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| **Demographics** | |
| **Total, no**  Sex, No (%): Female  Male  Age, median [P25-P75], years | **568**  260 (45.77 %)  308 (54.23 %)  52 [32-65] years |
| Outpatients (ambulatory), No (%)  Distance to hospital, median [P25-P75], Km  Inpatients, No (%)  Inpatients from another hospital, No (%)  Inpatients from nursing home, No (%) | 529 (93.30 %)  17 [11-31] Kilometers  34 (6.00 %)  1 (0.18 %)  3 (0.53 %) |
| **ENT History** | |
| 1. days ENT history   None  ENT outpatient clinic  ENT inpatient treatment  ENT surgical treatment  ENT Cancer history | 306 (53.87 %)  165 (29.05 %)  2 (0.35 %)  95 (16.73 %)  126 (22.18 %) |
| **Admissions and Referrals** | |
| Normal working hours (weekdays, 8:00-18:00)  Outside business hours  Nighttime on weekdays  Daytime on weekend  Nighttime on weekend  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday | 558 (98.24 %)  1 (0.18 %)  6 (1.06 %)  3 (0.53 %)  126 (22.18 %)  108 (19.01 %)  154 (27.11 %)  80 (14.08 %)  91 (16.02 %)  3 (0.53 %)  6 (1.06 %) |
| Without appointment (emergency)  With appointment  Post-operative  Cancer follow’up  Others | 206 (36.33 %)  128 (22.57 %)  50 (8.82 %)  184 (32.39 %) |
| Self-reference patients  Referred patients  By General Practitioners  By emergency physician  By ENT specialist  By another physician  Referral mean  Remotely (by phone / telemedicine)  After physical exam by the referring physician | 91 (16.73 %)  29 (5.33 %)  38 (6.99 %)  340 (62.50 %)  46 (8.46 %)  110 (20.22 %)  434 (79.78 %) |
| Laryngeal or Head & Neck complaint  Otological or Neurovestibular complaint  Nose or Sinus complaint  Other complaint  Complaint duration prior admission,  Median [P25-P75], days | 230 (40.49 %)  240 (42.25 %)  91 (16.02 %)  7 (1.23 %)  27 [10-69] days |
| Need for ENT adjunctive testing  Need for other adjunctive testing  Call an ENT colleague  Call another specialist colleague | 379 (66.73 %)  181 (31.87 %)  57 (10.04 %)  53 (9.33 %) |
| **Management** | |
| No specific ENT treatment  Ambulatory treatment  Minor ENT procedure  Inpatient treatment  Surgical management | 157 (27.64 %)  117 (20.60 %)  225 (39.61 %)  7 (1.23 %)  62 (10.92 %) |
| **30 days Outcome** | |
| ENT outpatient follow’up  Referral to another physician  Lost to follow’up / telemedicine / discharge  Dead | 390 (68.66 %)  78 (13.73 %)  96 (16.90 %)  4 (0.70 %) |