

Additional file 1. Characteristics of the seven small animal veterinary clinics and practices included in the study.

Institution	Clinic A	Clinic B	Clinic C	Clinic D	Clinic E	Practice F	Practice G
Approximate no. of cases per year	8000–10000	6000–8000	> 10000	6000–8000	4000–6000	6000-8000	2000–4000
No. of staff	224	110	82	20	11	10	5
Primary opinion cases	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Referred cases	Yes	Yes	Yes	Yes	Yes	No	No
24/7 emergency service	Yes	Yes	Yes	No	No	No	No
Intensive care unit	Yes	Yes	Yes	No	No	No	No
Geographic region in Switzerland	Central	Central	Central	Western	Southern	Eastern	Western