

Supplementary Material

Emergency clinician perceptions of patients who present frequently to the emergency department: a snapshot of current practice

Viola Korczak^{A,B,C,*} (MBBS, MIPH BEc, Registrar in Emergency Medicine, Research Registrar, Scientia PhD candidate), *Hueiming Liu*^C (BA, MBBS, MIPH, PhD, Public Health Registrar, Senior Research Fellow, Process Evaluation (Lead), Conjoint Senior Lecturer), *Kendall Bein*^{A,B} (MBBS, BSc (Med), FACEM, Senior Staff Specialist in Emergency Medicine, Senior Research Fellow), *Thomas Lung*^{C,D} (B. BCom, MSc, PhD, Senior Research Fellow, Economic Evaluation & Modelling (Lead), Conjoint Senior Lecturer, Honorary Senior Research Fellow, NHMRC & Heart Foundation Early Career Fellow), *Stephen Jan*^{C,D} (BEc, MEc, PhD, Professor, Co-Director, Professor of Health Economics) and *Michael Dinh*^{A,B,D,E} (MBBS, MPH, PhD, FACEM, Emergency Physician, Associate Professor)

^AEmergency Department, Royal Prince Alfred Hospital, NSW, Australia

^BRoyal Prince Alfred Green Light Institute, 50 Missenden Road, Camperdown, NSW 2050, Australia

^CThe George Institute for Global Health, Level 5/1 King Street, Newtown, NSW 2042, Australia

^DFaculty of Medicine and Health, University of Sydney, NSW, Australia

^ENSW Institute of Trauma and Injury Management, Level 4/67 Albert Avenue, Chatswood, NSW 2067, Australia

*Correspondence to: Email: vkorczak@georgeinstitute.org.au

**Survey on Frequent presenters to the ED
(Survey Monkey)**

1. Declaration by the participant.
2. Would you like to receive a copy of the results?
3. If so, please list your details below.
4. Do you consent to taking part in this survey?
 - Yes
 - No
5. What is your role in the Department?
 - ED Director
 - ED Deputy Director
 - Consultant
 - Registrar
 - Other, please specify
6. What level is the hospital at which you work?
 - Level 3
 - Level 4
 - Level 5
 - Level 6
 - Other, please specify
7. Do you have a cohort of frequent presenters at the hospital at which you work?
 - Yes
 - No
 - Not sure
8. Do you think it's important to have a numerical definition for frequent presenter?
 - Yes
 - No
9. Regardless of your answer above, how many visits per year should define 'frequent presenter'.
 - 2-3
 - 4-8
 - 9-12
 - 13-15
 - More than 20
10. Do you think there is a better way of categorising this population group, other than by the number of presentations per year?
 - Yes
 - No
 - Don't know

11. If you think there is a better way of categorizing this population group, how should it be done?
- Open
12. In your experience what do you think the frequent representations are mostly due to? Please rank from most to least frequent.
- Drugs and Alcohol
 - Chronic disease
 - Mental health
 - Medically unexplained symptoms
 - Combination of the above
13. Does your hospital have any programs or interventions for Frequent Presenters?
- Yes
 - No
 - Don't know
14. If your hospital has interventions for Frequent Presenters, please list what they are.
- Open
15. The interventions below have been identified in the literature to target Frequent Presenters. Would the hospital at which you work consider trialling any of these (tick as many as appropriate);
- Case management
 - Cognitive Behaviour Therapy
 - Dynamic internet-mediated team-based case management
 - Linking frequent presenters to primary care.
 - Goal setting
 - Mentoring
 - Team based drop in group medical appointments
 - Social worker interventions
 - Other. Please specify.
16. Are there any other comments about this topic that you would like to express?
- Open

Thank you for taking the time to complete the survey.