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| **Table 4.** The five most common reasons for encounter according to ICPC-2 classification for each contact type1 |
|  | **Reasons for encounter (n (%))** |  |
|  | **Telephone consultation2**(n=3,133) | **Telephone referral3**(n=2,177) | **Clinical consultation4**(n=4,052) | **Home visit5**(n=5,867) |
| **Heart**  | Non-specific RFEs, general (A69) | 9 | (11.7) | Shortness of breath/dyspnoea (R02) | 14 | (19.7) | Chest pain (A11) | 5 | (9.8)  | Shortness of breath/dyspnoea (R02) | 48 | (12.8)  |
|  | Chest pain (A11) | 7 | (9.1) | Chest pain (A11) | 4 | (5.6) | Knee symptom (L15) | 4 | (7.8)  | Chest pain (A11) | 31 | (6.8)  |
|  | Medication prescription, general (A50) | 3 | (4.1)  | Leg symptom (L14) | 4 | (5.6) | Shortness of breath/dyspnoea (R02) | 3 | (5.9)  | Fever (A03) | 24 | (6.4)  |
|  | Arm symptom (L09) | 3 | (4.1)  | Breathing problem (R04) | 3 | (5.6) | Cough (R05) | 3 | (5.9)  | Abdominal pain (D01) | 19 | (4.5)  |
|  | Psychological symptoms (P29) | 2 | (2.1) | Cough (R05) | 3 | (5.6) | Laceration (S18) | 3 | (5.9)  | Non-specific RFEs, general (A69) | 14 | (3.5)  |
| **Lung**  | Medication prescription, lung (R50) | 17 | (5.5 ) | Shortness of breath/dyspnoea (R02) | 51 | (18.1) | Cough (R05) | 28 | (8.9)  | Shortness of breath/dyspnoea (R02) | 168 | (14.7) |
|  | Non-specific RFEs, general (A69) | 15 | (4.3)  | Fever (A03) | 25 | (8.5) | Shortness of breath/dyspnoea (R02) | 20 | (6.7)  | Fever (A03) | 105 | (9.9)  |
|  | Medication prescription, general (A50) | 11 | (3.6) | Cough (R05) | 19 | (6.0) | Fever (A03) | 19 | (6.0)  | Cough (R05) | 75 | (6.5)  |
|  | Shortness of breath/dyspnoea (R02) | 11 | (3.6)  | Breathing problem (R04) | 17 | (5.7) | Throat symptom (R21) | 15 | (5. 0)  | Breathing problem (R04) | 53 | (4.5)  |
|  | Chest pain (A11) | 10 | (2.7)  | Abdominal pain (D01) | 13 | (4.3) | Abdominal pain (D01) | 14 | (3.9)  | Death (A96) | 49 | (4.0)  |
| **Diabetes** | Medication prescription, endocrine (T50) | 13 | (4.6)  | Fever (A03) | 22 | (8.1) | Fever (A03) | 13 | (5.4)  | Shortness of breath/dyspnoea (R02) | 90 | (8.6)  |
|  | Non-specific RFEs, general (A69) | 13 | (4.5) | Shortness of breath/dyspnoea (R02) | 15 | (5.6) | Rash localised (S06) | 12 | (5.0)  | Fever (A03) | 60 | (5.6)  |
|  | Medication prescription, general (A50) | 12 | (3.6)  | Abdominal pain (D01) | 14 | (5.2) | Throat symptom (R21) | 11 | (4.6) | Death (A96) | 52 | (5.3)  |
|  | Death (A96) | 10 | (3.0)  | Cough (R05) | 9 | (3.6) | Cough (R05) | 10 | (4.2)  | Cough (R05) | 46 | (4.2)  |
|  | Leg symptom (L14) | 9 | (2.6)  | Leg symptom (L14) | 9 | (3.3) | Laceration (S18) | 10 | (4.2)  | Abdominal pain (D01) | 42 | (3.9)  |
| **Psychiatry** | Psychological symptom (P29) | 12 | (8.8)  | Psych. symptom (P29) | 8 | (11.0) | Fever (A03) | 4 | (7.1) | Psychological symptom (P29) | 41 | (18.3)  |
|  | Medication prescription, psychiatry (P50) | 12 | (8.2)  | Fever (A03) | 4 | (7.0) | Teeth/gum symptom (D19) | 4 | (7.1)  | Feeling anxious (P01) | 13 | (6.7)  |
|  | Non-specific, psychological (P69) | 11 | (7.5) | Depressed (P03) | 3 | (5.3) | Throat symptom (R21) | 4 | (7.1)  | Feeling depressed (P03) | 10 | (4.6)  |
|  | Feeling anxious (P01) | 9 | (7.5)  | Abdominal pain (D01) | 3 | (4.1) | Laceration (S18) | 3 | (5.5)  | Feeling angry (P04) | 9 | (4.1)  |
|  | Non-specific RFEs, general (A69) | 8 | (6.1)  | Chest pain (A11) | 2 | (4.1) | Abdominal pain localized (D06) | 3 | (5.5)  | Chest pain (A11) | 8 | (3.4)  |
| **Cancer** | Death (A96) | 12 | (3.9) | Fever (A03) | 23 | (8.1) | Throat symptom (R21) | 23 | (8.5) | Death (A96) | 107 | (11.2) |
|  | Non-specific RFEs, general (A69) | 10 | (3.5) | Shortness of breath/dyspnoea (R02) | 21 | (7.4) | Fever (A03) | 14 | (5.2) | Fever (A03) | 82 | (8.2) |
|  | Medication prescription, general (A50) | 9 | (3.2) | Abdominal pain (D01) | 19 | (6.7) | Cough (R05) | 13 | (4.8) | Abdominal pain (D01) | 60 | (5.8) |
|  | Abdominal pain (D01) | 8 | (2.8) | Death (A96) | 17 | (6.3) | Abdominal pain (D01) | 11 | (4.4) | Shortness of breath/dyspnoea (R02) | 58 | (5.1) |
|  | Fever (A03) | 7 | (2.1) | Cough (R05) | 9 | (3.5) | Abdominal pain localized(D06) | 11 | (4.3) | Cough (R05) | 41 | (4.1) |
| **Others** | Abdominal pain (D01) | 76 | (3.5) | Fever (A03) | 103 | (7.4) | Throat symptom (R21) | 260 | (8.5) | Fever (A03) | 213 | (7.9) |
|  | Fever (A03) | 65 | (3.0) | Abdominal pain (D01) | 91 | (6.2) | Fever (A03) | 171 | (5.6) | Abdominal pain (D01) | 193 | (6.4) |
|  | Medication prescription, general (A50) | 58 | (2.7) | Throat symptom (R21) | 77 | (5.6) | Cough (R05) | 143 | (4.7) | Death(A96) | 93 | (3.7) |
|  | Headache (N01) | 57 | (2.7) | Laceration (S18) | 48 | (3.6) | Abdominal pain (D01) | 121 | (4.0) | Cough (R05) | 86 | (3.2) |
|  | Non-specific RFEs, general (A69) | 56 | (2.6) | Cough (R05) | 43 | (3.0) | Laceration (S18) | 97 | (3.7) | Abdominal pain epigastric (D02) | 85 | (3.1) |
| 1 Number of identified patients for each contact type is calculated without consideration of patients with more than one of the chronic disease. 2 A total of 2,953 unique patients. Referrals to hospitals or other institutions are included in telephone consultations. 4A total of 3,853 unique patients. 5A total of 5,091 unique patients. |