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| **Table 5.** The five most common diagnoses according to the ICPC-2 classification for each contact type 1 |
|  | **Diagnoses (n (%))** |  |
|  | **Telephone consultation2**(n=3,133) | **Telephone referral3**(n=2,177) | **Clinical consultation4**(n=4,052) | **Home visit5**(n=5,867) |
| **Heart**  | Acute myocardial infarction (K75) | 9 | (16.7) | Chronic obstructive pulm. dis. (R95) | 7 | (12.7)  | Chronic obstructive pulm. dis. (R95) | 6 | (11.3) | Chronic obstructive pulm. dis. (R95) | 40 | (9.5)  |
|  | Cystitis (U71) | 7 | (9.9)  | Pneumonia (R81) | 6 | (10.9) | Acute myocardial infarction (K75) | 3 | (5.6)  | Pneumonia (R81) | 33 | (8.1)  |
|  | Endocrine/nutrit. disorder (T99) | 5 | (7.1)  | Angina (K74) | 4 | (6.9) | Laceration (S18) | 3 | (5.6)  | Heart failure (K77) | 25 | (6.4)  |
|  | Pain general (A01) | 4 | (5.3) | Effect pros. device (A89) | 4 | (6.9) |  Disease digestive syst. (D99) | 2 | (3.7)  | Acute myocardial infarction (K75) | 19 | (5.0)  |
|  | Medication prescription, general (A50) | 3 | (4.7) | Heart failure (K77) | 3 | (5.2) | Conjunctivitis infect. (F70) | 2 | (3.7)  | Ischaemic heart disease (K74) | 18 | (3.7)  |
| **Lung**  | Asthma (R96) | 48 | (15.3)  | Chronic obstructive pulm. dis. (R95) | 44 | (16.4) | Pneumonia (R81) | 30 | (8.9) | Chronic obstructive pulm. dis. (R95) | 282 | (23.3)  |
|  |  Chronic obstructive pulm. dis. (R95) | 43 | (14.2)  | Pneumonia (R81) | 37 | (13.6) | Chronic obstructive pulm. dis. (R95) | 26 | (7.2)  | Pneumonia (R81) | 156 | (12.5)  |
|  | Medication prescription, general (A50) | 20 | (6.0) | Asthma (R96) | 19 | (7.0) | Asthma (R96) | 24 | (6.9)  | Death (A96) | 40 | (4.1)  |
|  | Gastroent. Infect. (D73) | 7 | (2.5) | Effect pros. device (A89) | 6 | (2.1) | Cystitis (U71) | 13 | (3.6 ) | Asthma (R96) | 27 | (3.2)  |
|  | Alcohol abuse(P15) | 6 | (2.1) | Shortness of breath/dyspnoea (R02) | 5 | (1.9) | Abdominal pain (D01) | 10 | (2.9)  | Heart failure (K77) | 23 | (2.3)  |
| **Diabetes** | Endocrine/nutrit. disorder (T99) | 26 | (9.8)  | Pneumonia (R81) | 24 | (9.6) | Pneumonia (R81) | 15 | (5.6)  | Pneumonia (R81) | 103 | (9.2) |
|  | Cystitis (U71) | 12 | (3.5) | Chronic obstructive pulm. dis. (R95) | 10 | (4.2) | Skin infect. (S76) | 10 | (4.1)  | Chronic obstructive pulm. dis. (R95) | 86 | (7.1)  |
|  | Medication prescription, general (A50) | 10 | (3.0) | Infectious disease (A78) | 9 | (3.9) | Laceration (S18) | 8 | (3.2)  | Death (A96) | 53 | (5.1)  |
|  | Death (A96) | 9 | (3.0)  | General dis.(A99) | 9 | (3.9) | Upper resp. Infect. (R74) | 7 | (2.8)  | Heart failure (K77) | 40 | (3.5)  |
|  | Adverse effect medical agent (A85) | 9 | (3.0)  | Digestive symptoms (D99) | 8 | (3.7) | Gastroent. Infect. (D73) | 6 | (2.5)  | Cystitis (U71) | 31 | (2.7)  |
| **Psychiatry** | Schizophrenia (P72) | 7 | (9.1)  | Schizophrenia (P72) | 6 | (10.5) | Teeth/gum symptom (D19) | 3 | (5.1) | Schizophrenia (P72) | 24 | (10.4) |
|  | Psychosis (P98) | 5 | (8.2)  | Pneumonia (R81) | 4 | (7.2) | Schizophrenia (P72) | 3 | (5.1) | Affective psychosis (P73) | 13 | (5.6) |
|  | Psychological disorders (P99) | 4 | (5.4)  | Skin infect. (S11) | 3 | (5.5) | Tonsillitis ac. (R76) | 2 | (4.0)  | Chronic obstructive pulm. dis. (R95) | 13 | (5.6)  |
|  | Chronic alcohol abuse (P15) | 3 | (4.1)  | Psychological sympt. (P29) | 2 | (4.1) | Laceration (S18) | 2 | (4.0)  | Psychosis (P98) | 12 | (5.4) |
|  | Anxiety disorder (P74) | 3 | (4.1)  | Psychosis (P98) | 2 | (4.1) | Cystitis (U71) | 2 | (4.0)  | Anxiety disorder (P74) | 10 | (4.3) |
| **Cancer** | Cystitis (U71) | 25 | (8.9) | Pneumonia (R81) | 24 | (9.4) | Pneumonia (R81) | 13 | (4.7) | Pneumonia (R81) | 115 | (10.5) |
|  | Death (A96) | 18 | (6.5) | Death (A96) | 17 | (6.6) | Tonsilitis acute (R76) | 11 | (4.3) | Death (A96) | 106 | (10.1) |
|  | Medication prescription, general (A50) | 10 | (2.9) | Abdominal pain (D01) | 9 | (3.5) | Cystitis (U71) | 10 | (3.9) | Chronic obstructive pulm. dis. (R95) | 45 | (4.1) |
|  | Abdominal pain (D01) | 10 | (2.9) | Chronic obstructive pulm. dis. (R95) | 8 | (3.2) | Laceration (S18) | 10 | (3.9) | Disease digestive system (D99) | 42 | (3.8) |
|  | General disease (A99) | 10 | (2.9) | Urinary retention (U08) | 8 | (3.2) | Skin infection post traumatic (S11) | 8 | (3.6) | General disease (A99) | 37 | (3.1) |
| **Others**  | Cystitis (U71) | 88 | (6.3) | Pneumonia (R81) | 82 | (6.4) | Pneumonia (R81) | 121 | (3.9) | Pneumonia (R81) | 212 | (7.6) |
|  | Gastroenteritis pres. Infect. (D73) | 82 | (5.9) | Tonsillitis acuta (R76) | 81 | (6.3) | Tonsillitis acute (R76) | 118 | (3.8) | Gastroenteritis pres. Infect. (D73) | 114 | (4.3) |
|  | Conjunctivitis Infectious (F70) | 46 | (3.3) | Abdominal pain (D01) | 43 | (3.3) | Upper resp. Infect. Acute(R74) | 109 | (3.4) | Migraine (N89) | 91 | (3.2) |
|  | Medication prescription, general (A50) | 43 | (3.1) | Laceration (S18) | 42 | (3.2) | Laceration (S18) | 104 | (3.3) | Cholecystitis (D98) | 91 | (3.0) |
|  | Influenza (R80) | 42 | (3.0) | Cystitis (U71) | 42 | (3.2) | Strep throat (R72) | 103 | (3.2) | Death (A96) | 88 | (2.8) |
| 1 Number of identified patients for each contact type is calculated without consideration of patients with more than one of the chronic diseases. 2 A total of 2,953 unique patients. 3 A total of 2,033 unique patients. Referral to hospitals or other institutions are included in telephone consultations. 4A total of 3,853 unique patients. 5A total of 5,091 unique patients. |