

supplementary file 1 CATI survey instrument related to the last 12 months

| (A) Introductory questions | |
|---|---|
| I. How would you describe your current health status? a) <i>very good</i> b) <i>good</i> c) <i>mediocre</i> d) <i>bad</i> e) <i>very bad</i> | 7: refused to answer 8: don't know |
| II. Do you have one or more long-lasting chronic diseases? | 1: yes 2: no 7: refused to answer 8: don't know |
| III. When was the last time you saw your GP or a specialist? a) <i>during the last 3 months</i> b) <i>4 up to 12 months ago</i> c) <i>more than one year ago</i> | 7: refused to answer 8: don't know |
| <p><i>Where people work, errors occur. Errors can also occur in medical offices. This can happen during treatment, but also during laboratory tests or when writing prescriptions. In the following, we introduce you to specific errors that can occur in the surgeries of general practitioners and specialists in Germany. So, it is not about errors that occur in hospital. In each case, I will ask you, whether, according to your knowledge or assessment, you have experienced such an error while treated by your general practitioner or specialist. Please also think of errors that you learned about later.</i></p> | information text: <i>if the last GP / specialist visit took place during the last 12 months</i> |
| (B) 12-month incidence of PSPs in 7 areas of medical treatment | |
| 1. Anamnesis / diagnostic procedures | |
| Let's get to medical examinations first. Have you had a physical examination, a laboratory examination, a gastrointestinal or colonoscopy or ultrasound, X-ray, or other examinations during the last 12 months? | 1: yes 2: no 7: refused to answer 8: don't know |
| ** If, as far as you can tell, one of the following errors has occurred: Did your physician ... | 1: yes 2: no |
| a) <i>... ask important questions about your complaints?</i> b) <i>... make an insufficient physical examination?</i> c) <i>... not make a medically necessary examination?</i> d) <i>... not recognize a serious illness or recognized it too late?</i> e) <i>... make a faulty examination</i> f) <i>... make a wrong examination?</i> g) <i>... make a wrong diagnosis?</i> h) <i>... communicate incorrect test results?</i> i) <i>... communicate results too late or not at all?</i> | 6: does not apply 7: refused to answer 8: don't know |
| ** Where did this error occur? During ... | 1: yes 2: no |
| a) <i>... physical examination, including examination talk?</i> b) <i>... laboratory examination, e.g. blood, urine, stool?</i> c) <i>... imaging examination, e.g. X-ray, ultrasound or examination in the tube such as CT or MRT?</i> d) <i>... examination with a catheter, e.g. on the heart, vessels or urethra?</i> e) <i>... endoscopic examination, e.g. examination of the stomach, intestines or lungs?</i> f) <i>... puncture, e.g. of organs or joints?</i> g) <i>... or any other examination?</i> | |

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| 2. Medication | | |
|--|--|--|
| | Did you need drugs from your GP or specialist in the last 12 months? Please remember all drugs prescribed by your physician, e.g. tablets, ointments, creams and sprays, pain patches and suppositories. | 1: yes 2: no 7: refused to answer 8: don't know |
| ** | If, as far as you can tell, one of the following errors has occurred: Did your physician ... | 1: yes 2: no |
| | a) ... <i>prescribe wrong drugs?</i> | 6: does not apply |
| | b) ... <i>not prescribe necessary drugs?</i> | 7: refused to answer |
| | c) ... <i>prescribe drugs in the wrong dose or form, e.g. solution instead of tablet?</i> | 8: don't know |
| | d) ... <i>prescribe drugs, although your physician knew of an intolerance?</i> | |
| | e) ... <i>prescribe drugs without considering the interaction with another drug?</i> | |
| | f) ... <i>discontinue drugs too early, too late, or not at all?</i> | |
| 3. Vaccination, injection, infusion | | |
| | Have you received a vaccination, injection, or infusion from your GP or specialist in the last 12 months? | 1: yes 2: no 7: refused to answer 8: don't know |
| ** | If, as far as you can tell, one of the following errors has occurred: Did you (not) get a vaccination, injection or infusion administered... | 1: yes 2: no |
| | a) ... <i>although it was necessary?</i> | 6: does not apply |
| | b) ... <i>with a wrong active substance?</i> | 7: refused to answer |
| | c) ... <i>in the wrong place, e.g. in muscle instead of blood vessel?</i> | 8: don't know |
| | d) ... <i>even though the physician knew of an intolerance?</i> | |
| | e) ... <i>without noticing the interaction with another medication?</i> | |
| 4. Aftercare | | |
| ** | Now we're talking about aftercare. This can be a wound follow-up, a cancer follow-up, or a follow-up after an operation. Did your physician carry out a necessary aftercare treatment incorrectly, belated or not at all within the last 12 months to your knowledge? | 6: does not apply 7: refused to answer 8: don't know |
| | a) <i>yes, wrong</i> | |
| | b) <i>yes, belated</i> | |
| | c) <i>yes, not at all</i> | |

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| 5. Outpatient surgery | |
|---------------------------------|--|
| | Have you been operated by your GP or specialist in the office or in an outpatient clinic in the last 12 months? 1: yes 2: no 7: refused to answer 8: don't know |
| ** | If, as far as you can tell, one of the following errors has occurred: Did your physician ... a) ... perform a surgery too late? b) ... not perform a surgery properly? c) ... perform a wrong surgery? d) ... communicate the results of surgery incorrectly? e) ... not communicate the results of surgery or communicated it too late? 1: yes 2: no 6: does not apply 7: refused to answer 8: don't know |
| ** | Did this error occur during a surgery on/in ... a) ... the eye? b) ... the nose, ears or sinuses? c) ... a joint? d) ... the heart vessels? e) ... the abdomen or internal organs? f) ... the urinary tract or sexual organs? g) ... the skin? h) ... the muscles? only for women: i) ... the uterus? j) ... the ovaries? k) ... the context of an abortion? 1: yes 2: no 7: refused to answer 8: don't know |
| 6. Office administration | |
| ** | According to your knowledge, we would like to know if it has happened to you during the last 12 months, that ... a) ... you have been confused with another patient? b) ... your examination results were not or not completely available? c) ... your attending physician did not perform a necessary home visit? 6: does not apply 7: refused to answer 8: don't know |
| 7. Other areas | |
| ** | In the last 12 months, as far as you can tell, have you experienced another error that we have not yet asked you about? 1: yes 2: no 7: refused to answer 8: don't know |

** multiple answers possible.

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| Detailed questions per reported PSP | |
|-------------------------------------|--|
| 1. | How often has this error happened in the last 12 months? |
| | times 7: refused to answer 8: don't know |
| 2. | Did this error happen with a GP or a specialist? |
| | a) GP b) specialist c) both, GP and specialist d) GP or specialist, don't know which one e) error occurred during an outpatient treatment f) error occurred during an inpatient treatment |
| | 7: refused to answer 8: don't know |
| 3. | To which group of physicians did the specialist belong who made the error? |
| | a) internists b) gynaecologists c) ophthalmologists d) orthopaedists e) ear, nose and throat specialists f) neurologist, psychiatrist, neurologists g) surgeons h) dermatologists i) radiologists j) urologists k) other medical specialists |
| | 7: refused to answer 8: don't know |
| 4. ** | What do you think caused this error? That ... |
| | a) ... the physician is not technically competent? b) ... the physician suffers from stress and lack of time? c) ... the physician does not listen, does not take you seriously, or only uses incomprehensible technical terms? d) ... the patient records are poorly kept? e) ... the practice is badly organized? f) ... other causes? |
| | 1: yes 2: no 7: refused to answer 8: don't know |
| 5. ** | What harmful consequences have you experienced as a result of this error? |
| | a) mild allergic reaction, e.g. skin rash, itching b) severe allergic reaction, e.g. anaphylactic shock c) other side effects, e.g. stomach bleeding d) deterioration of the health status e) unnecessarily prolonged pain f) wound infection / inflammation g) bleeding h) other part of the body has been injured, e.g. an internal organ or nerve i) a serious illness has not been recognized or has been recognized too late j) financial harm, e.g. additional therapy and treatment costs k) temporal harm, e.g. you had to go to the practice again l) mental or social harm m) other harmful consequences |
| | 6: no harm occurred 7: refused to answer 8: don't know |

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| | | |
|---------------|---|--|
| 6. | Please tell us, how severe or mild your (severest) harm was? a) <i>very mild</i> b) <i>mild</i> c) <i>severe</i> d) <i>very severe</i> | 7: refused to answer 8: don't know |
| 7. | How long did it take to recover from (the severest) harm? a) <i>less than a week</i> b) <i>more than a week but less than a month</i> c) <i>more than a month</i> d) <i>or has the harm remained permanent?</i> | 6: does not apply 7: refused to answer 8: don't know |
| 8. ** | Due to this (severest) harm, did you ... a) <i>... go to see another physician?</i> b) <i>... call the medical on-call service / emergency service?</i> c) <i>... go to the emergency room?</i> d) <i>... go to the hospital overnight for treatment?</i> e) <i>... need rehabilitation?</i> | 6: none of it 7: refused to answer 8: don't know |
| 9. | How long have you been in the hospital overnight? a) <i>up to one week</i> b) <i>one to two weeks</i> c) <i>two weeks or more</i> | 7: refused to answer 8: don't know |
| 10. ** | We would like to know how you dealt with this error/harm. Did you or a relative report the error/harm to someone, for example ... a) <i>... the physician with whom the error occurred?</i> b) <i>... another general practitioner or specialist?</i> c) <i>... your health insurance fund or health insurance coverage?</i> d) <i>... the medical association?</i> e) <i>... an independent patient advisory centre?</i> f) <i>... a lawyer?</i> g) <i>... another person or entity?</i> | 6: no one 7: refused to answer 8: don't know |
| 11. ** | How did you react to this error/harm? Did you ... a) <i>... complain to the attending physician?</i> b) <i>... lost your confidence in the physician?</i> c) <i>... change physicians?</i> d) <i>... give a negative rating on the Internet?</i> e) <i>... sue the physician?</i> f) <i>... react in another way?</i> | 6: didn't respond any further 7: refused to answer 8: don't know |

** multiple answers possible.

| (C) Socio-demographic Data | | |
|-----------------------------------|---|--|
| 1. | What is your sex? a) <i>male</i> b) <i>female</i> c) <i>diverse</i> | 7: refused to answer 8: don't know |
| 2. | Do you have German citizenship? | 1: yes 2: no 7: refused to answer 8: don't know |

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| | |
|---|--|
| <p>3. Did you acquire German citizenship at birth?</p> | <p>1: yes 2: no 7: refused to answer 8: don't know</p> |
| <p>4. Did your mother and father both acquire German citizenship at birth? (Those born in the former German eastern territories up to and including 1955 acquired German nationality at birth)</p> | <p>1: yes 2: no 7: refused to answer 8: don't know</p> |
| <p>5. What is your highest school-leaving qualification?</p> <p>a) Left school without a certificate b) Primary or lower secondary school leaving certificate c) Secondary school leaving certificate d) Polytechnic secondary school (POS), 8th grade diploma e) Polytechnic secondary school (POS), 10th grade diploma f) Specialized secondary school leaving certificate g) University entrance qualification or Extended Secondary School (EOS) with 12th grade degree or vocational training with Abitur (university entrance qualification) h) another school leaving certificate i) still a pupil</p> | <p>7: refused to answer 8: don't know</p> |
| <p>6. Which main occupation do you have: are you currently...</p> <p>a) employed full-time (35 hours or more) b) employed part-time (15 to less than 35 hours) c) semi-retired, irrespective of timeframe d) in minor employment (less than 15 hours) e) occasionally or irregularly engaged in gainful activity f) in in-company vocational training / apprenticeship g) in retraining h) in military service / federal voluntary service / voluntary social year i) on maternity leave, parental leave, or other leave j) not employed (including students not working for money, unemployed, early retirees, pensioners) k) In school education l) employed in a one-euro job</p> | <p>7: refused to answer 8: don't know</p> |
| <p>7. To which group does your current or last occupation belong?</p> <p>a) self-employed farmer b) cooperative farmer (formerly LPG in the GDR) c) academics in the liberal profession (physician, lawyer, tax consultant, etc.) d) self-employed in trade, commerce, crafts, industry, services, including "Me Incorporated" e) civil servant / judge / professional soldier f) employee g) worker h) vocational training/apprenticeship i) assisting family members j) never been in employment</p> | <p>7: refused to answer 8: don't know</p> |

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| | | |
|-----|---|--|
| 8. | <p>Are you or were you a civil servant / judge / professional soldier ... <i>a) in the lower or middle grade of the civil service</i> <i>b) in the upper grade of the civil service</i> <i>c) in the higher grade of the civil service</i></p> | 7: refused to answer 8: don't know |
| 9. | <p>Are you or were you an employee ... <i>a) with an activity which is carried out in accordance with instructions</i> <i>b) who works independently and responsibly</i> <i>c) with comprehensive management tasks</i></p> | 7: refused to answer 8: don't know |
| 10. | <p>Are you or were you a worker and namely ... <i>a) unskilled / semi-skilled</i> <i>b) skilled</i> <i>c) foreman</i></p> | 7: refused to answer 8: don't know |
| 11. | <p>In our society, there are population groups that tend to be at the top and those that tend to be at the bottom. Where would you place yourself on a scale from 1 to 10? 1 means that you are at the bottom, 10 means that you are at the top. Use the values in between to graduate. 1: at the bottom ... 10: at the top</p> | 7: refused to answer 8: don't know |
| 12. | <p>Please tell me briefly: How many people are currently living in your household, including children and yourself?</p> | (no.) 7: refused to answer 8: don't know |
| 13. | <p>How high is the monthly net income of your household as a whole, i.e. all of those who receive an income? (This refers to the sum of wages, salaries, income from self-employment, pension or annuity, in each case after deduction of taxes and social security contributions. Please also add income from public subsidies, income from renting, leasing, housing benefit, child benefit and other income.) I'll read you some income categories. Please say 'Stop' if a category applies. <i>a) less than 500 Euros</i> <i>b) 500 to less than 1,000 Euro</i> <i>c) 1,000 to less than 1,500 Euro</i> <i>d) 1,500 to less than 2,000 Euro</i> <i>e) 2,000 to less than 2,500 Euro</i> <i>f) 2,500 to less than 3,000 Euro</i> <i>g) 3,000 to less than 4,000 Euro</i> <i>h) 4,000 to less than 5,000 Euro</i> <i>i) 5,000 Euro and more</i></p> | 7: refused to answer 8: don't know |
| 14. | <p>For this scientific study, it is important to know which treatment errors occur particularly rarely or frequently in which population groups. This also includes the question of whether those affected are more likely to receive a lower or higher income. Can you therefore at least tell us roughly whether your monthly net household income is less or more than 1,500 euros? <i>a) less than 1,500 Euros</i> <i>b) more than 1,500 Euros</i></p> | 7: refused to answer 8: don't know |

supplementary table 1 Socio-demographic and socio-economic data

| | | PAV* (%) | 95% CI | GEDA-14** (%) | 95% CI |
|--|-------------------------------|-------------|-----------|------------------|-----------|
| Gender | Male | 47.6 | 46.7-48.6 | 47.9 | 47.1-48.7 |
| | Female | 52.3 | 51.4-53.3 | 52.1 | 51.3-52.9 |
| Age groups | 40-59 years old | 51.1 | 50.1-52.1 | 53.3 | 52.6-54.1 |
| | 60-79 years old | 38.0 | 37.0-38.9 | 39.4 | 38.7-40.2 |
| | 80+ years old | 10.3 | 9.8-11.0 | 7.2 | 6.8-7.6 |
| Current health status | Very good | 15.9 | 15.2-16.6 | 9.9 | 9.5-10.4 |
| | Good | 45.3 | 44.3-46.3 | 50.9 | 50.1-51.6 |
| | Mediocre | 27.8 | 27.0-28.7 | 31.4 | 30.7-32.2 |
| | Bad | 8.0 | 7.5-8.6 | 6.2 | 5.8-6.6 |
| | Very bad | 2.8 | 2.5-3.1 | 1.0 | 0.9-1.2 |
| Chronic diseases | Yes | 46.6 | 45.7-47.6 | 53.7 | 53.0-54.5 |
| | No | 53.0 | 52.0-53.9 | 45.3 | 44.5-46.0 |
| Last GP or specialist visit | During the past 12 months | 87.5 | 85.8-89.1 | 89.0 | 88.5-89.4 |
| | More than 12 months ago | 12.4 | 11.8-13.1 | 10.2 | 9.7-10.7 |
| Inpatient treatment during the past 12 months | Yes | 23.5 | 22.6-24.3 | 18.3 | 17.7-18.9 |
| | No | 76.2 | 75.4-77.1 | 81.1 | 80.5-81.7 |
| Citizenship | German | 81.9 | 81.1-82.6 | 96.2 | 95.9-96.5 |
| | Non-German | 17.0 | 16.2-17.7 | 2.6 | 2.4-2.9 |
| Household size | 1-4 persons | 95.1 | 92.1-98.3 | 95.3 | 94.9-95.6 |
| | ≥5 persons | 4.1 | 3.5-5.1 | 3.8 | 3.5-4.1 |
| Monthly net income | Up to less than 1,000 Euro | 7.4 | 6.8-8.2 | 18.3 | 17.5-19.1 |
| | 1,000 to less than 5,000 Euro | 62.6 | 59.1-66.2 | 79.4 | 76.4-82.5 |
| | 5,000 Euro and more | 9.7 | 9.1-10.2 | 2.4 | 2.1-2.6 |
| SSS / SES*** | Low | 11.7 | 11.1-12.3 | 21.3 | 20.7-22.0 |
| | Medium | 50.3 | 49.3-51.3 | 58.6 | 57.9-59.4 |
| | High | 33.9 | 33.0-34.8 | 19.7 | 19.1-20.4 |

*PAV, study population of ≥40-year-olds: 10,037 participants

**GEDA-14, study population of ≥40-year-olds: 16,452 participants

***PAV-Study: SSS=subjective social status; GEDA-14: SES=socio-economic status (objective)

supplementary table 2 Distribution of PSPs by specialist group

| Medical specialist group | PSP (n)* | PSP (%) | 95% CI |
|--------------------------|----------|---------|--------------|
| Family physicians | 1,101 | 43.7 | 41.8 to 45.6 |
| Orthopaedists | 367 | 14.5 | 13.2 to 16.0 |
| Internists | 259 | 10.3 | 9.1 to 11.5 |
| Neurologists | 129 | 5.1 | 4.3 to 6.0 |
| Surgeons | 95 | 3.8 | 3.1 to 4.6 |
| Gynaecologists | 76 | 3.0 | 2.4 to 3.7 |
| Urologists | 71 | 2.8 | 2.2 to 3.5 |
| Radiologists | 60 | 2.4 | 1.8 to 3.0 |
| ENT specialists | 50 | 2.0 | 1.5 to 2.6 |
| Dermatologists | 42 | 1.7 | 1.2 to 2.2 |
| Ophthalmologists | 35 | 1.4 | 1.0 to 1.9 |
| Other specialists | 236 | 9.4 | 8.2 to 10.5 |

*A total of 2,589 PSPs was reported. 2,521 PSPs were uniquely assignable to specialist groups.

supplementary table 3 Subanalysis of PSP ‘important questions about complaints not asked’: Proportion of PSPs with harm, distribution of harm types, and differentiation of severity, recovery time and additional treatments

| PSP ‘important questions about complaints not asked’ | | n | % | 95% CI |
|--|--|------------|-------------|---------------------|
| Persons with this PSP type exclusively* | | 136 | 1.5 | 1.3 to 1.8 |
| Harm and its consequences | | n | % | 95% CI |
| Harm / no harm | PSP without harm | 36 | 26.5 | 19.8 to 34.5 |
| | PSP with at least one harm | 100 | 73.5 | 65.5 to 80.2 |
| Types of harm | Unnecessarily prolonged pain | 49 | 26.8 | 20.9 to 33.6 |
| | Deterioration of health status | 41 | 22.4 | 17.0 to 29.0 |
| | Mental / social harm | 32 | 17.5 | 12.7 to 23.6 |
| | Serious illness not recognized / recognized too late | 19 | 10.4 | 6.7 to 15.6 |
| | Other part of the body injured | 8 | 4.4 | 2.2 to 8.4 |
| | Other side effects | 8 | 4.4 | 2.2 to 8.4 |
| | Mild allergic reaction | 6 | 3.3 | 1.5 to 7.0 |
| | Severe allergic reaction | 3 | 1.6 | 0.6 to 4.7 |
| | Bleeding | 2 | 1.1 | 0.3 to 3.9 |
| | <i>Total reported harm to health</i> | <i>180</i> | <i>98.4</i> | <i>95.3 to 99.4</i> |
| | Temporal harm | 60 | 32.8 | 26.4 to 39.9 |
| | Other harm | 25 | 13.7 | 9.4 to 19.4 |
| | Financial harm | 18 | 9.8 | 6.3 to 15.0 |
| | <i>Total reported financial, temporal and other harm</i> | <i>103</i> | <i>56.3</i> | <i>49.0 to 63.3</i> |
| Severity | Very mild | 6 | 6.0 | 2.8 to 12.5 |
| | Mild | 38 | 38.0 | 29.1 to 47.8 |
| | Severe | 36 | 36.0 | 27.3 to 45.8 |
| | Very severe | 19 | 19.0 | 12.5 to 27.8 |
| Recovery period | Less than a week | 12 | 14.1 | 8.3 to 23.1 |
| | More than a week, but less than a month | 22 | 25.9 | 17.8 to 36.1 |
| | More than a month | 14 | 16.5 | 10.1 to 25.8 |
| | Permanent harm | 34 | 40.0 | 30.2 to 50.6 |
| | Don't know | 3 | 3.5 | 1.2 to 9.9 |
| Additional treatment | None of this | 46 | 46.0 | 36.6 to 55.7 |
| | Went to see another doctor | 44 | 44.0 | 34.7 to 53.8 |
| | Medical on-call service / emergency service | 7 | 7.0 | 3.4 to 13.7 |
| | Emergency room | 13 | 13.0 | 7.8 to 21.0 |
| | Inpatient treatment (overnight) | 12 | 12.0 | 7.0 to 19.8 |
| | <i>Up to one week</i> | <i>5</i> | <i>5.0</i> | <i>2.2 to 11.2</i> |
| | <i>One to two weeks</i> | <i>1</i> | <i>1.0</i> | <i>0.2 to 5.4</i> |
| | <i>Two weeks and more</i> | <i>6</i> | <i>6.0</i> | <i>2.8 to 12.5</i> |
| | Rehabilitation | 7 | 7.0 | 3.4 to 13.7 |

supplementary table 4 Subanalysis of PSP 'inadequate physical examination': Proportion of PSPs with harm, distribution of harm types and differentiation of severity, recovery time and additional treatments

| PSP 'inadequate physical examination' | | n | % | 95% CI |
|--|---|------------|-------------|---------------------|
| Persons with this PSP type exclusively* | | 107 | 1.2 | 1.0 to 1.5 |
| Harm and its consequences | | n | % | 95% CI |
| Harm / no harm | PSP without harm | 37 | 34.6 | 26.2 to 44.0 |
| | PSP with at least one harm | 70 | 65.4 | 56.0 to 73.8 |
| Types of harm | Unnecessarily prolonged pain | 38 | 21.8 | 16.3 to 28.6 |
| | Deterioration of health status | 23 | 13.2 | 9.0 to 19.1 |
| | Mental / social harm | 15 | 8.6 | 5.3 to 13.7 |
| | Serious illness not recognized / recognized too late | 14 | 8 | 4.9 to 13.1 |
| | Mild allergic reaction | 12 | 6.9 | 4.0 to 11.7 |
| | Other part of the body injured | 7 | 4 | 2.0 to 8.1 |
| | Wound infection / inflammation | 6 | 3.4 | 1.6 to 7.3 |
| | <i>Total reported harm to health</i> | <i>115</i> | <i>66.1</i> | <i>58.8 to 72.7</i> |
| | Temporal harm | 37 | 21.3 | 15.8 to 27.9 |
| | Financial harm | 12 | 6.9 | 4.0 to 11.7 |
| | Other harm | 10 | 5.7 | 3.2 to 10.3 |
| | <i>Total reported financial, temporal, and other harm</i> | <i>59</i> | <i>33.9</i> | <i>27.3 to 41.2</i> |
| Severity | Very mild | 7 | 10 | 4.9 to 19.2 |
| | Mild | 40 | 57.1 | 45.5 to 68.1 |
| | Severe | 16 | 22.9 | 14.6 to 34.0 |
| | Very severe | 7 | 10 | 4.9 to 19.2 |
| Recovery period | Less than a week | 15 | 23.4 | 14.7 to 35.1 |
| | More than a week, but less than a month | 13 | 20.3 | 12.3 to 31.7 |
| | More than a month | 10 | 15.6 | 8.7 to 26.4 |
| | Permanent harm | 24 | 37.5 | 26.7 to 49.7 |
| | Not applicable | 3 | 4.7 | 1.6 to 12.9 |
| | Don't know | 1 | 1.6 | 0.3 to 8.3 |
| Additional treatment | None of this | 34 | 48.6 | 37.2 to 60.0 |
| | Went to see another doctor | 30 | 42.9 | 31.9 to 54.5 |
| | Medical on-call service / emergency service | 3 | 4.3 | 1.5 to 11.9 |
| | Emergency room | 10 | 14.3 | 7.9 to 24.3 |
| | Inpatient treatment (overnight) | 11 | 15.7 | 9.0 to 26.0 |
| | <i>Up to one week</i> | <i>3</i> | <i>4.3</i> | <i>1.5 to 11.9</i> |
| | <i>One to two weeks</i> | <i>8</i> | <i>11.4</i> | <i>5.9 to 21.0</i> |
| | Rehabilitation | 2 | 2.9 | 0.8 to 9.8 |