

Phase	Months	Alternate-month design	Prevention program
Phase 0	M1-M2		Off phase (no intervention)
Phase 1	M3-M6		A. Standardized triage algorithm and waiting number screen
	M7-M10		B. Clear signage of the premises
	M11-M14		C. Informational videos for patients and accompanying persons in waiting rooms
	M15-M18		D. Mediator in waiting rooms
	M19-M22		E. Surveillance camera linked to hospital security
Phase 2	M23-M24		Simultaneous interventions A to E