of the year, 2)	Yes	No But UCN, redirect to on-call GP (day) or to the hospital (night) Not surtaxed	GPPs (until 10 PM) ED	GPs (h24)	Yes (until 65 yo) Fee: none	No	L: 24h (8h-8h, phone switched to the hospital 22-6) N: 18/y	2-20	UCN Lyss model
VD: Vaud	GPs: <i>unknown</i> 13 sectors	No, but UCN	Yes , - UCN - not surtaxed - CTMG (nurses)	- GPPs (until 9/10PM) - ED - Walk-in centers	GPs h24 2 PS (SOS MedSarl, Médecins du Léman)	Yes (60y) Fee: max 2500 CHF/y	No (might change)	L: 12-72h N: depends on the sector	?	UCN, TT TN H-GP-C HV done by PS
VS: Valais	<i>unknown</i>	No	Yes - UCN - surtaxed Phone center 144 (doctors)	GPPs 1 H-GP-C, managed by hospital doctors at night	GPs	Yes (age limit and abstentino fee unknown)	<i>unknown</i>	<i>unknown</i>	<i>unknown</i>	UCN, TT H-GP-C, BM
ZG: Zug	<i>unknown</i>	No	Yes - UCN - surtaxed - MEDPHONE (nurses)	GPPs 1 H-GP-C ED Walk-in centers	GPs	Yes (age limit unknown) Fee: 2000-10'000 CHF / y	<i>unknown</i>	<i>unknown</i>	<i>unknown</i>	UCN, TT TN H-GP-C
ZH: Zurich	180 GPs 5 sectors	No	Yes - UCN - not surtaxed - ARTTZE FON (nurses)	GPs 2 H-GP-C ED Walk-in centers	GPs PS: SOS Aertze, Mobile Aertze,	Yes (until 60 yo) Fee : 5000 CHF/y (2018)	<i>unknown</i>	<i>unknown</i>	<i>unknown</i>	UCN, TT TN H-GP-C HV done by PS

			1 NP: SOS Aertze							
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APPENDIX 4: AG - Aargau's OOHC system

(reviewed by the society responsible for the OOHC)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient receive an out-of-hours home visit and by whom (multiple answers allowed)?	Are the general practitioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 676238 number of GPs obligated to take part to the on-call service : 608 Number of out-of-hours (OOH) service sectors : 11 Sectors and 4 Sections <p>Uniformity: the organisation of the sectors is not uniform (but there is a unique cantonal number).</p>	Yes <ul style="list-style-type: none"> phone number : <ul style="list-style-type: none"> - unique cantonal number 0900 401 501 surtaxed organism responsible of the telephonic triage: <ul style="list-style-type: none"> 8-18h: phone center MNZ (<i>Medizinische Notrufcentrale</i>) 18-23h: Mobile Aertze Professional formation 	Yes <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opening times varying <i>Number of OOH sectors concerned: all</i> <input type="checkbox"/> GP-cooperative: yes - <u>Baden's hospital</u> <u>Notfallpraxis</u>: managed by GPs 17-23h, at night by hospital's doctors <i>Number of OOH sectors concerned: 2</i> <input type="checkbox"/> Hospital: yes - <u>Baden's hospital</u> 	Yes <ul style="list-style-type: none"> GPs : yes, h24 <i>Number of OOH sectors concerned: 11 Sectors and 4 Sections (all)</i> Private society: yes - Mobile Aertze <i>Number of OOH sectors concerned: 5</i> Hospital's doctors: no 	Yes <ul style="list-style-type: none"> - age limit: none, as long as having a private practice - Abstention fee: maximum 5000 CHF/y

	of the telephonists / regulators: Certified nurses NB: other numbers are in function, e.g. direct numbers of the "Notfallpraxen"	Notfallpraxis: managed 8-23h by GPs, and during the night by hospital's doctors <i>Number of OOH sectors concerned: 2</i> - EDs (in all sectors).		
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
No	Length: 24 hours Numbers : about 12 /year <i>The lengths and numbers are different in each Sectors and Sections, and the info is not officially collected.</i>	5	Yes - Notfallpraxis in Baden's hospital, managed by GPs and hospital's doctors in collaboration (Baden's model)
- <u>Particularities of the OOH-system:</u> <ul style="list-style-type: none"> ○ inter-cantonal collaboration: the telephonic triage is done by the MNZ in Basel - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> ○ unique cantonal number ○ Telephonic triage is done by other professionals than GPs (telenurses) ○ Hospital-integrated GP-cooperative ○ Baden's model 				

Sources (websites consulted during July 2018):

- <https://www.aargauer-aerzte.ch/notfallversorgung/notfalldienst/>
- https://www.aargauer-aerzte.ch/files/5114/1708/0753/NFD-Reglement_2014.pdf

<https://www.aargauerzeitung.ch/aargau/kanton-aargau/sie-stehen-im-medizinischen-notfall-sofort-bereit-125570256>. et https://www.gdk-cds.ch/fileadmin/docs/public/gdk/themen/med_grundversorgung/infoplattform_nfd/aq_medienmitteilung_2012-11-01.pdf 2018, numéro <https://www.kantonsspitalbaden.ch/Fachbereiche/Notfallpraxis/>

- <https://mobile-aerzte.ch/>
- <https://www.gdk-cds.ch/index.php?id=badener0&L=1#c3801>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/hauswirth_2007.pdf
- *Gesundheitsgesetz Kanton Aargau* : <https://gesetzessammlungen.ag.ch/frontend/versions/2502>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/zofingen_f.pdf: not up to date!
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/hauswirth_2007.pdf: not up-to-date!

APPENDIX 5: AI - Appenzell Inner-Rhoden's OOH system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 16064 ▪ number of GPs obligated to take part to the on-call service : <i>unknown</i> ▪ Number of out-of-hours (OOH) service sectors : <i>unknown</i> 	Yes <ul style="list-style-type: none"> ▪ phone number : unique cantonal number 0900 9050 00 • not surtaxed ▪ organism responsible of 	Yes <ul style="list-style-type: none"> ▪ GPs practice: yes, opening times <i>unknown</i> <i>Number of OOH sectors concerned: supposedly all</i> ▪ GP-cooperative: no 	Yes <ul style="list-style-type: none"> ▪ GPs : yes <i>Number of OOH sectors concerned: supposedly all</i> ▪ Private society: no ▪ Hospital's doctors: no 	Yes <ul style="list-style-type: none"> - Age limit: <i>unknown</i> - Abstention fee: max 8000 CHF/year

Uniformity: the organisation of the OOHC is uniform in the canton.	<p>the telephonic triage: ARTZEFON (since 2017, until the end of the pilot-project of the App-R-Ext Notfallpraxis)</p> <ul style="list-style-type: none"> Professional formation of the telephonists / regulators: nurses 	<ul style="list-style-type: none"> Hospital: EDs (in all sectors). 		
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
Unknown	Unknown	Unknown	No	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>- <u>“Innovating” models used in the county:</u></p> <ul style="list-style-type: none"> unique cantonal number telephonic triage is done by other professionals than GPs (nurses) 				

Sources (all websites consulted in July 2018):

- <https://www.appaerzte.ch/default.asp?selm=Notfalldienst>
- <http://appenzell24.ch/detail/hausarztliche-notfallpraxis-im-spital-herisau.html>

- <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&ved=2ahUKEwjlxPmqueDcAhWByoUKHfZNBT4QFjADegQIBxAC&url=https%3A%2F%2Fwww.ai.ch%2Fthemen%2Fstaat-und-recht%2Fgesetzensammlung%2Fenergie-verkehr-gesundheit-umweltschutz-arbeit-soziale-sicherheit-gesetzestexte%2F800.000&usq=AOvVaw3ISrkf4ijG3vCmbWexAHhV>

APPENDIX 6: AR – Appenzell Ausser-Rhoden's out-of-hours system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 55166 number of GPs obligated to take part to the on-call service : Unknown Number of out-of-hours (OOH) service sectors : Unknown <p>Uniformity: the organisation of the OOH in the canton is not uniform.</p>	<p>Yes</p> <p>If yes :</p> <ul style="list-style-type: none"> phone number : unique cantonal number 0844 55 00 55 not surtaxed organism responsible of the telephonic triage: ARTZEFON Professional formation of the telephonists / regulators: nurses 	<p>Yes</p> <p>If yes :</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opening times unknown <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> "Notfallpraxis": yes <u>Herisau's hospital</u> <i>Notfallpraxis: managed by GPs 17-23h Monday to Sunday. Closed at night.</i> <i>Number of OOH sectors concerned: unknown</i> <input type="checkbox"/> Hospital: yes <u>- Herisau's hospital</u> <i>Notfallpraxis: after 23h, patients are sent to the ED.</i> 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes <i>Number of OOH sectors concerned: supposedly all</i> Private society: no Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> Age limit:: unknown Abstention fee: unknown

		<i>Number of OOH sectors concerned: unknown</i> - EDs (in all sectors).		
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
Unknown	Unknown	Unknown	No <u>Herisau’s hospital:</u> <u>Notfallpraxis</u> is located in the hospital but not managed alternatively by GPs and hospital doctors (after 11pm, patients sent to the ED).
- <u>“Innovating” models used in the county:</u> <ul style="list-style-type: none"> ○ Unique cantonal number ○ Telephonic triage ○ Telephonic triage is done by other professionals than GPs ○ hospital-integrated GP-cooperative 				

Sources (all websites consulted in July 2018):

- <https://www.appenzell24.ch/detail/hausarztliche-notfallpraxis-im-spital-herisau.html>
- <https://www.ar.ch/verwaltung/departement-gesundheit-und-soziales/amt-fuer-gesundheit/abteilung-gesundheitsschutz-gesundheitsfoerderung-und-praevention/kantonsaerztlicher-dienst/aerztefon/>
- <https://www.appaerzte.ch/default.asp?selm=Notfalldienst>
- <http://appenzell24.ch/detail/hausarztliche-notfallpraxis-im-spital-herisau.html>

APPENDIX 7: BE – Bern's OOH system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 1034650 number of GPs obligated to take part to the on-call service : Unknown Number of out-of-hours (OOH) service sectors : Unknown <p>Uniformity: the organisation of the OOH in the canton is not uniform.</p>	<p>Yes</p> <ul style="list-style-type: none"> phone number: unique cantonal number 0900 57 67 47 organism responsible of the telephonic triage: MEDPHONE Surtaxed Professional formation of the telephonists / regulators: Nurses <p>NB: at night, the Aarberg's hospital manages the phone calls to the unique cantonal number (not verified).</p>	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opening times unknown <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperatives: yes - <u>Thun's hospital Notfallpraxis:</u> <i>GPs on duty 17-22h during the week and 8-22h on the w-e/bh</i> - <u>Burqdorf's hospital</u> <u>Notfallpraxis:</u> opening hours unknown <i>Number of OOH sectors concerned: unknown</i> - <u>Langenthal's hospital</u> <u>Notfallpraxis:</u> GPs on duty 18-21h during the week and 13-19h during the w-e <i>Number of OOH sectors concerned: unknown</i> 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes, h24 ("Hintergrunddienst", a 24h home visiting service assured by on-call GPs) <i>Number of OOH sectors concerned: supposedly all</i> Private society: yes Mobile Aertze <i>Number of OOH sectors concerned: supposedly all</i> Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: unknown - Abstention fee: max. 15'000 CHF/ year

		<p>- <u>Aarberg's hospital</u> <u>Notfallpraxis</u>: opening hours unknown. <i>Number of OOH sectors concerned: unknown.</i></p> <p><input type="checkbox"/> Hospital: yes - <u>Aarberg's hospital</u>: at night, hospital doctors manage the ambulatory emergencies consultations for patients able to move. <i>Number of OOH sectors concerned: unknown.</i></p> <p>- EDs (in all sectors).</p> <p><input type="checkbox"/> Others: walk-in centers (City-Notafall im PostParc 7-22h, Praxiszentrum am Bahnhof 7-21h, City Emergency AG 7AM-10PM)</p>		
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments

Unknown	Unknown	Unknown	Yes - Notfallpraxen in Burgdorf, Langenthal, Aarberg (Baden's model in Aarberg's one) - Aarberg: at night, hospital answers the phone calls to the unique cantonal number (Lyss model)
- <u>Precisions :</u> - <u>Particularities of the OOH-system:</u> <ul style="list-style-type: none"> ○ MEDPHONE is financed 25% by the surtaxed number and 75% by the affiliated doctors - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> ○ Unique cantonal number ○ Telephonic triage ○ Telephonic triage is done by other professionals than GPs (nurses) ○ Hospital-integrated GP-cooperative ○ Baden's model ○ Lyss Model : collaboration with the hospital: in some sectors, phone calls to the unique cantonal number are managed by the hospital at night to move (the GP is available as a piquet for eventual home visits). ○ In some sectors, home visits are done by private societies. ○ LEZANO project: development of a decisional computer-based assistance for the nurses that do the telephonic triage at MEDPHONE (in collaboration with MEDI24). ○ FUTURO project: development of the primary care system, to make it more adequate for 2 target groups: 1) chronic illnesses and 2) the "online" generation. 				

Sources (all websites consulted in July 2018):

- https://www.gef.be.ch/gef/fr/index/direktion/organisation/kaza/publikationen.assetref/dam/documents/GEF/KAZA/fr/Publications/Raport_m%C3%A9decine_de_premier_recours_canton_de_Berne_2011.pdf
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

- <http://www.bern.ch/fr/theme/sante-age-et-affaires-sociales/numeros-d2019urgence>
- <http://www.bern.ch/themen/sicherheit/notfalle> <https://www.localmed.ch/standorte/bern-postparc/city-notfall/>
- <https://www.hirslanden.ch/de/klinik-permanence/centers/notfallstation-klinikpermanence.html> , <https://www.hirslanden.ch/de/salem-spital/centers/notfallzentrum-hirslandenbern.html>
- https://www.berner-aerzte.ch/fileadmin/user_upload/3_Fuer_Aerzte/Notfalldienst/Allgemeine_Bemerkungen_NFD_2_.pdf
- <https://www.gdk-cds.ch/index.php?id=860&L=1>
- <https://medi24.ch/fr/home> , <https://www.presseportal.ch/fr/pm/100012145/100594084>
- <https://www.presseportal.ch/fr/pm/100012145/100589628>
- [: https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_massnahmen_def_20081023-f.pdf](https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_massnahmen_def_20081023-f.pdf)
- https://www.fmh.ch/files/pdf13/versorgungsmodelle_f.pdf
- http://notfallthun.ch/index.php?option=com_content&view=article&id=13&Itemid=12
- http://www.sro.ch/desktopdefault.aspx/tabid-175//199_read-359/
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/mm_burqdorf_20090408.pdf
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/mm_seeland_200901.pdf
- <https://www.gdk-cds.ch/index.php?id=861&L=1#c3797>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 8: BL- Basel Land's OOH system

(reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 287729 ▪ number of GPs obligated to take part to the on-call service : 	Yes <ul style="list-style-type: none"> ▪ <i>phone number:</i> the unique cantonal number 0612611515 	Yes <p>If yes :</p> <input type="checkbox"/> GPs practice , opened until 6pm	Yes <ul style="list-style-type: none"> • GPs : yes <i>Number of OOH sectors concerned: all</i> 	Yes <ul style="list-style-type: none"> - Until 55 yo - Abstention fee:

<p>≈100</p> <ul style="list-style-type: none"> Number of out-of-hours (OOH) service sectors : 3 <p>Uniformity: not all the sectors are organised in an uniform way, but there is a unique cantonal number.</p>	<ul style="list-style-type: none"> no surtaxed organism responsible of the telephonic triage: MNZ (Medizinischen Notrufzentrale) Professional formation of the telephonists / regulators: Nurses with a special formation 	<p>Number of OOH sectors concerned: all</p> <p><input type="checkbox"/> "Notfallpraxis": yes <u>Liestal's hospital Notfallpraxis:</u> handled by GPS 18-22h30 during the week and 9-22h during the w-e <i>Number of OOH sectors concerned: 1</i></p> <p><u>Bruderholz's hospital</u> <u>Notfallpraxis:</u> 18-22 during week, 9-19 on w-e <i>Number of OOH sectors concerned:1</i></p> <p><input type="checkbox"/> Hospital: at night, patients are directed to the ED (Notfallstation) (the Notfallpraxis is not managed by hospital doctors). <i>Number of OOH sectors concerned: all</i></p>	<ul style="list-style-type: none"> Private society: yes Mobile Aertze <i>Number of OOH sectors concerned: all</i> Hospital's doctors: no 	<p>none for GPs</p>
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
No	Length: 14-24 hours (6pm – 8 am during the week; 8 AM – 8 AM during the w-e)	0-2	No - Liestal and Bruderholz Notfallpraxen, are located in	

	Number : up to 12 times /year +duty at the Notfallpraxis (same frequency)		the hospital but handled only by GPs	
<ul style="list-style-type: none"> - <u>Particularities of the OOH-system:</u> <ul style="list-style-type: none"> o Intercantonal collaboration: the MNZ does the telephonic regulation for Basel-Land and Basel-Stadt (+ Aargau and Zug) - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> o Unique cantonal number o Telephonic triage is done by a private society, which alleviates the GP o Telephonic triage is done by other professionals than GPs o Hospital-integrated GP-cooperative o Part of the house calls done by a private society, which alleviates the GP 				

Sources (websites consulted in July 2018):

- <https://www.baselland.ch/politik-und-behorden/gemeinden/arztlicher-notfalldienst>
- <https://www.aerzte-bl.ch/notfall/>
- <http://bl.clex.ch/frontend/versions/2123>
- <https://bullmed.ch/fr/resource/jf/journal/file/view/article/saez/fr/bms.2012.16623/2012-05-1139.pdf/>

APPENDIX 9: BS – Basel-Stadt's OOH system

(reviewed by the society responsible for the OOH system)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practitioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 194541 ▪ number of GPs 	Yes ▪ phone number :	Yes If yes :	Yes ▪ GPs : yes, h24 (via MNZ)	Yes - Until 55 yo

<p>obligated to take part to the on-call service : 100</p> <p>▪ Number of out-of-hours (OOH) service sectors : 2</p> <p>The organisation of all sectors is uniform.</p>	<p>unique cantonal number 0612611515</p> <ul style="list-style-type: none"> Is the number surtaxed? <input type="checkbox"/> yes <input type="checkbox"/> no organism responsible of the telephonic triage: MNZ (Medizinischen Notrufzentrale) Professional formation of the telephonists / regulators: Nurses with a special formation 	<p><input type="checkbox"/> GPs practice: yes, until 23h Number of OOH sectors concerned: 2</p> <p><input type="checkbox"/> "Notfallpraxis": yes <u>Basel-Stadt university hospital's Notfallpraxis:</u> handled by GPs 17-23h during the week, 9-23h at w-e/bH. Closed at night. Number of OOH sectors concerned: 2</p> <p><input type="checkbox"/> Hospital: yes ED after 11PM (Notfallpraxis closed at night). Number of OOH sectors concerned: 2</p> <p><input type="checkbox"/> Others: <u>Medix</u> (walk-in centre 7-22h)</p>	<p>Number of OOH sectors concerned: all</p> <p>▪ Private society: yes Mobile Aertze: at night, only a few patients (1-3) Number of OOH sectors concerned: all</p> <p>▪ Hospital's doctors: no</p>	<p>- Abstention fee: 1000-6000 CHF/year</p>
<p>Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)</p>	<p>Length of each "on-call" duty and number of times a GP is on-call per year</p>	<p>Mean number of interventions per an on-call period?</p>	<p>Collaboration with the hospital (Baden's model or Lyss's model or similar)</p>	<p>Comments</p>
<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p>How much / on-call duty :</p>	<p>Length: 12 hours Numbers : 5-10/year</p>	<p>Information not collected</p>	<p>No Basel-Stadt's Notfallpraxis is located in the hospital, but not managed alternatively by GPs and hospital doctors in</p>	<p>.....</p>

100 CHF			collaboration.	
<ul style="list-style-type: none"> - <u>Particularities of the OOH-system:</u> <ul style="list-style-type: none"> o Intercantonal collaboration: the MNZ does the telephonic regulation for Basel-Land and Basel-Stadt - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> o Unique cantonal number o Telephonic triage is done by a private society, which alleviates the GP o Telephonic triage is done by other professionals than GPs o Hospital-integrated GP-cooperative o Part of the house calls done by a private society, which alleviates the GP 				

Sources (websites consulted in July 2018):

- <http://www.mnzbasel.ch/de.html>
- <http://www.medges.ch/401.html>
- <https://bazonline.ch/basel/stadt/Am-Bahnhof-noch-rasch-zum-Arzt/story/17685881?track>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 10: FR – Fribourg's OOH system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 317525 ▪ number of GPs obligated to take part to the on-call service : unknown 	Yes, <u>only for 1 sector</u> (Broye) <ul style="list-style-type: none"> ▪ phone numbers : 0848 133 133 • not surtaxed 	Yes <ul style="list-style-type: none"> □ GPs practice: yes <i>Number of OOH sectors concerned: supposedly all</i> 	Yes <ul style="list-style-type: none"> ▪ GPs : yes, h24? <i>Number of OOH sectors concerned: supposedly all</i> 	Yes <ul style="list-style-type: none"> ▪ Age limit: 60 yo ▪ Abstention fee: max 12'000CHF/y

<p>▪ Number of out-of-hours 6*</p> <p>The organisation of the OOH is not uniform in the canton (telephonic triage for example):</p> <p><i>*Broye, Glâne, Gruyère, Lac, Sarine, Singine</i></p>	<p>▪ organism responsible of the telephonic triage: CTMG</p> <p>• Professional formation of the telephonists / regulators: nurses</p> <p>Other sectors:</p> <ul style="list-style-type: none"> ▪ Glâne, Gruyère, La Sarine: 026 304 21 36 (non-surtaxed) ▪ Lac : 0900 670 600 (surtaxed) ▪ Singine : 026 418 35 35 (non-surtaxed). At night, managed by Tifers' hospital. <p>NB: the private society MEDHOME also has a function of telephonic regulation (done by other health care professionals such as nurses, ambulance staff, ...)</p>	<p><input type="checkbox"/> GP-cooperative: no</p> <p><input type="checkbox"/> Hospital: EDs (in all sectors).</p>	<p>▪ Private society: MEDHOME <i>Number of OOH sectors concerned: all</i></p> <p>▪ Hospital's doctors: no</p>	
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments

Unknown	Unknown	Unknown	Yes Lyss model in Tifers' hospital (1 sector)
<p>- <u>Remarks:</u></p> <ul style="list-style-type: none"> ○ intercantonal collaboration with the canton Lausanne for the telephonic triage (done by the CTMG) in 1 sector (Broye) ○ A free app (find the name) is currently in phase test, aiming to redirect patients towards the right service to use out-of-hours. ○ Progin's Accompagnements: service in Bulle that offers help to mobilize patients without vehicles (e.g. elderly people in nursing home) <p>- <u>"Innovating" models used in the county:</u></p> <ul style="list-style-type: none"> ○ Lyss model (in 1 sector) ○ Home visits can be done by a private society 				

Sources: (websites consulted in July 2018):

- <http://www.med-home.ch/fr/a-propos/presse.html>
- <https://www.smcf.ch/qarde>
- <https://www.gdk-cds.ch/index.php?id=863&L=1#c3805>

APPENDIX 11: GE – Genève's OOH system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practitioners legally obligated to take part to the on-call service?
▪ Number of inhabitants :	Yes	Yes	Yes	Yes

<p>498897</p> <ul style="list-style-type: none"> ▪ number of GPs obligated to take part to the on-call service : Unknown ▪ Number of out-of-hours (OOH) service sectors : Unknown <p>The organisation of the OOHC is not uniform.</p>	<p>There is no unique cantonal number, but 3 private societies that all have a function of telephonic regulation.</p> <p>If yes :</p> <ul style="list-style-type: none"> ▪ phone numbers : <ul style="list-style-type: none"> ○ SOS Médecins : 0227484950 ○ GeMed : 022 754 54 54 ○ Médecins Urgences : 0900 21 21 21 • Is the number surtaxed? <ul style="list-style-type: none"> ○ Yes : GeMed ○ No: Médecins Urgences and SOS Médecins ▪ organism responsible of the telephonic triage: cf above • Professional formation of the telephonists / regulators: <ul style="list-style-type: none"> ○ SOS Médecins: paramedical or non-medical 	<ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opened until what time? Number of OOH sectors concerned: supposedly all <input type="checkbox"/> GP-cooperative: no <input type="checkbox"/> Hospital: EDs (in all sectors) <input type="checkbox"/> Others: Walk-in centers, opened until 10/11PM* 	<ul style="list-style-type: none"> ▪ GPs : yes <i>Number of OOH sectors concerned: supposedly all</i> ▪ Private society: yes <ul style="list-style-type: none"> - <u>SOS Médecins</u> - <u>GeMed</u> - <u>Médecins Urgences</u> <i>Number of OOH sectors concerned: supposedly all</i> ▪ Hospital's doctors: no 	<ul style="list-style-type: none"> - Age limit: unknown - Abstention fee: unknown
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	professionals <ul style="list-style-type: none"> ○ GeMed et Médecins Urgences: GPs 			
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
Unknown	Unknown	Unknown	No
- <u>Comments:</u> <ul style="list-style-type: none"> ○ * Clinique de Carouge, Hôpital de la Tour, Cité Générations regrouping 3 medical centers (Clinique et Permanence d’Onex, Groupe Médical d’Onex, Centre Médical de Cressy), Clinique des Grangettes, Lancy Urgences, Clinique de la Colline, Groupe médical de Versoix, Permanence Médico-chirurgicale Rond-Point Plainpalais - <u>“Innovating” models used in the county:</u> <ul style="list-style-type: none"> ○ telephonic triage ○ telephonic triage is done by other professionals than GPs (paramedical professionals) ○ home visits done by private societies 				

Sources (all websites consulted in July 2018):

- <https://www.amqe.ch/site/wp-content/uploads/Que-faire-en-cas-durgence.pdf>
- <http://www.sos-medecins.ch/wordpress/nos-services/la-direction-medicale/>
- <http://www.geneve-medecins.ch/dox/060427letemps.pdf>
- http://www.geneve-medecins.ch/dox/2005_entreprendre.pdf

- <https://qmo.ch/>
- <http://www.cite-generations.ch/index.php>
- <http://www.geneve-medecins.ch/>.
 - http://www.geneve-medecins.ch/satisfaction/synthese_enqprat_v3.htm http://www.geneve-medecins.ch/satisfaction/rapport_enqprat_v8.pdf
 - http://www.geneve-medecins.ch/dox/110512_journal_FMH.pdf
 - http://www.geneve-medecins.ch/dox/100301_Planete_sante_Mars_2010_img.pdf

APPENDIX 12: GL – Glarus' OOH system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 40391 ▪ number of GPs obligated to take part to the on-call service : unknown ▪ Number of out-of-hours (OOH) service sectors : 3* <p>The organisation of the OOH is uniform.</p> <p>*(South, North, Middle)</p>	<p>Yes, <u>only for the southern sector</u> (not verified).</p> <p>If yes :</p> <ul style="list-style-type: none"> ▪ phone numbers : one number for each sector, no unique cantonal number • not surtaxed ▪ organism responsible of the telephonic triage: ARTZEFON (only 	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opening times unknown <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperative: no <input type="checkbox"/> Hospital: EDs (in all sectors) 	<p>Yes</p> <ul style="list-style-type: none"> ▪ GPs: yes <i>Number of OOH sectors concerned: supposedly all</i> ▪ Private society: no ▪ Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: unknown - Abstention fee: unknown

	southern sector) ? <ul style="list-style-type: none"> Professional formation of the telephonists / regulators: Nurses with a formation 			
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
Unknown	Unknown	Unknown	No
<ul style="list-style-type: none"> - <u>Particularities of the OOH-system:</u> <ul style="list-style-type: none"> intercantonal collaboration: Glarus in working with Artzefon Zürich for the telephonic triage (pilot project) - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> telephonic triage telephonic triage is done by other professionals than GPs (telenurses) 				

Sources (all websites consulted in July 2018):

- <http://gesetze.gl.ch/frontend/versions/779>
- http://www.gl.ch/xml_1/internet/de/application/d1256/d31/d379/d434/f438.cfm
- <https://www.suedostschweiz.ch/zeitung/0844-55-66-55-f%C3%BChrt-im-notfall-glarus-s%C3%BCd-zum-arzt>
- <https://www.gdk-cds.ch/index.php?id=852&L=1>

APPENDIX 13: GR – Grauenbünden’s OOHC system

(not reviewed by the society responsible for the OOHC)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 197916 number of GPs obligated to take part to the on-call service : unknown Number of out-of-hours (OOH) service sectors : 15 <p>The organisation is uniform for the canton.</p>	Yes <ul style="list-style-type: none"> phone numbers : <ul style="list-style-type: none"> - 144 is the unique cantonal number - Besides, there’s a different number for each of the 15 sectors. Not surtaxed organism responsible of the telephonic triage: 144 phone centre Professional formation of the telephonists / regulators: nurses 	Yes <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperative: no <input type="checkbox"/> Hospital: EDs (in all sectors) 	Yes <ul style="list-style-type: none"> GPs : yes, h24? Number of OOH sectors concerned: all? Private society: no Hospital’s doctors: no 	Yes <ul style="list-style-type: none"> - Age limit unknown - Abstention tax: maximum 10’000/year
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments

Unknown	Unknown	Unknown	No
- "Innovating" models used in the county: <ul style="list-style-type: none"> ○ Unique cantonal number (beside the direct sectors's numbers) ○ telephonic triage is done by other professionals than GPs (telenurses) 				

Sources (all websites consulted in July 2018):

- <http://www.chur.ch/de/verkehrunsicherheit/wichtigenummern/>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bericht_nfd-f_schlussbericht_publiziert26.10.06_.pdf
- <http://www.buendneraerzteverein.ch/>
- https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=10&cad=rja&uact=8&ved=2ahUKEwjU2O_BsdHcAhVSVhoKHV1XB8UQFjAJeqQIAxAC&url=https%3A%2F%2Fwww.gr.lex.gr.ch%2Ffrontend%2Fversions%2F2793%2Fdownload_pdf_file&usq=AOvVaw1pZyHYsYtr86MRovxH0UC3
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 14: JU – Jura's OOH system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
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<ul style="list-style-type: none"> ▪ Number of inhabitants : 73440 ▪ number of GPs obligated to take part to the on-call service : unknown ▪ Number of out-of-hours (OOH) service sectors : unknown <p>The organisation of the OOHC is uniform in the canton.</p>	<p>No There's no proper telephonic regulation yet, but there is a unique cantonal phone number.</p> <p>If yes :</p> <ul style="list-style-type: none"> ▪ phone numbers : unique cantonal number 0800 300 033 • not surtaxed ▪ organism responsible of the telephonic triage: The phone center CASU-144 (externalized in canton Fribourg since 2017) receives call and redirect it towards; <ul style="list-style-type: none"> ○ on-call GP at daytime ○ ED's doctor in Porrentruy's hospital at night. 	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opened until 8 PM. <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperative: no <input type="checkbox"/> Hospital: EDs (in all sectors) 	<p>Yes</p> <ul style="list-style-type: none"> ▪ GPs : yes, h24? <i>Number of OOH sectors concerned: supposedly all</i> ▪ Private society: no ▪ Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: unknown - Abstention fee: unknown
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments

Unknown	Unknown	Unknown	No
<ul style="list-style-type: none"> - <u>Comments</u> <ul style="list-style-type: none"> o the phone center CASU-144 receives calls and sends pre-hospital means o the Jura's OOHC system will be reorganised: broadening of OOHC times (8AM-10PM), development of a telemedicine consultation for new GPs - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> o unique cantonal number 				

Sources (all websites consulted in July 2018):

- <https://www.lematin.ch/suisse/suisse-romande/Urgences-de-Saignelegier-fermees-de-nuit-en-ete/story/20081717>
- <https://www.jura.ch/CHA/SIC/Urgences.html>
- [Concept-cantonal-de-medecine-durgence-et-de-sauvetage%20\(1\).pdf](#)
- www.h-ju.ch/Htdocs/Files/v/6046.pdf/.../StrategieV280214presse.pdf?download=1 -
- https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&cad=rja&uact=8&ved=2ahUKEwjM2-z8o97cAhUJUIAKHTo_BpEQFjADegQIBxAC&url=https%3A%2F%2Fwww.jura.ch%2FHtdocs%2FFiles%2Fv%2F29239.pdf%2FDepartements%2FCHA%2FSIC%2FCommuniqués%2F2018%2FConcept-cantonal-de-medecine-durgence-et-de-sauvetage.pdf%3Fdownload%3D1&usq=AOvVaw0B3AxGtw_gtKuzo9MEUwSy
- <https://www.revmed.ch/RMS/2007/RMS-138/2835>
- <https://www.jura.ch/DES/SSA/Service-de-la-sante-publique-SSA.html>):
- <https://www.jura.ch/CHA/SIC/Centre-medias/Communiqués-2005-2014/2010/Nouvelle-formation-dans-le-Jura-pour-les-medecins-generalistes-1.html>
- <https://www.jura.ch/CHA/SIC/Centre-medias/Communiqués-2017/La-Centrale-d-appels-sanitaires-urgents-CASU-144-FR-JU-est-pleinement-operationnelle-depuis-hier-matin-lundi-26-juin-9h-en-avanc.html>.

APPENDIX 15: LU – Luzern's OOH system

(reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 408905 number of GPs obligated to take part to the on-call service : 330 Number of out-of-hours (OOH) service sectors : 10 <p>The organisation of the OOH is not uniform in the canton.</p>	<p>Yes</p> <ul style="list-style-type: none"> phone numbers : <ul style="list-style-type: none"> unique cantonal number : 0900 11 14 14 0900 57 67 48 (prepaid mobile) surtaxed organism responsible of the telephonic triage: MEDPHONE Professional formation of the telephonists / regulators: nurses 	<p>Yes</p> <p>If yes :</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes <i>Number of OOH sectors concerned: all</i> <input type="checkbox"/> GP-cooperative: yes <i>- <u>notfallpraxis der Hausärzte in Sursee:</u> 18-23h during the week, 8-23h on Saturday, 9-21h on Sunday handled by GPs. Closed at night. <i>Number of OOH sectors concerned: 1</i></i> <i>- <u>Wolhusen Notfallpraxis:</u> 18-23h during the week, 12-23h on Saturday 8-21h on Sunday handled by GPs. Closed at</i> 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes, 24h <i>Number of OOH sectors concerned: all</i> Private society: yes <ul style="list-style-type: none"> <i>- <u>Mobile Ärzte</u> <i>Number of OOH sectors concerned: 2</i></i> Hospital's doctors:no 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: 60 yo - Abstention fee: 1500-5000 / year

		night <i>Number of OOH sectors concerned: 1</i> - <u>24notfallpraxis, Luzern</u> <u>Kantonsspital:</u> 8-23 So-Fr 8-01h on Saturday handled by GPs. <i>Number of OH sectors concerned: 1</i> ▪ Hospital: EDs (in all sectors)		
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
No	<i>Depending on the sector</i> Length: 8-24 hours Number : 20-25 /year	Not statistically recorded, around 2-5	No The GP-cooperatives are located within hospitals, but only managed by GPs, not also by hospital doctors.
- <u>Remarks:</u> <ul style="list-style-type: none"> ○ The unique cantonal number is surtaxed, to contribute to the financement of the telephonic triaging system. For technical Reasons there is a different number for users of prepaid mobile services. - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> ○ Unique cantonal number ○ Telephonic triage is done by a private society ○ Telephonic triage is done by other professionals than GPs 				

- Hospital-integrated GP-cooperatives
- Part of the house calls are done by a private society, which alleviates the GP.

Sources (all websites consulted in July 2018):

- https://www.aerzte-zs.ch/open_section/patienten_infos/ <https://www.medphone.ch/services>
- <https://www.hirslanden.ch/de/klinik-st--anna/centers/24-h-notfall-inkl-herznotfall/kompetenzen.html>
- https://gruezi.lu.ch/notfaelle_beratungsstellen/notfallnummern
- <https://www.luzernerzeitung.ch/zentralschweiz/luzern/aerzte-neue-notfallnummer-wird-kostenpflichtig-ld.14344>
- <http://srl.lu.ch/frontend/versions/3222?locale=de>
- <http://www.notfallsursee.ch/>
- <https://www.luks.ch/standorte/standort-wolhusen/hausarztliche-notfallpraxis>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/nfdreglement_lu_ab2009.pdf
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 16: NE – Neuchâtel’s out-of-hours system

(reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation ?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 177160 ▪ number of GPs obligated to take part to the on-call service: 	<p>Yes</p> <ul style="list-style-type: none"> ▪ <i>phone number :</i> unique cantonal number : 0848 134 134 	<p>Yes</p> <ul style="list-style-type: none"> □ GPs practice: yes, 8-18h (4 sectors) <i>Number of OOH sectors concerned: all</i> 	<p>Yes</p> <ul style="list-style-type: none"> □ GPs : yes, 8-18h Number of OOH sectors concerned: all 	<p>Yes</p> <ul style="list-style-type: none"> - age limit: 65 years old for duties in the GP-cooperatives. Weekdays duties: regional

<p>env. 150</p> <p>▪ Number of out-of-hours (OOH) sectors : - weekdays: 4 during the day, 2 at night (2 “Maisons de la garde”) - w-e/bank holidays: 3 (3 MG)</p> <p>Uniformity: all the sectors are organized on the same model.</p>	<ul style="list-style-type: none"> not surtaxed organism responsible of the telephonic triage : the CTMG (in Lausanne) Professional formation of the telephonists / regulators: nurses 	<p><input type="checkbox"/> GP-cooperative : yes</p> <p>- weekdays : 3 Maisons de Garde, 19-22h (Neuchâtel and Chaud-de-Fond) - w-e/bh : 10-20h (with 2 free hours at HNE-Pourtalès and CDF and 14h-18h at VDT (Couvét))</p> <p>Number of OOH sectors concerned: <i>all</i> (2 circles) Cercle1 : Neuchâtel/Boudry/VDT Cercle2 : La Chaux-de-Fonds/Le Locle/VDR)</p> <p><input type="checkbox"/> Hospital: yes Hospital's doctors between 22h-8h during the weeks and 22h-8h w-e/bh</p> <p>Number of OOH sectors concerned: all</p>	<p><input type="checkbox"/> Private society: yes <u>Médecins du Jura, w-e and bh h24</u> (friday 18h – Sunday 22h) Number of OOH sectors concerned: <i>all</i></p> <p>▪ Hospital's doctors: yes, at night (22h-8h) during the week and on Sunday night.</p> <p>Number of OOH sectors concerned: <i>all</i> (departs from 3 sites: NE, CDT, Couvet via SMUR)</p>	<p>appreciation: in 3 circles, it's 65yo; in Neuchâtel, 60 yo.</p> <p>- Abstention fee: none!</p>
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Durée de chaque garde, et nombre de gardes / médecin / année	Nombre moyen d'interventions par garde ?	Collaboration avec l'hôpital (selon le modèle de Baden ou similaire)	Commentaires
No for weekdays (8-18h in the GP's office)	Duration: - 10h for weekdays in	Information not collected.	Yes - collaboration

<p>Yes for duties in the MG : 180 CHF/h (except breaks)</p>	<p>the office</p> <ul style="list-style-type: none"> - 3h (19-22h) for week evenings in the MG - 10h (10-20h), with 2 hours break on the w-e/bh <p>Number:</p> <p>Weekdays at the office : depending on the circle 1 every 9 days (VDT) 1 every 30 days (Boudry) 1 every 60 days (Neuchâtel/VDR) 1 every 45 days (La Chaux-de-Fonds/Locle)</p> <p>Evenings at the MGs : Cercle 1 (99 doctors) for Neuchâtel : 2,5 duties /y</p> <p>Cercle 2(54 doctors) for Chaux-de-Fonds : 4,6 duties/y</p> <p>For the duties during the w-e/bh in the MGs: Cercle 1 (99 doctors) for Neuchâtel et VDR env. 2,3 duties / y Cercle 2 (54 doctors) for Chaux-de-Fonds env. 2,1 / y</p>		<ul style="list-style-type: none"> - The calls are redirected to the hospital at night - Hospital's doctors also do the home visits at night (18-8h) during the week. - Baden's model 	<p>.....</p> <p>.....</p> <p>.....</p>
<p>- <u>Particularities and remarks:</u></p>				

- **Intercantonal collaboration** with Lausanne for the telephonic triage (CTMG)
 - the explication of the system's organization has an excellent visibility and clarity on the internet.
 - Results of the satisfaction report of 2016 has shown positive results, notably a diminution of 50% of P1 emergencies (absolute priorities) admission, which alleviate the A&E.
 - A survey about the system's organization has been 2008 and could inspire other counties (Revmed).
 - Innovating models used :
 - **unique cantonal number**
 - **Telephonic triage, done by other health's professionals than doctors (nurses)**
 - **Baden's Model**
 - **Home visits:**
 - **at night, home visits are done by hospital's doctors** (no nighttime on-call duty for the GPs), meaning a "reduction of 50-55% of the time dedicated to on-call duty, which is attractive for young doctors!"*
 - **w-e and bh: all the home visits are done by a private society**, which alleviate the GPs.
- *http://www.snm.ch/images/documents/snm_news/81_snmnews.pdf

Sources (all websites consulted in July 2018):

- <https://www.revmed.ch/RMS/2009/RMS-194/Hopitaux-neuchatelois-une-revolution-de-Bas-en-Haut> mais rien sur garde
- <https://www.ne.ch/autorites/DFS/SCSP/sph/Pages/accueil.aspx>:
- <https://www.ne.ch/medias/Pages/141107-144.aspx>
- <https://www.ne.ch/medias/Documents/15/04/15.011.pdf>
- https://www.ne.ch/autorites/GC/objets/Documents/Rapports/2016/16025_com.pdf :
- http://www.snm.ch/images/documents/snm_news/81_snmnews.pdf
- <https://www.revmed.ch/RMS/2008/RMS-179/Attentes-et-besoins-des-medecins-de-premier-recours-face-a-l-urgence-une-enquete-neuchateloise>
- https://www.ne.ch/autorites/GC/objets/Documents/Rapports/2016/16025_com.pdf

APPENDIX 17: NW – Nidwalden's out-of-hours system

(reviewed by the society responsible for the OOHHC)

Cantonal demographic	Telephonic regulation?	Can the patient get an out-of-	Can the patient get a OOH	Are the general practioners
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information		hours consultation? (multiple answers allowed)	house calls, and by whom (multiple answers allowed)	legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 43065 number of GPs obligated to take part to the on-call service : 23 Number of out-of-hours (OOH) service sectors : 1 <p>Uniformity: all the sectors are organized on the same model.</p>	<p>No</p> <ul style="list-style-type: none"> phone numbers : unique cantonal number 041 610 81 61 not surtaxed <p>During the day, this number is directly deviated to the GP on duty. At night (22h-7h), the number is managed by the Stans' cantonal hospital.</p>	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperative: no <input type="checkbox"/> Hospital: ED (in all sectors) 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes <i>Number of OOH sectors concerned: supposedly all</i> Private society: no Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> age limit: unknown Abstention fee: max 15'000CHF/year
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
<p>Yes</p> <p>1000 CHF/year</p>	<p>Duration: 24 hours (7am-7am)</p> <p>Number : depends on the number of GPs currently taking part and the work percentages of these GPs.</p>	Info not collected.	<p>Yes</p> <p>Lyss' model in Stans cantonal hospital: at night, phone calls and consultations for patients that are able to move are managed by hospital's doctors (the GP on duty is available for eventual home visits).</p>	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>- <u>Precisions :</u></p> <p>- <u>Particularities of the OOH-system:</u></p>				

- **intercantonal collaboration:** redirection of the phone calls to the GP on duty is done at Sarnen's hospital (in Oberwald). It is a direct commutation, without intervention of an operator. The deviation is programmed every morning at 8 am for the next 24 hours.
- "Innovating" models used in the county:
 - **unique cantonal number**
 - **Lyss' model**

Sources (all websites consulted in July 2018):

- http://www.nw.ch/dl.php/de/57b4657478142/Gesundheitsgesetz-NG_711.1.pdf
- <https://www.luzernerzeitung.ch/zentralschweiz/nidwalden/notfalltelefon-klingelt-nachts-im-kantonsspital-ld.46162>
- <https://www.gdk-cds.ch/index.php?id=858>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 18: OW – Obwalden's out-of-hours system

(reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a home visit out-of-hours and who is doing it (multiple answers allowed)?	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> • Number of inhabitants : 37748 • number of GPs obligated to take part to the on-call service : 21 • Number of out-of-hours (OOH) service sectors : 1 	<p>No But there is a unique cantonal number.</p> <ul style="list-style-type: none"> • phone numbers : <ul style="list-style-type: none"> • during the week: unique cantonal number 041 660 33 77 • during the w-e: number of cantonal 	<p>Yes</p> <p><input type="checkbox"/> GPs practice: yes, opened until 8pm <i>Number of OOH sectors concerned: 1</i></p> <p><input type="checkbox"/> "Notfallpraxis": yes <i>Obwald's cantonal hospital's Notfallpraxis: w-e/bh 9-20h</i></p>	<p>Yes</p> <ul style="list-style-type: none"> • GPs : yes <i>Number of OOH sectors concerned: 1</i> • Private society: no • Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> • Age limit : none • Abstention fee: max 4500 CHF/year

Uniformity: the organization of the OOH is uniform in the canton.	hospital's Notfallpraxis 041 666 41 26 (8h-20h) <ul style="list-style-type: none"> • • Is the number surtaxed? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no • (organism responsible of the telephonic triage: GPs / Notfallpraxis) • (Professional formation of the telephonists / regulators: doctors) 	Number of OOH sectors concerned: 1 <input type="checkbox"/> Hospital: yes - <i>Obwald's cantonal hospital's Notfallpraxis</i> : at night, managed by hospital doctors (for consultations for patients that are able to move) <i>Number of OOH sectors concerned: 1</i> - ED (in all sectors)		
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
No	Duration :: 24 hours Number : 18/y	W-e: 25 Weekdays: 5-10	Yes Notfallpraxis in cantonal hospital, managed alternately by GPs and hospital doctors in collaboration (Baden's model)
<ul style="list-style-type: none"> • <u>Precisions</u> : the commutation of the unique cantonal number to the GP on duty is made (without interposition of an operator) by the cantonal police's central. • <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> • unique cantonal number 				

- hospital-integrated GP-cooperative
- Baden's model

Sources (all websites consulted in July 2018):

- <https://www.ksow.ch/de/notfall/index.php>, <https://www.gdk-cds.ch/index.php?id=858>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/mm_obwalden_200910.pdf et https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/mm_obwalden_200910.pdf
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 19: SG – Sankt-Gallen's out-of-hours system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 507659 ▪ number of GPs obligated to take part to the on-call service : unknown ▪ Number of out-of-hours (OOH) service sectors : 16 	<p>No</p> <ul style="list-style-type: none"> ▪ phone numbers : 14 different numbers, directly redirected to the GP on duty • Is the number surtaxed? <ul style="list-style-type: none"> <input type="checkbox"/> yes, almost all <input type="checkbox"/> no 	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opening times unknown <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> "Notfallpraxis": yes <p>- <i>Sankt-Gallen kantonsspital's</i></p>	<p>Yes</p> <ul style="list-style-type: none"> ▪ GPs: yes <i>Number of OOH sectors concerned: supposedly all</i> ▪ Private society: no ▪ Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: unknown - Abstention fee: unknown

<p>The organisation of the OOH is not uniform in the canton.</p>	<p>- At night, Linth's hospital is functioning as call centre (not verified).</p> <p>- In the Roschach's sector, the sector's number is managed by the night doctor of the local hospital (not verified).</p>	<p><u>Notfallpraxis ZNA1</u>: managed by GPs 17-23h during the week and 10-23h during the week-end. At night, managed by hospital doctors.</p> <p><i>Number of OOH sectors concerned: unknown</i></p> <p>- <u>Linth's hospital Notfallpraxis</u>: Evenings and week-ends, managed by GPs, at night by hospital's doctors.</p> <p><i>Number of OOH sectors concerned: unknown</i></p> <p>□ Hospital: yes In Sankt-Gallen's kantonsspital's Notfallpraxis and Linth's hospital Notfallpraxis, consultations for patients able to move are managed by hospital doctors at night.</p> <p><i>Number of OOH sectors concerned: unknown</i></p> <p>At night, Roschach's hospital manages phone calls, consultations for patients that are able to move.</p> <p><i>Number of OOH sectors concerned: unknown</i></p>		
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		EDs (in all sectors)		
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
Unknown	Unknown	Unknown	Yes - Baden's model: Notfallpraxen in S-G Kantonsspital and in Linth's spital - Lyss's model in these two Notfallpraxen: hospital's doctors manage phone calls and consultations at the Notfallpraxen (the GP on duty stays available for eventual home visits). - Roschach's sector: phone calls are managed by the night doctor at the local hospital.
- <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> o hospital-integrated GP-cooperatives o Baden's model in Linth and SG Kantonsspital o Lyss's model: at night, hospital's doctors managed phone calls to the sector's number and consultations for patients that are able to move. The GP on duty is available for eventual home visits (Linth, SG Kantonsspital, Roschach) 				

Sources (all websites consulted in July 2018):

- <https://www.hirslanden.ch/de/klinik-stephanshorn/centers/notfallaufnahme-klinikstephanshorn.html>

- <https://www.aerzte-sg.ch/default.asp?selm=Notfalldienstnummern>
- <https://www.tagblatt.ch/ostschweiz/stgallen-gossau-rorschach/neuer-aerztlicher-notfalldienst-in-stgallen-ld.180437>,
<https://saez.ch/de/resource/jf/journal/file/view/article/saez/de/saez.2010.15684/2010-50-814.pdf/> et <https://www.gdk-cds.ch/index.php?id=854&L=1#c3769>
- <https://www.gdk-cds.ch/index.php?id=850&L=1>
- https://primary-hospital-care.ch/pdf_d/2009/2009-12/2009-12-187.PDF: <https://www.gdk-cds.ch/index.php?id=859&L=1#c3789>
- https://saez.ch/pdf_f/2010/2010-50/2010-50-814.PDF
- <https://www.tagblatt.ch/ostschweiz/stgallen-gossau-rorschach/hausarzte-mit-notfallpraxis-im-spital-linth-ld.736754> et
<https://www.medinside.ch/de/post/spital-linth-mit-neuer-notfallpraxis>
http://toggi.zehnder.ch/eweb/media/toggi/2013/09/11/pdf/11_09_2013_toggi_18_309fee4e54.pdf
- <https://www.tagblatt.ch/ostschweiz/stgallen-gossau-rorschach/neuer-aerztlicher-notfalldienst-in-stgallen-ld.180437>
- <https://saez.ch/de/resource/jf/journal/file/view/article/saez/de/saez.2010.15684/2010-50-814.pdf/>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 20: SH – Schaffhausen’s OOH system

(reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 81859 ▪ number of GPs obligated to take part to the on-call service : 59 ▪ Number of out-of-hours (OOH) service sectors : 	<p>No</p> <p>The number is redirected to the Notfallpraxis during its opening hours. Out of these hours, it's redirected to a phone centre in Zürich, who directs the call to the on-call</p>	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, 7-18h (“regionaler Tagesdienst”) Number of OOH sectors concerned: <i>all</i> <input type="checkbox"/> GP-cooperatives: yes 	<p>Yes</p> <ul style="list-style-type: none"> ▪ GPs : yes, h24 (“Hintergrundbesuchdienst”) Number of OOH sectors concerned: <i>all</i> 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: none - Abstention fee: max. 3000 CHF/y

<ul style="list-style-type: none"> - 1 sector for the “Notfallpraxis” duties - 3 sectors for the regional day duty (“regionaler Tagesdienst”) <p>The sectors are not all organised on the same model (but there is a unique cantonal number)</p>	<p>GP or to the hospital.</p> <ul style="list-style-type: none"> ▪ phone number(s) : unique phone number 052 634 34 00 • Not surtaxed ▪ (organism responsible of the telephonic triage: Notfallpraxis (GPs / hospital doctor) / night doctor in the hospital / on-call GP • Professional formation of the telephonists / regulators: Doctor, phone center’s employees) 	<p><u>Schaffhausen’s cantonal hospital’s Notfallpraxis:</u> weekdays: 18.00 – 22.00 h w-e/bh: 9.00 – 22.00 h <i>Number of OOH sectors concerned: 1</i></p> <p><input type="checkbox"/> Hospital: yes - <u>Schaffhausen’s cantonal hospital’s Notfallpraxis:</u> 22h-7h managed by hospital doctors (GP on duty is available for eventual home visits) <i>Number of OOH sectors concerned: 1</i> - EDs (in all sectors)</p>	<ul style="list-style-type: none"> ▪ Private society: no ▪ Hospital’s doctors: no 	
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
<p>Yes (not for all duties)</p> <ul style="list-style-type: none"> - no for the weekday duty at the office - yes for the duties at the GP-C, according to the employment contract. 	<p>Duration:</p> <ul style="list-style-type: none"> - Duty days at the office: 11h - Notfallpraxis: <ul style="list-style-type: none"> - weekdays: 4.5 hours - w-e/bh: 2 shifts every 7 hours (3 between Christmas 	<ul style="list-style-type: none"> - „Regionaler Tagesdienst“: 6-8 - GP-C : weekdays: 11 - home visits service: 0-2 	<p>Yes</p> <ul style="list-style-type: none"> - Baden’s model in the cantonal hospital, managed alternately by GPs and hospital doctors in collaboration. 	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

<p>- home visits service: yes, 100 CHF/day weekdays, 200 CHF/day during the w-e/bh.</p>	<p>and New Year Eve) - Home visits service: weekdays 13 hours, w-e/bh 24h</p> <p>Number : - Notfallpraxis + home visit service or only Notfallpraxis: 17 duties / y at a 100% working GP office. - Weekdays at the office (Tagesdienst): Schaffhausen: 12/y Klettgau: 25/y Stein am Rhein: 25/y</p>		<p>- Lyss' model in the cantonal hospital: at night, hospital's doctors manage phone calls and consultations for patients able to move (the GP on duty is available for eventual home visits)</p>	
<p>- <u>"Innovating" models used in the county:</u></p> <ul style="list-style-type: none"> ○ Unique cantonal number ○ Notfallpraxis' model (Baden's model) ○ Lyss' model 				

Sources (all websites consulted in July 2018):

- <https://www.gdk-cds.ch/index.php?id=858>
- http://rechtsbuch.sh.ch/fileadmin/Redaktoren/Dokumente/gesetzestexte/Band_8/810.100.pdf
- <https://www.spitaeler-sh.ch/notfall/>
- http://www.aerzte-schaffhausen.ch/xml_1/internet/de/application/d64/d50/f16.cfm
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/mm_schaffhausen_20081128.pdf

APPENDIX 21: SO – Solothurn's out-of-hours system

(reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 272954 number of GPs obligated to take part to the on-call service : unknown Number of out-of-hours (OOH) service sectors : unknown <p>Uniformity: the organisation of the OOH differs according to the sectors.</p>	Yes <ul style="list-style-type: none"> phone numbers : unique cantonal number 0848 112 112 not surtaxed organism responsible of the telephonic triage: die Notfallzentrale Professional formation of the telephonists / regulators: Doctors 	Yes <p>If yes :</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, <i>Number of OOH sectors concerned: all</i> <input type="checkbox"/> GP-cooperative: yes, similar idea, ambulatory emergencies' area (ambulante Notfallstationen): <p>- Olten's spital: <u>NOFOL</u>, managed 17-23h by GPs. At night, by hospital doctors <i>Number of OOH sectors concerned: unknown</i></p> <p>- Bürgerspital: managed 17-23h by GPs.</p>	Yes <ul style="list-style-type: none"> <input type="checkbox"/> GPs : yes, h24 <i>Number of OOH sectors concerned: all</i> <input type="checkbox"/> Private society: yes <u>Mobile Aertze</u> <i>Number of OOH sectors concerned: all</i> Hospital's doctors: no 	Yes <ul style="list-style-type: none"> age limit: none Abstention tax: 7500 CHF/y for a 100% work rate

		<input type="checkbox"/> Hospital: yes - the ambulante Notfallstationen of Olten's hospital and the Bürgerspital are managed by hospital doctors 8-17h and 23h-8h. 17-23h GPs, 23-8h hospital doctors - EDs (in all sectors)		
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
yes 156 CHF/ duty	Duration: 8 hours Number : ca 12x /year	40 patients / 8h	Yes Baden's model in the ambulatory emergencies' area - ambulante Notfallstation in Olten's hospital and Bürgerspital
- <u>"Innovating" models used in the canton:</u> <ul style="list-style-type: none"> o unique cantonal number o integrated GP-cooperative (ambulatory emergencies' area) o Baden's model o House calls can be done by a private society (Mobile Aertze) 				

Sources (all websites consulted in July 2018):

- <https://bqs.so.ch/frontend/versions/4094>
- <https://www.so.ch/staatskanzlei/medien/medienarchiv-2000-2014/2002/dezember/0848-112-112-neue-notfallarzt-nummer-im-kanton-solothurn/>

- <https://www.so-h.ch/kantonsspital-olten/institute/notfallstation/ambulante-notfallstation-nofol.html>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/infoplattform_nfd/mm_solothurn_20080922.pdf
- <http://www.drfluri.ch/styled-22/styled-8/index.html>
- <https://www.solothurnerzeitung.ch/solothurn/kanton-solothurn/berner-aerzte-beschweren-sich-wie-laeuft-notfalldienst-im-kanton-solothurn-130766848>

APPENDIX 22: SZ – Schwyz's out-of-hours system

(reviewed by the society responsible for the OOHC)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 158313 ▪ number of GPs obligated to take part to the on-call service : 50 ▪ Number of out-of-hours (OOH) service sectors : 6 (Einsiedeln, Goldau, Höfe, Küssnacht, March, Schwyz) <p>Uniformity: the organisation of the OOHC is not uniform in the canton. There are 6 OOH</p>	<p>No</p> <ul style="list-style-type: none"> ▪ phone numbers : a different number for each sector • not surtaxed ➤ Sector's numbers of Schwyz and Arth-Goldau are managed by Schwyz's Hospital Notfallpraxis ➤ During the night, sector's numbers are answered by the hospitals in 3 sectors (Schwyz, 	<p>Yes</p> <ul style="list-style-type: none"> □ GPs practice: yes, until 10pm <i>Number of OOH sectors concerned: all</i> □ "Notfallpraxis": yes, Schwyz's hospital Notfallpraxis, managed by GPs during the week 18-22h, week-ends 8-22h. During the night, handled by doctor's hospital. <i>Number of OOH sectors concerned: 2</i> 	<p>Yes</p> <ul style="list-style-type: none"> ▪ GPs : yes, h24 <i>Number of OOH sectors concerned: all</i> ▪ Private society: no ▪ Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> - age limit: unknown - Abstention tax: 8000 CHF/year

sectors, with a different number for each one, and different amenities depending on the sector.	Einsiedlen, Lachen) (not verified)	<input type="checkbox"/> Hospital: yes - <u>Schwyz's hospital Notfallpraxis</u> is managed by hospital doctors at night. <i>Number of OOH sectors concerned: 2</i> - EDs (in all sectors)		
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
No	Duration: 24h Number : 10 /year?	1-2	Yes - During the night, hospitals answer the phone calls of 3 sectors (Lyss Model) - Baden's model in the GP-cooperative
- <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> ○ Hospital-integrated GP-cooperative ○ Baden's model ○ Lyss model: hospitals answer the calls to the sector's phone number instead of the GPs in 3 sectors 				

Sources (all websites consulted in July 2018):

- <https://www.aerzte-zs.ch/kantonsgesellschaften/schwyz/dienstleistungen/>
- <https://www.sz.ch/privatpersonen/gesundheit-soziales/not-katastrophenfall/notfalldienste-arzt-zahnarzt.html/72-512-444-1705-1701>
- <https://www.spital-schwyz.ch/leistungsangebot/interdisziplinaere-notfallstation/notfall-was-tun.html>
- <https://www.suedostschweiz.ch/wirtschaft/hausarztliche-notfallpraxis-im-spital-schwyz>
- <https://www.medinside.ch/de/post/schwyz-notfalldienst-oder-es-wird-teuer>

APPENDIX 23:TI – Ticino’s out-of-hours system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 353133 number of GPs obligated to take part to the on-call service : unknown Number of out-of-hours (OOH) service sectors : unknown <p>Uniformity: the organisation of the OOH is uniform in the canton.</p>	<p>Yes</p> <ul style="list-style-type: none"> phone numbers : unique cantonal number 091 800 18 28 not surtaxed organism responsible of the telephonic triage: unknown Professional formation of the telephonists / regulators: unknown 	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperatives: no <input type="checkbox"/> Hospital: EDs (in all sectors) 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes <i>Number of OOH sectors concerned: supposedly all</i> Private society: yes, in some sectors, eg LuganoCare. <i>Number of OOH sectors concerned: 1</i> Hospital’s doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> Age limit: 60 yo in Bellinzona. Abstention fee: 2500 CHF/y in Bellinzona

Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
Unknown	Duration: 11h (8PM-7AM weekday) or 24h (7AM-7AM w-e/bh), in Bellinzona. Number : unknown	Unknown	No
- “Innovating” models used in the county: <ul style="list-style-type: none"> o unique cantonal number o house calls can be done by private societies 				

Sources (all websites consulted in July 2018):

- <http://luganocare.com/medico-ed-infermiera-a-domicilio/>
- <http://www.omct.ch/omct/regolamenti/Regolamento-picchetti/content/03/content/0/document/Regolamento%20picchetti%20B&%23039;zona.pdf.pdf>
- <http://www.omct.ch/omct/home>
- <https://www.inrete.ch/ti/Urgenze/urgenze.htm>
- <https://www3.ti.ch/CAN/RLeggi/public/raccolta-leggi/legge/numero/6.1.1.1>
- <http://hospicetino.ch/servizi/picchetto-24-ore/>

APPENDIX 24: TG – Thurgau’s out-of-hours system

(reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Who is doing the house calls (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 275935 number of GPs obligated to take part to the on-call service : 180 Number of out-of-hours (OOH) service sectors : During the day: 12 <ul style="list-style-type: none"> west: 7 east 3 others: 2 (Bischofszell – Kradolf – Sulgen – Erlen and Rickenbach/Wilen/Busswil /Wil SG/Schwarzenbach SG) <p>Out of opening practice times: 3 (Ost, West; Sulgen – Bischofszell)</p> <p>Uniformity: the organisation of the OOH is not uniform in the canton. Sectors Ost and West are organised the same, but Sulgen-Bischofszell has a different system.</p>	<p>Yes, <u>only for 2 sectors</u> (Ost and West, Sulgen-Bischofszell: direct to the on-call GP)</p> <p>3 phone numbers, active from 5pm on.</p> <ul style="list-style-type: none"> organism responsible of the telephonic triage: Frauenfeld's hospital Notfallpraxis until 22h (nurses), then Notfallstation not surtaxed for Thurgau Ost and West, surtaxed for S-B Professional formation of the telephonists / regulators: TG Ost and West: nurses Sulgen-Bischofszell: direct to the on-call GP 	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opened 7-17h <i>Number of OOH sectors concerned: all</i> <input type="checkbox"/> "Notfallpraxis": yes <ul style="list-style-type: none"> - <u>Frauenfeld's hospital</u> <i>Notfallpraxis: managed by GP until 22h. Managed by hospital' doctors at night</i> <i>Number of OOH sectors concerned: 7</i> - <u>Münsterligen's hospital</u> <i>Notfallpraxis: until 22h</i> <i>Number of OOH sectors concerned: 3 (Arbon, Romanshorn, Amrswil-Obersee)</i> <input type="checkbox"/> Hospital: yes <ul style="list-style-type: none"> - Münsterligen's and Frauenfeld Notfallpraxis: managed 22-8h by a hospital doctor <i>Number of OOH sectors concerned: 3</i> 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes, h24 7-17h 12 sectors 17h-7h 3 sectors Notfallpraxis answer the calls until 22h, then Notfallstation, and they ask GPs to do the home visits <i>Number of OOH sectors concerned: all</i> Private society: no Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> Limit age: none, as long as a GP is working in a practice Abstention tax: max 5000 CHF/year

		- EDs (in all sectors)		
Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments
- Home visits: no - duties at the Notfallpraxis: 200CHF/h	Duration: - Notfallpraxis 4h, except Thursday and w-e : 7-8h. - Home visits: 17-7h Mon-Fri Thursday and Saturday 12-7h, Sunday 7h-7h Number : app 12/year (according to a system of points, for example a weekday is 1 point, a w-e day is 2.5 point).	- Sunday or bh: 3 home visits - Saturday: 2-3 home visits - Weekdays: 1 home visit/night	<input type="checkbox"/> yes <input type="checkbox"/> no - Baden's model in Münsterlingen's GP-cooperative
- <u>Remarks:</u> from 2007 to 2008, a pilot project was put into place: MEDI24 (a private telemedicine society) was managing the phone calls (in Frauenfeld and Arbon-Romanshorn's sectors) at night. The project was suspended in 2008 due to lack of funding. - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> ○ Unique phone number for part of the county (the west area) ○ hospital-integrated GP-cooperative ○ Baden's model 				

Sources (all websites consulted in July 2018):

- <http://www.aerzte-tg.ch/de/notfalldienst/regionale-notfallkreise.html/90>
- <https://www.taqblatt.ch/ostschweiz/arbon-kreuzlingen-weinfelden/im-notfall-nach-muensterlingen-ld.749122>
- <http://www.rechtsbuch.tg.ch/frontend/versions/1188>

- <https://www.gdk-cds.ch/index.php?id=850&L=1>
- <https://www.taqblatt.ch/ostschweiz/arbon-kreuzlingen-weinfelden/der-notfalldienst-gehoert-dazu-ld.843435>

APPENDIX 25: UR – Uri's out-of-hours system

(reviewed by the society responsible for the OOHC)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 36375 number of GPs obligated to take part to the on-call service : 21 Number of out-of-hours (OOH) service sectors : 1; 12 weeks of the year 2 (Andermatt) <p>Uniformity: the organisation of the OOHC is uniform in the canton.</p>	<p>No</p> <p>There's no telephonic triage system in Uri, but one unique cantonal number that is directly redirected (without contact) by a phone centre (in Uri's cantonal spital) to the GP on duty. Every morning, the number of the GP on-call is programmed for the next 24 hours.</p> <ul style="list-style-type: none"> phone numbers : <ul style="list-style-type: none"> unique cantonal number: 0418700303 not surtaxed 	<p>Yes</p> <p>If yes :</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, until 10PM <i>Number of OOH sectors concerned: all</i> <input type="checkbox"/> GP-cooperative: no <input type="checkbox"/> Hospital: EDs (in all sectors) 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes <i>Number of OOH sectors concerned: all</i> Private society: no Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: 65 yo - Abstention fee: none
Remuneration for the OOHC activity (in addition to the payment for the	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments

services provided by the doctor)				
No	Duration: 8-8 Uhr, the phone is switched to the hospital from 22-6. Numbers : +/- 18 /year?	Varying, between 2-20	Yes Lyss' model: between 22- 8: the hospital is answering the phone, if a house visite is necessary the GP is called and goes to see the patient	
<p>- <u>Precisions :</u></p> <ul style="list-style-type: none"> ○ According to the VZAG's website, the unique cantonal number only covers the "unteres und mittlers Reusstal", not the "oberes Reusstal", but that's not correct: the cantonal number covers the whole canton – if the gp in andermatt is around patients of the oberes Reusstal go there. If the gp of Andermatt is not around the patients need to come to the unteres Reusstal. If the gp of Andermatt is not around: there are no house visits in oberes Reusstal, the patient is brought to the hospital by ambulance. <p>- <u>"Innovating" models used in the county:</u></p> <ul style="list-style-type: none"> ○ unique cantonal number ○ Lyss model (no consultations) 				

Sources (all websites consulted in July 2018):

- <https://www.urnerwochenblatt.ch/artikel/urner-oberland-neuregelung-des-hausaerztlichen-notfalldienstes>
- <https://www.aerzte-zs.ch/>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 26: VD – Vaud's out-of-hours system

(reviewed by a person included in the team responsible for the OOHHC)

Cantonal demographic	Telephonic regulation?	Garde par des consultations hors des heures ouvrables ?	Can the patient get a OOH house calls, and by whom (multiple answers	Obligation for the GPs to take part to the OOHHC
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information		(plusieurs réponses possibles)	allowed)	
<ul style="list-style-type: none"> Number of inhabitants : 795368 number of GPs obligated to take part to the on-call service : unknown Number of out-of-hours (OOH) service sectors : 13 <p>The organisation of the OOHC is not uniform in the canton.</p>	<p>Yes</p> <ul style="list-style-type: none"> phone number : unique cantonal number 0848 133 133 not surtaxed organism responsible of the telephonic triage: <u>CTMG (Centrale Téléphonique des Médecins)</u> Professional formation of the telephonists / regulators: Nurses 	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, until 21/22h (depends on the sector and the weekday. No uniformization). <i>Number of OOH sectors concerned: all</i> <input type="checkbox"/> GP-cooperative: yes <u>- Maison de Garde de l'Est Vaudois, opened until 21/22h</u> (depends on the weekday) <i>Number of OOH sectors concerned: 1</i> <input type="checkbox"/> Hospital: yes - EDs (all sectors) . The ED has an ambulatory emergencies' area. <input type="checkbox"/> Walk-in centers : <u>Permanence du Flon</u> (until 9PM) 	<p>Yes, except for 1 sector that doesn't have a home visit service.</p> <ul style="list-style-type: none"> GPs : yes, h24 <i>Number of OOH sectors concerned: 12</i> Private society: yes <u>SOS MED SARL and Médecins du Léman</u> <i>Numbers of OOH sectors concerned :</i> <ul style="list-style-type: none"> <u>SOS MED Sarl</u> : 2 <u>Médecins du Léman</u> : 1 Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> age limit: 60 yo Abstention fee: max 2500 CHF/y
Remuneration for the OOHC activity (in addition to the payment for the	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments

services provided by the doctor)				
<input type="checkbox"/> no, but could change in the future*.	Duration: 24h, but depending on the sector between 12-72h (or more). Numbers : unknown		No
- "Innovating" models used in the county: <ul style="list-style-type: none"> ○ unique cantonal number ○ telephonic triage done by other health's professionals than GPs (nurses) ○ GP-cooperative (not integrated to the hospital) ○ part of the home visits are done by private societies. 				

Sources (all websites consulted in July 2018) :

- <https://www.24heures.ch/vaud-regions/maillard-revolutionne-garde-medicale/story/19669207>
- <https://www.24heures.ch/vaud-regions/maillard-revolutionne-garde-medicale/story/19669207>
- <https://www.urgences-sante.ch/qui-sommes-nous>
- <http://www.sosmed.ch/>
- <http://www.medecinsduleman.ch/garde/>
- www.svmed.ch/wp-content/uploads/.../Mai-La-garde-de-demain-Tous-à-lhopital.pdf

APPENDIX 27: VS – Valais' OOH system

(not reviewed by the society responsible for the OOH)

(not reviewed by the society responsible for	Telephonic regulation?	Can the patient get an out-of-hours consultation?	Can the patient get a OOH house calls, and by whom	Are the general practioners legally
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the OOH)Cantonal demographic information		(multiple answers allowed)	(multiple answers allowed)	obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 342850 number of GPs obligated to take part to the on-call service : unknown Number of out-of-hours (OOH) service sectors : unknown <p>Uniformity: the organisation of the OOH system is not uniform.</p>	<p>Yes</p> <ul style="list-style-type: none"> phone numbers : unique cantonal number 0900144033 surtaxed organism responsible of the telephonic triage: On-call GPs in the phone centre 144 (emergencies calls) in Sierre Professional formation of the telephonists / regulators: Regulator doctors. Night time (7PM-7AM) and w-e: an on-call GP answers the call (and another GP is on-call for the eventual home visits). The rest of the time, phone centre's employees handle the calls. 	<p>Yes</p> <p>If yes :</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperative: yes, the <u>HANOW</u> (Garde Médicale des médecins de famille) in the Haut-Valais hospital center (Viège). Managed by GPs 5.30-10 PM during the week, 9AM-10PM w-e/bh. <i>Number of OOH sectors concerned: unknown</i> <input type="checkbox"/> Hospital: yes <ul style="list-style-type: none"> - The GP-cooperative HANOW is managed by hospital's doctors after 10PM. - EDs (in all sectors) 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes <i>Number of OOH sectors concerned: supposedly all</i> Private society: no Hospital's doctors: no 	Yes
Remuneration for the OOH activity (in addition to the payment for the	Length of each "on-call" duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments

services provided by the doctor)				
unknown	Unknown	Unknown	Yes Baden's model in the GP-cooperative HANOW	
<p>- <u>Remarks:</u></p> <ul style="list-style-type: none"> ○ Some GPs can chose to deviate their phone numbers to the unique cantonal number. Currently, about 28 GPs are using this possibility. ○ In some peripheral areas of the canton, there is no on-call GP but "SMUP doctors" ("Service mobile de proximité", literally "mobile proximity service"). Nine times over ten, the phone centre is able to reach a SMUP doctor. When it is not possible and according to the emergency level of the patient, the phone centre tries to reach a SMUP doctor of a GP from a neighbouring peripheral area. <p>- <u>"Innovating" models used in the county:</u></p> <ul style="list-style-type: none"> ○ unique cantonal number ○ Baden's model ○ SMUP doctors 				

Sources (all websites consulted in July 2018):

- <http://www.smvs.ch/uploads/default/id-728-2016-02-08-Flyer-HANOW-FR-DE-Korrektur.pdf>
- <http://www.smvs.ch/uploads/default/id-729-INFORMATIONS-POUR-PATIENTS-URGENCE-SIERRE.pdf>
- <https://www.tdg.ch/suisse/maison-garde-ouvre-portes-valais/story/24351718>
- <https://www.lenouvelliste.ch/articles/valais/valais-central/la-premiere-maison-de-garde-medicale-du-valais-297831>
- <http://www.reseau-entraide-vs.ch/fr/institutions-ressources/ressources/garde-des-medecins-0-482>
- <https://www.gdk-cds.ch/index.php?id=856&L=1%20AND%201%3D1%C2%97#c3778>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_nf_nr_def_20081023-f.pdf

APPENDIX 28: ZG – Zug's OOH system

(not reviewed by the society responsible for the OOHC)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Who is doing the house calls (multiple answers allowed)	Are the general practitioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 126143 number of GPs obligated to take part to the on-call service : unknown Number of out-of-hours (OOH) service sectors : unknown <p>Uniformity: the organisation of the OOHC is not uniformed.</p>	<p>Yes</p> <ul style="list-style-type: none"> phone numbers : unique cantonal number: 0900 008 008 surtaxed organism responsible of the telephonic triage: <u>MEDPHONE</u> Professional formation of the telephonists / regulators: nurses 	<p>Yes</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPs practice: yes, opening times unknown. <i>Number of OOH sectors concerned: supposedly all</i> <input type="checkbox"/> GP-cooperatives: yes <u>Zug's cantonal hospital</u> <u>Notfallpraxis</u>: handled by GPs 6PM-11PM during the week except on Thursday (3PM-11PM), 9AM-10PM on Saturday, 9AM-9PM on Sunday / bh. <i>Number of OOH sectors concerned: unknown</i> <input type="checkbox"/> Hospital: EDs (in all sectors) <input type="checkbox"/> <i>Others</i>: Hirschlanden Andreasklinik 24h Notfallaufnahme (walk-in center) 	<p>Yes</p> <ul style="list-style-type: none"> GPs : yes <i>Number of OOH sectors concerned: supposedly all</i> Private society: no Hospital's doctors: no 	<p>Yes</p> <ul style="list-style-type: none"> - Age limit: unknown - Abstention tax: 2000-10'000 CHF / year

		Number of OOH sectors concerned: unknown		
Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)	Comments
Unknown	Unknown	Unknown	No
- <u>“Innovating” models used in the county:</u> <ul style="list-style-type: none"> ○ Unique cantonal number ○ Telephonic triaging done by other professionals than GPs (nurses) ○ hospital-integrated GP-cooperative 				

Sources (all websites consulted in July 2018):

- <https://www.zg.ch/behoerden/gesundheitsdirektion/direktionssekretariat/notfall>
- <http://www.notfallpraxiszug.ch/>
- <https://www.hirslanden.ch/de/andreasklinik-cham-zug/centers/24h-notfallaufnahme.html>
- <http://www.aerztezentrum-sins.ch/kontakt-termine/notfalldienst>
- https://www.aerzte-zs.ch/nc/open_section/vzaq_news/details/article/presentationen_12_zentralschweizer_aerzte_forum_2018/

APPENDIX 29: ZH – Zurich’s OOH system

(not reviewed by the society responsible for the OOH)

Cantonal demographic information	Telephonic regulation?	Can the patient get an out-of-hours consultation? (multiple answers allowed)	Can the patient get a OOH house calls, and by whom (multiple answers allowed)	Are the general practitioners legally obligated to take part to the on-call service?
<ul style="list-style-type: none"> Number of inhabitants : 1516908 number of GPs obligated to take part to the on-call service : 180 Number of out-of-hours (OOH) service sectors : 5 <p>Uniformity: the organisation of the OOHC is not uniform in the canton.</p>	<p>Yes</p> <ul style="list-style-type: none"> phone numbers: unique cantonal number 0800 33 66 55 not surtaxed organism responsible of the telephonic triage: <ul style="list-style-type: none"> - <u>Artzefon</u>: “kantonale Notfallnummer” - <u>SOS Arzte</u> Professional formation of the telephonists / regulators: nurses <p>NB: SOS Artze (a private society) has a function of telephonic regulation</p>	<p>Yes</p> <ul style="list-style-type: none"> GPs practice: yes, opening times unknown. Number of OOH sectors concerned: supposedly all GP-cooperatives: yes <ul style="list-style-type: none"> - Stadtspital Waid Notfallpraxis: 9/10AM – 10.30PM - Stadtspital Bülach Notfallpraxis Number of OOH sectors concerned: unknown Hospital: yes <ul style="list-style-type: none"> - patients can go to the EDs in all sectors. - (Project in hospital Affoltern (group of GPs on duty there 8AM-8PM): suspended in 2017.) Others: walk-in centers <ul style="list-style-type: none"> - NotfallZürich 3AG (10h-14h) - Medbase Hauptbahnhof 	<p>Yes</p> <ul style="list-style-type: none"> GPs: yes Number of OOH sectors concerned: all Private society: yes <ul style="list-style-type: none"> - <u>SOS Artze</u> - <u>Mobile Artze</u> Number of OOH sectors concerned: all Hospital's doctors: no 	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <ul style="list-style-type: none"> - age limit: 60 yo - Abstention tax: fixed every year by the AGZ (5000CHF in 2018)
Remuneration for the OOHC activity (in addition to the payment for the services)	Length of each “on-call” duty and number of times a GP is on-call per year	Mean number of interventions per an on-call period?	Collaboration with the hospital (Baden's model or Lyss's model or similar)	Comments

provided by the doctor)				
Unknown	Unknown	Unknown	No
<ul style="list-style-type: none"> - <u>Precisions :</u> - <u>Particularities of the OOH-system:</u> <ul style="list-style-type: none"> o the planification and commutation of the cantonal number to the GP on-call is assisted by docbox. o Zurich city and its associated communes finance about 75% of the Artzefon system. Furthermore, every GP taking part to the on-call duty participates to the cover of the costs by giving Artzefon 270 CHF / year. - <u>"Innovating" models used in the county:</u> <ul style="list-style-type: none"> o there exists a unique cantonal number (in addition to other numbers in function) o hospital-integrated GP-cooperative o there exists an informatic platform „Notfall walk-in Netzwerk Zurich" that shows patients where they can seek help when their personnel GP is unavaible. o House calls are made by private societies in some sectors. o the "Futuro Project" is being developed in Zürich (project of an online GP's practice) 				

Sources (all websites consulted in July 2018):

- http://www.hplus.ch/fileadmin/user_upload/Medien/Medienkonferenzen/JMK_2010/Franz%C3%B6sisch/08_Medienkonferenz_Hplus_Notfallzentrum_Waid_20_Mai_2010_V31-f-3h_V5.pdf
- [https://www.medbase.ch/fr/a-propos-de-medbase/actualites/detail/news/medbase-reprend-la-permanence-a-la-gare-centrale-de-zurich/.](https://www.medbase.ch/fr/a-propos-de-medbase/actualites/detail/news/medbase-reprend-la-permanence-a-la-gare-centrale-de-zurich/)
- <http://www.nz3.ch/angebot.html>
- <https://www.aerztefon.ch/zuerich/service/>, <https://econtent.hogrefe.com/doi/abs/10.1024/1661-8157/a002064>,
<https://www.nzz.ch/zuerich/aktuell/hausarztmangel-ein-notfalldienst-fuer-den-ganzen-kanton-ld.1306985>
- https://www.gdk-cds.ch/fileadmin/pdf/themen/gesundheitsversorgung/medizinische_grundversorgung/bt_massnahmen_def_20081023-f.pdf
- <http://aerzte-zh.ch/informationen/notfalldienst.html>

	Demographics	Telephonic regulation	OOH consultations (patients able to move)	OOH house calls	GP's obligation to take part to the OOH	Remuneration	Length and number	Collaboration with the ED
Germany	NI: 82,293,457 MD: 4 S:14	Yes: formed employees under doctor supervision	GPs' practices (rota) GP-cooperatives ED	GPs Private societies	Yes	No? (only the costs for home visits are reimbursed)	12/18/24h	Yes, some GP-coop are in hospitals and work together
Austria	NI: 8 754 413 MD: 5.15 S: 9	Yes: doctors	GP's practices ED	GPs Private societies?	?	Yes	varying	?
France	NI: 67'795'000 MD: ? S: 1616	Yes: doctors / private societies	Gp's practices GP-cooperatives ED	GPs Private societies	No	yes	12/24h	Yes 1/3 of the GP-cooperative cooperate with the ED
Italy	60'589'445 MD: 4 S: ?	No	GP's practices Guardia Medica practices ED	"Physicians for continuity" Private societies?	No	yes	12/24h	No
UK	NI: 65'648'100 MD: 3 S:?	Yes: trained advisors	GPs' practices Primary care centers Minor injuries centers Walk-in centers	GP Nurse consultants Emergency care practitioners Deputizing	No	Yes	13h/24h	Yes

			ED	services				
The Netherlands	NI:17'108'799 MD: 3 S: ?	Yes: telenurses	GP-cooperatives ED	GPs Private societies ?	Yes	Yes	6-8h Mean: 4h/week	Yes (70% of the GP-coop collaborate with the ED)
Denmark	NI:5'887'565 MD: 3.65 S:5	Yes: telenurses	GP-cooperatives ED	GPs Deputizing services	No?	Yes	8h	no
Sweden	NI: 10' 171'524 MD: 4 S:?	Yes: telenurses	GP-cooperatives ED	GPs Deputizing services?	Yes	Yes	?	?
Norway	NI: 5'295 619 MD: 4.42 S: 262	Yes: telenurses	GP's practices GP-cooperatives: casualty clinics Emergency clinics ED	GPs Deputizing services?	Yes	?	?	No

APPENDIX 31: GERMANY OOHc SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
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<ul style="list-style-type: none"> ▪ <i>Number of inhabitants</i> : 82,293,457 ▪ <i>Medical density</i> : 4 ▪ <i>GP obligated to take part to the OOH care</i> : 110'000 (2012) ▪ <i>Number of out-of-hours (OOH) service sectors</i> : 14 <p><i>Uniformity</i>: there is a unique cantonal number, but the organisation of the OOH care differs depending on the sector.</p>	<p>Present in some sectors, absent in other ones (number directly transmitted to the on-call GP).</p> <ul style="list-style-type: none"> ▪ <i>Phone number</i>: unique number 116117 ▪ Not surtaxed ▪ <i>organism responsible of the telephonic triage</i>: telephone centre ▪ <i>Professional formation of the telephonists / regulators</i>: “formed employees” under doctor’s supervision 	<ul style="list-style-type: none"> • GPs’ practices organised in rotas (30-50 GPs joined together and alternating in doing OOH shifts) • OOHC care centers (GP-cooperatives): “Bereitschaftsdienstpraxen » (equivalent to Notfallpraxen) <ul style="list-style-type: none"> ○ sometimes in hospitals. ○ 7pm – 7am weekdays, from 2pm on Wed and Fri, w-e and bh h24. ○ Called the „in-town system”. • Hospital: ED when GP’s practices and GP-cooperatives are closed. 	<ul style="list-style-type: none"> • GPs • Private societies (for example “arztbesucheberlin”)
Are the general practioners legally obligated to take part to the on-call service?	Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)
Yes	Only the costs linked to home visits are reimbursed.	Length: 12h on mon, tue, thur; 18h on wed, fri and the eve of a holiday, 24h on w-e/bh. Number: unknown	Some of the GP-cooperatives are located in hospitals.
<p>- <u>Comments</u>:</p> <ul style="list-style-type: none"> ○ the costs occasioned by the out-of-hours system’s infrastructure (for example call-centers, facilities, ...) are not assumed by the city or the health insurances, but are deducted from the doctor’s income. ○ There is a online service which helps the patient (according to his location) to visualise which structure (GP’s practice, GP-cooperative, 			

- hospitals) he can go to.
- "Innovating" models used in the county:
 - **unique number**
 - **telephonic triage, done by other health professionals than doctors**
 - **„in-town system“: GP-cooperatives (Bereitschaftsdienstpraxen), sometimes located in the hospitals.**
 - **Part of the house calls can be done by private societies.**

Sources (all websites consulted in September 2018):

- <https://www.116117.de/html/de/>
- <https://www.merkur.de/welt/117-funktioniert-neue-notfall-nummer-2273946.html>
- <https://www.116117.de/html/de/regionen.php>
- <https://arztbesucheberlin.de/>
- <https://www.tandfonline.com/doi/full/10.3109/13814788.2014.887069>
- <https://www.cairn.info/revue-francaise-des-affaires-sociales-2006-2-page-91.html#no2>
- References (see Table of contents in the main document) : (1), (23)-(26).

APPENDIX 32: AUSTRIA OOH SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
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<ul style="list-style-type: none"> Number of inhabitants : 8 754 413 Medical density : 5.15 Number of out-of-hours (OOH) service sectors : 9 <p>Uniformity: the system is uniform.</p>	<p>Yes</p> <ul style="list-style-type: none"> organism responsible of the telephonic triage: phone center « Artzefunkdienst » : 141 Redirected to the local on-call GP Professional formation of the telephonists / regulators: Telephone regulator doctor “Telefonarzt” not surtaxed <p>NB: in Niederösterreich, 141 and 144 are both managed by the 144 phone center.</p>	<ul style="list-style-type: none"> GP’s practices Hospital: ED when GP’s practices and GP-cooperatives are closed 	<ul style="list-style-type: none"> GPs: “Funkarzt” (GP doing house calls, driven by a paramedical driver) or „Selbstfahrender Arzt“ (GP doing house calls with his own vehicle) Private societies: possibly
Are the general practioners legally obligated to take part to the on-call service?	Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)
Unknown	<p>Yes</p> <ul style="list-style-type: none"> on-call GP “Funkarzt”: fee-for-hour for a 6 / 12 hours on-call GP “Selbstfahrender Arzt” : fee for covering the costs due to the vehicle + unique fee per house call on-call GP “Telefonarzt”: fee-for-hour for 6/12h 	<p>Duration:</p> <ul style="list-style-type: none"> varying times for the Funkarzt 8-20h for the Selbstfahrender Arzt <p>Numbers :unknown</p>	No

Innovating models used in the country:

- unique national number
-

Sources (all websites consulted in September 2018):

- <https://web.archive.org/web/20100104191701/http://www.aekwien.at/index.php/aerztlichetaetigkeit/weitere-taetigkeiten/aerztefunkdienst>
- <http://www.aeksbq.at/notdienste>
- <https://www.rotekreuz.at/news/datum/2013/01/04/ich-brauche-einen-arzt-144-oder-141/>
- <http://www.aerztekammer.at/hausarzte>
- https://de.wikipedia.org/wiki/%C3%84rztlicher_Notdienst#%C3%96sterreich
- https://www.144.at/homepage/news_524.html 116 117
- <https://noev1.orf.at/stories/452707> <https://web.archive.org/web/20100104191701/http://www.aekwien.at/index.php/aerztlichetaetigkeit/weitere-taetigkeiten/aerztefunkdienst>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2717955/>

APPENDIX 33: FRANCE OOH SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
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<ul style="list-style-type: none"> ▪ Number of inhabitants : 67'795'000 ▪ Medical density : 3 ▪ Number of out-of-hours (OOH) service sectors : 1616 (resectorisation reduced it by 50% since 2003) <p>Uniformity: no (different numbers, different amenities depending on the sectors)</p>	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p>Function of “regulator doctor”</p> <ul style="list-style-type: none"> ▪ phone numbers: <ul style="list-style-type: none"> ○ 15 (vital emergencies number) ○ 06....: liberal doctor / GP-cooperative ○ 116-117: new number (for now active in 3 pilot areas: Corse, Normandie, Pays de Loire) ○ “SOS médecins” ▪ Not surtaxed • Professional formation of the telephonists / regulators: <ul style="list-style-type: none"> ○ 15: SAMU ○ 116-117: regulator doctor ○ 06...: regulator doctor ○ “SOS médecin”: non-medical, formed professionals 	<ul style="list-style-type: none"> • <i>fixed effector</i>, in: <ul style="list-style-type: none"> ○ GP’s practices: organised in a system of rota ○ OOH medical centres: « Maisons médicales de Garde » (MMG), usually opened at night during the week and during the w-e/bh. • Walk-in centers • hospital: A&E (only option when GP’s practice and MMG are closed) 	<ul style="list-style-type: none"> • GPs: <i>mobile effector</i> • Private societies: “SOS médecins”
Are the general practioners	Remuneration for the OOH	Length of each “on-call” duty and number of times a GP is	Collaboration with the

legally obligated to take part to the on-call service?	activity (in addition to the payment for the services provided by the doctor)	on-call per year	hospital (Baden's model or Lyss's model or similar)
Not anymore (since 2002), but if there's a lack of effective, the Prefect can requisition GPs.	Yes 20 euros per consultation, 30 euros per home visits, per hour indemnity for regulators.	Length: 8pm – 8 am during the week, 10pm – 8 am on the following working day on w-e/bh. Number: unknown	Yes For some of the MMG (1/3 in 2003).
<p><u>Comments:</u></p> <ul style="list-style-type: none"> - in 2016, 66 departments use the phone number 15 as unique phone number, and 34 departments use a 4/10 numbers phone number. <p><u>Innovating models used in the country:</u></p> <ul style="list-style-type: none"> - implementation of a unique national number (pilot project) - GP-cooperatives: "Maisons Médicales de Garde » - Part of the house calls can be done by other professionals than GPs 			

Sources (all websites consulted in September 2018):

- <https://www.gouvernement.fr/risques/connaitre-les-numeros-d-urgence>
- <http://www.ordmed31.org/exercice-medical/pdsa/article/exemption-de-garde>
- <https://www.cairn.info/revue-francaise-des-affaires-sociales-2006-2-page-91.html#no2>
- https://www.lemonde.fr/sante/article/2017/04/06/un-numero-pour-les-medecins-de-garde-comme-alternative-au-15_5107028_1651302.html
- <https://www.conseil-national.medecin.fr/sites/default/files/cnominfographiepds2014.pdf>
- <https://www.paris.fr/services-et-infos-pratiques/sante/se-faire-soigner/medecins-et-pharmacies-de-garde-urgences-medicales-49>
- <http://www.maisonmedicaledegarde-paris.fr/>
- <https://www.sosmedecins.fr/>
- https://fr.wikipedia.org/wiki/R%C3%A9gulation_m%C3%A9dicale_en_France
- <https://www.revmed.ch/RMS/2005/RMS-39/1911>
- <https://www.revmed.ch/RMS/2001/RMS-2372/548>
- <https://www.conseil-national.medecin.fr/node/2130>

- <https://www.ladepeche.fr/article/2012/01/19/1263861-la-maison-medicale-de-garde-serait-pilote-en-france.html>
- References (see Table of contents in the main document): (1), (27)-(35).

APPENDIX 34: ITALY OOH SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 60'589'445 ▪ Medical density : 4 ▪ Number of out-of-hours (OOH) service sectors : unknown ▪ Uniformity: the organisation is uniform. 	<p>No</p> <p>Each Guardia Medica office has its own number and there is no unique call centre.</p> <ul style="list-style-type: none"> • Is the number surtaxed? Unknown 	<p>OOH: 8pm – 8am during the week, 24h w-e/bh</p> <ul style="list-style-type: none"> • Guardia Medica: “special” GPs <p>Italy works with a OOH system unique in Europe, the Guardia Medica 20'000 GPs known as physicians for continuity (<i>Medici di Continuità Assistenziale</i>), active at night and afternoons of the w-e/bh. Traditionnal GPs can also take part the OOH.</p> <ul style="list-style-type: none"> • GPs'practices: regular GPs can also be involved in OOH • hospital: A&E 	<ul style="list-style-type: none"> • Doctors from the guarda medica • Private societies?
Are the general practioners legally obligated to take part to the on-call service?	Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden's model or Lyss's model or similar)

No	Hourly flat rate under regional scheme (annual income 30'000-50'000 euros, which is relatively low compared to the income of the GP)	Length: 12h (8pm – 8 am week night) / 8 pm – 8 am on the following working day on w-e/bh. Number: unknown	No
<p><u>Remarks:</u></p> <ul style="list-style-type: none"> - Guardia Medica GPs don't have a great reconnaissance. They have a GP's (eventually a specialist) diploma, but no further formation. They often work as Guardia Medica 5 to 8 years, before opening a practice. <p><u>Innovating models used in the country:</u></p> <ul style="list-style-type: none"> - Guardia Medica: professionalizing the function of on-call GP 			

Sources (all websites consulted in September 2018):

- <https://it.ambafrance.org/En-cas-d-urgence>
- <https://academic.oup.com/eurpub/article/25/4/563/2399141>
- <http://www.grusol.it/informazioni/21-07-14.PDF>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2717955/> : 'Other' referred to the Guardia Medica, a unique out-of-hours care model in Italy.
- <http://www.pratomigranti.it/en/vivere/salute/dove/servizio-continuita/pagina131.html>
- <https://www.sciencedirect.com/science/article/pii/S0168851015000044?via%3Dihub>

APPENDIX 35: UK'S OOH SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
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<ul style="list-style-type: none"> Number of inhabitants : 65'648'100 Medical density :3 Number of out-of-hours (OOH) service sectors : Unknown <p>Uniformity: yes (with variation within local amenities and medical density).</p>	<p>Yes</p> <ul style="list-style-type: none"> Number: NHS111 Not surtaxed organism responsible of the telephonic triage: NHS Direct Professional formation of the telephonists / regulators: Fully trained advisors, using a clinical assessment tool ("NHS Pathways"), connecting the patient to a nurse, a GP, ... <p>NB: in some regions, an OOH GP is designated and its number given.</p>	<p>OOHC: after 6.30pm, w-e, bh</p> <ul style="list-style-type: none"> NHS111, redirecting patients to large-scale organisation (GP-cooperatives): <ul style="list-style-type: none"> urgent care centres Primary care centres (PCC) Minor injury units walk-in centres GP's practices: 10% of GPs chose to keep their OOH duty. hospital: ED <p><u>PCC</u>: centers, supervised by GPs, that can be attended without appointment for minor health problems.</p> <p><u>Minor injury centers / walk-in centers</u>: centers that can be attended without appointment for minor health problems. Patient is managed by trained nurses.</p>	<ul style="list-style-type: none"> NHS: on-call GP, nurse consultant (nursing care at home, useful for example the chronically ill patients), Emergency care practionner (paramedics) GPs independent from NHS Deputizing services
Are the general practioners legally obligated to take part to the on-call service?	Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden's model or Lyss's model or similar)
No GPS can choose to keep their	Yes, hourly rate, varies in the UK. Eg: - full time OOH service GP (NHS): 118'000- 147'000	Length: 6.30PM-8AM every week-day, 24h during w-e/bh	<input type="checkbox"/> yes <input type="checkbox"/> no

duties or give the responsibility to the NHS (90% of the GPs don't keep their on-call duty).	euros (compared to 100'000 for other GPs) (2006) - Scotland: 72-115 euros/h	Numbers : unknown	
<p><u>Comments:</u></p> <ul style="list-style-type: none"> - the call-centre function of the NHS111 is very developed and inclusive: there's a NHS111 online help (targeting the current "on-line generation"), an option for the deafs and the mutes (presence of a "typetalk assistant" who assist the telephonic consultation and translates), and a confidential interpret service that can be asked at the beginning of the phone call. <p><u>Innovating models used in the country:</u></p> <ul style="list-style-type: none"> - Integrated care - GP-cooperatives - Part of the house calls can be done by deputizing services 			

Sources (all websites consulted in September 2018):

- <https://www.cairn.info/revue-francaise-des-affaires-sociales-2006-6-page-89.htm>
- <http://www.careukhealthcare.com/our-services/out-of-hours-services>
- <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-out-of-hours-services/>
- <https://www.nao.org.uk/wp-content/uploads/2014/09/Out-of-hours-GP-services-in-England1.pdf>
- References (see table of Contents in the main document) : (1), (36) – (57).

APPENDIX 36: THE NETHERLAND'S OOH SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 17'108'799 ▪ Medical density:3 ▪ Number of out-of-hours (OOH) service sectors : unknown ▪ Uniformity: yes: national, uniform system based on GP-cooperatives (50 to 250 PCPs provide care for 100 000 to 500 000 people) 	<p>Yes</p> <ul style="list-style-type: none"> ▪ organism responsible of the telephonic triage: <ul style="list-style-type: none"> ○ central doctor's service (Centrale Doktersdienst) ○ local GP-cooperative (single regional number) • Professional formation of the telephonists / regulators: <ul style="list-style-type: none"> - GP-coop: <ul style="list-style-type: none"> ○ Nurses, using a national computer-based decision-support triage system—"the Netherlands Triage Standard", and supervised by GP ○ Doctors - central doctor's service: GP • Is the number surtaxed? <ul style="list-style-type: none"> <input type="checkbox"/> yes <input type="checkbox"/> no 	<ul style="list-style-type: none"> • (possibly GP's practices in rural areas) • <u>GP-cooperatives</u> • hospital: ED 	<ul style="list-style-type: none"> • GPs • Private societies: possibly

Are the general practioners legally obligated to take part to the on-call service?	Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each “on-call” duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden’s model or Lyss’s model or similar)
Yes	Yes , hourly fee (65 euros/h)	Length: 6-8h, mean of 4 hours / week. 5pm – 8am, h24 w-e/bh. Numbers : ?	<input type="checkbox"/> yes <input type="checkbox"/> no Increasingly, GP-cooperative are located within hospitals and collaborate with the ED.
<u>Remarks:</u> <u>Innovating models used in the country:</u> <ul style="list-style-type: none"> - unique national number - telephonic triage done by nurses - GP-cooperatives 			

Sources (all websites consulted in September 2018):

- <https://www.xpat.nl/expat-netherlands/health-care/going-to-the-doctor/>
- <https://repository.ubn.ru.nl/bitstream/handle/2066/52886/52886.pdf>
- <https://www.nhs.uk/using-the-nhs/healthcare-abroad/healthcare-when-travelling-abroad/healthcare-in-the-netherlands/>
- References (see Table of Contents in the main document): (1), (2), (59)-(74)

APPENDIX 38: DENMARK’S OOH SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
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<ul style="list-style-type: none"> Number of inhabitants : 5'887'565 Medical density : 3.65 Number of out-of-hours (OOH) service sectors : 5 <p>Uniformity: no, county-based system with each one having a coordination center.</p>	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <ul style="list-style-type: none"> organism responsible of the telephonic triage: 5 coordination centers, one of them called the Medical Helpline Professional formation of the telephonists / regulators: GPs Is the number surtaxed? <input type="checkbox"/> yes <input type="checkbox"/> no <p>NB: the ED and the GP-cooperative share the same telephone access for one region.</p>	<ul style="list-style-type: none"> GP's practices <u>GP-cooperatives</u> hospital: ED 	<ul style="list-style-type: none"> GPs Deputizing services
Are the general practioners legally obligated to take part to the on-call service?	Remuneration for the OOHC activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden's model or Lyss's model or similar)
Unknown	Yes , fee-for-service, varying for the type of contact	<p>OOH period: 4pm – 8am week, w-e/bh</p> <p>Length: typically 8 hours</p> <p>Number : one night duty every 35 nights and one evening duty every 15 evenings; and in most places it's possible to be completely free of duty.</p>	No GP-cooperatives are often located within hospitals, but work independently.

Comments:

- In Denmark, only licensed GP are allowed to do the telephonic triage.
- In Denmark, GPs get paid more if they manage the patients with a telephone consultation rather than with a face-to-face contact,
- In Denmark, it is increasingly necessary to have a referral from primary care settings to get access to the ED (giving to primary care actors a big gate-keeping role)

Innovating models used in the country:

- **Unique cantonal number**
- **Telephonic triage (done by GPs)**
- **GP-cooperatives**

Sources (all websites consulted in September 2018):

- <http://www.laegewaarden.dk/kontakt-laegewaarden/region-syddanmark>
- <https://www.tandfonline.com/doi/full/10.1080/02813432.2016.1248622>
- http://www.jabfm.org/content/25/Suppl_1/S34.full
- <https://europepmc.org/abstract/med/24814746>
- <https://www.healthaffairs.org/doi/full/10.1377/hlthaff.25.6.1733>
- References (see Table of Contents in the main document) : (1), (2), (75)-(83)

APPENDIX 38: SWEDEN'S OOHHC SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?

<ul style="list-style-type: none"> Number of inhabitants : 10'171'524 Medical density : 4 Number of out-of-hours (OOH) service sectors : <i>Unknown</i> <p>Uniformity: the system is uniform.</p>	<p>Yes</p> <ul style="list-style-type: none"> organism responsible of the telephonic triage: national medical helpline, the "Healthcare Guide 1177 by Phone" (HGP), h24 - not surtaxed Professional formation of the telephonists / regulators: Nurses with a decision support tool (symptoms-based checklist) 	<ul style="list-style-type: none"> GP's practices GP-cooperatives: <ul style="list-style-type: none"> Primary care centres (PCC or PC) primary urgency care centres (PUCC or PC-OOH): each PUCC serve 10-15 PCC hospital: ED 	<ul style="list-style-type: none"> GPs Deputizing services?
Are the general practitioners legally obligated to take part to the on-call service?	Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden's model or Lyss's model or similar)
Yes	Yes, fee-for-hour "additional hours" after 5pm	Length: unknown Numbers : 1-2/ month for duties in the PUCC	No
<p><u>Comments:</u></p> <ul style="list-style-type: none"> Home visits are not frequently done in Sweden. Patients must usually wait for the PCC to open, go to an hospital A&E department or to a doctor in the private sector. <p><u>Innovating models used in the country:</u></p> <ul style="list-style-type: none"> unique national number GP-cooperatives 			

Sources (all websites consulted in September 2018):

- <https://www.cairn.info/revue-francaise-des-affaires-sociales-2006-6-page-89.htm>
- References (see Table of contents in the main document) : (1), (2), (84) – (91).

APPENDIX 39: NORWAY'S OOH SYSTEM

Demographic information	Telephonic regulation?	How is organised the system of out-of-hours consultations for patients able to move?	How is organised the home visits system?
<ul style="list-style-type: none"> ▪ Number of inhabitants : 5'295 619 ▪ Medical density : 4.42 ▪ Number of out-of-hours (OOH) service sectors : 262 districts (2006) <p>Uniformity: Yes and no, uniform system of "casualty clinics", but great variation amongst them.</p>	<p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <ul style="list-style-type: none"> ▪ organism responsible of the telephonic triage: Local emergency medical communication centres (LEMCs) through the 116117 (h24), or local casualty clinics. - not surtaxed • Professional formation of the telephonists / regulators: Nurses / medical secretaries 	<ul style="list-style-type: none"> • GP's practices: in many rural districts (article 2012) • GP-cooperatives: municipal casualty clinics, staffed by GPs, which volume and resources vary greatly amongst one another. • Emergency clinics: direct access • hospital: ED 	<ul style="list-style-type: none"> • GPs
Are the general practioners legally obligated to take	Remuneration for the OOH activity (in addition to the payment for the services provided by the doctor)	Length of each "on-call" duty and number of times a GP is on-call per year	Collaboration with the hospital (Baden's model or Lyss's model or

part to the on-call service?			similar)
Yes	Unknown	Length: unknown Number: unknown	No Casualty clinics work independently from hospitals.
<p><u>Comments:</u></p> <ul style="list-style-type: none"> - The technical diagnosis tools vary greatly amongst casualty clinics. Most of them can do basic blood tests and electrocardiogram, but only a small part of them can offer radiologic imaging (92). <p><u>Innovating models used in the country:</u></p> <ul style="list-style-type: none"> - unique national number (existing in parallel to direct casualty clinics numbers) - telephonic triage done by nurses or medical assistants - GP-cooperatives 			

Sources (all websites consulted in September 2018):

- <https://www.tandfonline.com/doi/full/10.3109/02813432.2012.684208>
- References in the main document: (1), (92)-(96)