Supplementary material BMJ Open

APPENDIX A

HND staff-validated tabular process maps and time estimates of each activity

Pre-consult preparation Physician 5.0	Process	Activity	Resource	Duration
Physician Telephone consultation Telephone consultation Physician Telephone consultation Physician Telephone consultation Physician Telephone consultation Physician Telephone consultation Pre-conference preparation Physician Telephone consultation Team Conference Physician Telephone consultation Telephone consultation Pre-conference Physician Telephone consultation Request support from physician Reverse to support from physician Request support		Pre-consult preparation	Physician	5.0
Telephone consultation		Re-booked call prep	Physician	4.2
Post-consult chart update	Physician Telephone consultation	Call-back	Physician	0.3
Team Conference Pre-conference preparation Pre-conference Pre-conf	, 1	Telephone consultation	Physician	7.0
Pre-conference preparation RN 1.0		Post-consult chart update	Physician	10.0
Team Conference Physician Team Conference Team Conference Physician Team Conference 21.0 Team Conference RN 14.0 Team Conference Conference Chart update Physician 15.0 Pre-consult preparation RN 5.0 Re-booked call prep Call-back RN 0.3 Telephone consultation RN 2.0 Request support from physician Request support from physician Second Telephone consultation RN 2.0 Post-consult chart update RN 0.3 Booking the visit USK 5.0 Daily patient planning discussion Daily patient planning discussion RN 25.0 Daily patient planning discussion Physician 12.0 Arrange patient transport USK 15.0 Data entry into registers RN 7.5 Vitals Patient Waits Patient 10.0 Discussion to plan visit Physician 10.0 Discussion to plan visit Physician 9.0 Physician & Nurse consultation Physician 9.0 Physician & Nurse consul		Pre-conference preparation	Physician	15.0
Team Conference Team Confe		Pre-conference preparation	RN	1.0
Team Conference Team Confe	Toom Conforma	Team Conference	Physician	21.0
Post-conference chart update	ream Conference	Team Conference	RN	14.0
Pre-consult preparation RN 4.2		Team Conference	USK	7.0
Nurse telephone consultation Request support from physician Request support support from physician Request support from phys		Post-conference chart update	Physician	15.0
Nurse telephone consultation Request support from physician Request support support from physician Request support s		Pre-consult preparation	Physician Physician Physician Physician Physician RN Physician RN USK Physician RN RN RN RN RN RN RN RN RN Physician RN RN Physician RN RN Physician RN RN USK RN USK RN Physician USK RN RN Physician USK RN RN Physician	5.0
Telephone consultation Request support from physician Request support			RN	4.2
Request support from physician Second Telephone consultation Post-consult chart update RN 7.0 Booking the visit Daily patient planning discussion USK 15.0 Data entry into registers RN 7.5 Vitals RN 7.5 Vitals RN 7.5 Patient Waits Patient Uo.0 Discussion to plan visit RN 3.0 Discussion to plan visit Physician 3.0 Physician Support Physician RN 7.0 Physician RN 7.0 Pre-consult preparation Physician RN 7.0 Physician Post-consult preparation Physician RN 45.0 Physician Post-consultation discussion Post-consultation discussion Post-consult chart update Post-consult chart update Post-consult chart update Booking of ordered tests USK 10.0 Enter ordered prescriptions Follow-up Scheduling USK 12.5 Daily patient planning discussion RN 25.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		Call-back	RN	0.3
Request support from physician Request support from physician Request support from physician Second Telephone consultation Post-consult chart update Post-consult chart update Post-consult planning discussion Daily patient planning discussion USK 15.0 Physician 12.0 USK 15.0 Data entry into registers RN 7.5 Vitals RN 7.5 Patient Waits Patient USK 15.0 Discussion to plan visit Physician 3.0 Discussion to plan visit Physician RN 3.0 Pre-consult preparation Physician & Nurse consultation Physician & Nurse consultation Physician & Nurse consultation Physician & Nurse consultation Physician Solution Post-consultation discussion Post-consult chart update Booking of ordered tests USK 10.0 Enter ordered prescriptions Follow-up Scheduling USK 12.5 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0	N	Telephone consultation	RN	7.0
Second Telephone consultation	Nurse telephone consultation		RN	2.0
Post-consult chart update		Request support from physician	Physician	1.5
Booking the visit		Second Telephone consultation	RN	0.3
Daily patient planning discussion Arrange patient transport Data entry into registers Vitals Patient Waits Patient Discussion to plan visit Physician Discussion to plan visit Pre-consult preparation Pre-consult preparation Physician & Nurse consultation Physician & Nurse consultation Physician & Nurse consultation Physician & Nurse consultation Physician discussion Post-consult preparation Post-consult preparation Physician Post-consultation discussion Physician Post-consult chart update Physician Booking of ordered tests USK 10.0 Enter ordered prescriptions Follow-up Scheduling USK 12.5 New Visit Booking the visit Daily patient planning discussion Daily patient planning discussion USK 15.0		Post-consult chart update	RN	7.0
Daily patient planning discussion Daily patient planning discussion Daily patient planning discussion Arrange patient transport Data entry into registers RN 7.5 Vitals RN 7.5 Patient Waits Patient Discussion to plan visit Pre-consult preparation Pre-consult preparation Physician & Nurse consultation Physician & Vaso Post-consult chart update Physician & Nurse Physician & Nurse Physician & Vaso Physician & Vas		Booking the visit	USK	5.0
Daily patient planning discussion Arrange patient transport Data entry into registers Vitals RN 7.5 Patient Waits Patient Discussion to plan visit Pre-consult preparation Physician & Nurse consultation Physician & Nurse consultation Physician & Nurse consultation Post-consult chart update Post-consult chart update Booking of ordered tests New Visit Daily patient planning discussion Patient Visit Pre-consult preparation Physician & Nurse consultation Physician 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update Physician 10.0 Physician 10.0 Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions Follow-up Scheduling USK 12.5 New Visit Booking the visit Daily patient planning discussion Daily patient planning discussion USK 15.0		Daily patient planning discussion	RN	25.0
Arrange patient transport Data entry into registers Vitals RN 7.5 Patient Waits Patient Discussion to plan visit Physician Pre-consult preparation Physician & Nurse consultation Physician Post-consultation discussion Physician Post-consultation discussion Physician Post-consult chart update RN 7.0 Post-consult chart update Physician Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Daily patient planning discussion Daily patient planning discussion USK 15.0		Daily patient planning discussion	USK	15.0
Data entry into registers Vitals RN 7.5 Patient Waits Patient Discussion to plan visit Physician Discussion to plan visit Pre-consult preparation Pre-consult preparation Physician & Nurse consultation Physician & Physician Post-consultation discussion Post-consult chart update Physician Post-consult chart update Physician Booking of ordered tests Enter ordered prescriptions Follow-up Scheduling Visit Daily patient planning discussion Patient RN 7.5 RN 7.5 RN 7.0 Physician Physician Physician Physician Physician Physician Physician Physician Physician USK 10.0 RN 25.0 RN 25.0 USK 15.0		Daily patient planning discussion	Physician	12.0
Vitals RN 7.5 Patient Waits Patient 10.0 Discussion to plan visit RN 3.0 Discussion to plan visit Physician 3.0 Pre-consult preparation RN 7.0 Pre-consult preparation Physician 9.0 Physician & Nurse consultation Physician 45.0 Physician & Nurse consultation Physician 45.0 Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		Arrange patient transport	USK	15.0
Patient Waits Patient 10.0 Discussion to plan visit RN 3.0 Discussion to plan visit Physician 3.0 Team Visit Pre-consult preparation RN 7.0 Pre-consult preparation Physician 9.0 Physician & Nurse consultation RN 45.0 Physician & Nurse consultation Physician 45.0 Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		Data entry into registers	RN	7.5
Team Visit Discussion to plan visit RN 3.0 Discussion to plan visit Physician 3.0 Pre-consult preparation RN 7.0 Pre-consult preparation Physician 9.0 Physician & Nurse consultation RN 45.0 Physician & Nurse consultation Physician 45.0 Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		Vitals	RN	7.5
Team Visit Pre-consult preparation RN 7.0 Pre-consult preparation Physician 9.0 Physician & Nurse consultation Physician 45.0 Physician & Nurse consultation Physician 45.0 Physician & Nurse consultation Physician 45.0 Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		Patient Waits	Patient	10.0
Team Visit Pre-consult preparation RN 7.0 Pre-consult preparation Physician 9.0 Physician & Nurse consultation RN 45.0 Physician & Nurse consultation Physician 45.0 Physician & Nurse consultation Physician 45.0 Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		Discussion to plan visit	RN	3.0
Pre-consult preparation Physician 9.0 Physician & Nurse consultation RN 45.0 Physician & Nurse consultation Physician 45.0 Physician & Nurse consultation Physician 45.0 Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0	Team Visit	Discussion to plan visit	Physician	3.0
Physician & Nurse consultation RN 45.0 Physician & Nurse consultation Physician 45.0 Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		Pre-consult preparation	RN	
Physician & Nurse consultation Post-consultation discussion Post-consultation discussion Post-consultation discussion Post-consultation discussion Physician Post-consult chart update Post-consult chart update Physician Post-consultation discussion Physician Post-consultation dis			Physician	
Post-consultation discussion RN 1.5 Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0			RN	
Post-consultation discussion Physician 1.5 Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0			Physician	
Post-consult chart update RN 7.0 Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0				1.5
Post-consult chart update Physician 10.0 Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0			•	
Booking of ordered tests USK 10.0 Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0				
Enter ordered prescriptions USK 10.0 Follow-up Scheduling USK 12.5 New Visit Booking the visit USK 5.0 Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0				
New Visit Booking the visit Booking the visit Daily patient planning discussion Daily patient planning discussion USK 5.0 Daily patient planning discussion USK 15.0				
New Visit Booking the visit USK 5.0 Daily patient planning discussion New Visit Daily patient planning discussion USK 15.0				
Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0		·		
Daily patient planning discussion RN 25.0 Daily patient planning discussion USK 15.0	New Visit			
Daily patient planning discussion Physician 12.0				
		Daily patient planning discussion	Physician	12.0

Supplementary material BMJ Open

Process	Activity	Resource	Duration
	Arrange patient transport	USK	15.0
	Data entry into registers	RN	7.5
	Vitals	RN	7.5
	Patient Waits	Patient	10.0
	Pre-consult preparation	RN	7.0
	Pre-consult preparation	Physician	9.0
	Nurse Consultation	RN	45.0
	Physician Consultation	Physician	39.0
	Post-consult chart update	RN	10.0
	Post-consult chart update	Physician	10.0
	Booking of ordered tests	USK	10.0
	Enter ordered prescriptions	USK	10.0
	Follow-up Scheduling	RN	5.0
	Booking the visit	USK	5.0
	Daily patient planning discussion	RN	25.0
	Daily patient planning discussion	USK	15.0
	Daily patient planning discussion	Physician	12.0
	Arrange patient transport	USK	15.0
Diamaiaia a Miait	Data entry into registers	RN	7.5
Physician Visit	Vitals	USK	15.0
	Patient Waits	Patient	10.0
	Pre-consult preparation	Physician	5.0
	Physician Consultation	Physician	39.0
	Post-consult chart update	Physician	10.0
	Booking of ordered tests	USK	10.0
	Enter ordered prescriptions	USK	10.0
	Follow-up Scheduling	USK	12.5
	Booking the visit	USK	5.0
Nurse Visit	Daily patient planning discussion	RN	25.0
	Daily patient planning discussion	USK	15.0
	Daily patient planning discussion	Physician	12.0
	Arrange patient transport	USK	15.0
	Vitals	RN	7.5
	Patient Waits	Patient	10.0
	Pre-consult preparation	RN	7.0
	Nurse Consultation	RN	45.0
	Post-consult chart update	RN	10.0
	Follow-up Scheduling	RN	5.0