

**Appendix 1.** Exclusion criteria

Type of call	Definition/clarification
Frequent callers	Patients with $\geq 7$ calls during the two-week inclusion period (the patient's medical record from the OOH service that could include important information on these patients was only available to the triage professional and not to the assessor)
Calls by mistake	Calls with no caller answering the triage professional
Daytime calls	Calls performed during daytime (the telephone triage service at MH-1813 was available during daytime)
Calls by other health professionals	The caller was another healthcare professional, e.g. from a nursing home
Administrative calls	The reason for calling was administrative, e.g. calling to get the number for the acute dentist
Calls regarding simple drug prescriptions	The patient called for renewal of a prescription that required little information sharing
Preterm termination	Calls that were ended too early, e.g. calls made by error, no sound on call, or sound interrupted in the middle of call
Calls from other localisation	Calls from a caller who was not in the same location as the patient, e.g. parent on the way to pick up a sick child from day care
Calls with poor sound quality	Calls with poor sound quality making assessment difficult
Language issues	Calls in which language issues challenged the triage, i.e. caller did not speak Danish or English

Not able to identify call | Calls where an exact linkage to the corresponding audio recording could not be established