

Emergency dispatches  
n = 73,992

Not a target for call triage  
n = 5,300

Call triaged  
n = 68,692

Call data could not be  
connected to transport data  
n = 1,479

Call data was connected to  
transport data  
n = 67,213

Callers' information lacked  
accuracy  
n = 6,186

**Study targets**  
**n = 61,027**

Caller: patient  
himself/herself  
n = 7,680  
(12.6%)

Caller: family  
member  
n = 30,674  
(50.3%)

Caller: nursing  
home staff  
n = 4,187  
(6.9%)

Caller: third  
party  
n = 18,486  
(30.3%)