

Appendix B: Cases

Nonurgent cases

Swallow marble

Your three-year-old child swallowed a marble. Your child does not mention to be in pain, is not nauseous, and does not cough. Your child does not have a background of medical problems, nor use any medicine. It is Saturday afternoon and your own GP is not available.

Earache

Your child is 4 years old and has had an earache since last night. Your child does not have fever, is conscious and alert, but has a cold (coughs and a runny nose). Your child does not have any other health problems and has a temperature of 36,7°C. It is Wednesday evening, 20.00 h and you cannot reach your own GP anymore.

Urgent cases

Fever

Your child is 8 months old and has fever. Last week your child had a cold, fever and was coughing seriously. It seemed that your child got better, but the fever (39,1°C) returned. Your child drinks little and still coughs. It is Tuesday evening 19.00 h, and you cannot reach your own GP anymore.

Diarrhoea

Your 1,5 year old child has been feeling ill for the past 2 days. Your child indicates he has a stomach-ache, is vomiting and has fluid diarrhoea. You are worried because your child drinks little and has a temperature of 38,6°C. It is unclear if your child still gets wet diapers because of the diarrhoea. You do notice that your child has a dry mouth. Your child does not have a medical history. It is Sunday morning, and your own GP is not available.