

137,828 Charts
of patient calls (1/11/05-1/11/06)



2304 Charts
identified as calls of palliative care
patients by electronically search



553 Charts
identified as palliative care patients
by content analyses



529 Charts included

1751 Charts excluded:
identified as not a palliative care
patient

24 Charts excluded:
patient died before GP visit or
patient resided in a hospice