

Appendix 7 (as supplied by the authors):

Supplementary Table S6 – Average wait time characteristics of a centralized hub virtual assessment service under staffing models of 1,2 or 3 physicians working simultaneously.

Estimate based on estimated daily call volume (26.9) across 7 GEMINI hospitals.

	Avg daily volume	# Physician staff	Ave wait time (min)	90th percentile (min)
All Sites	26.9 [23, 30.9]	1	178 [175.8, 180.3]	406.1 [400.3, 412]
		2	10.8 [10.6, 10.9]	38.1 [37.7, 38.6]
		3	1.7 [1.6, 1.7]	1.6 [1.4, 1.8]