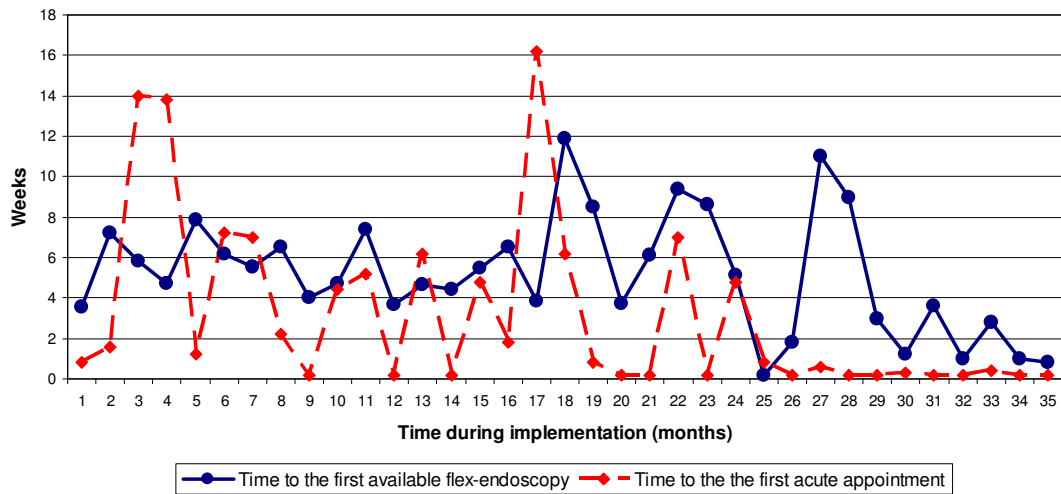
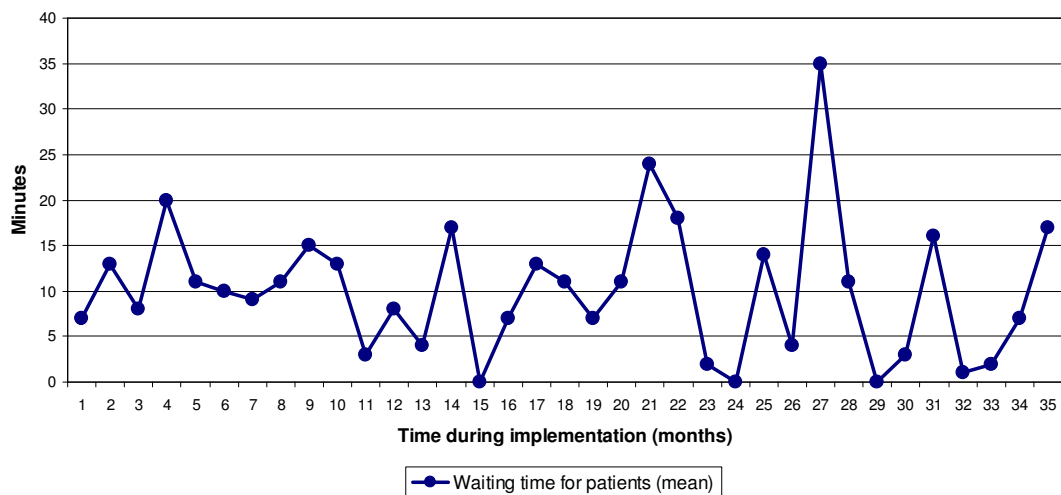


Figure 1 Run charts for data collected monthly in a 3 year period.

Waiting time for flex-endoscopy and acute appointments



Waiting time in the waiting room (outpatient clinic)



Proportion of patients who stayed away from their appointment

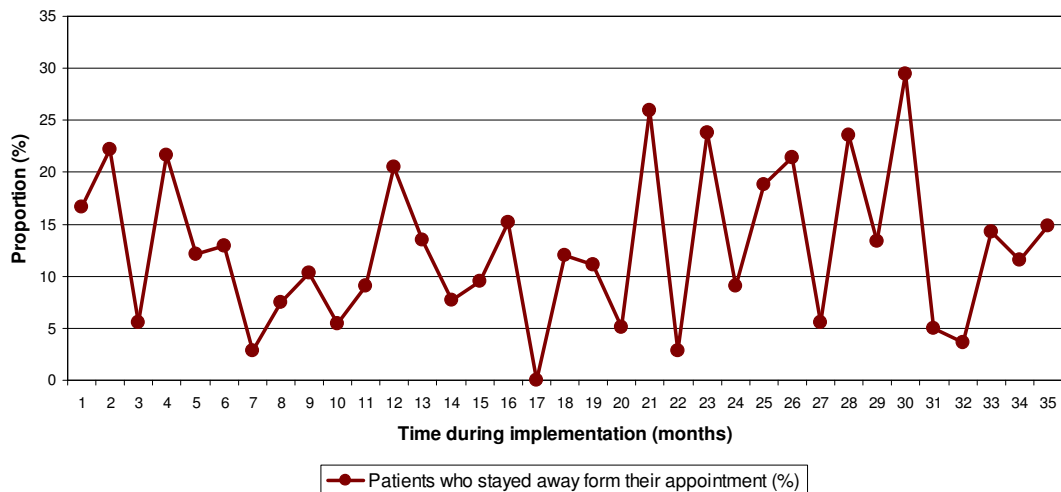


Table 2 Estimated direct cost when comparing annual phone service by a nurse with routine annual visits in the outpatient clinic.

Time spend for supervision on a daily basis are included in the estimates.

Patient type	Staff type	Annual phone service		Routine annual visit	
		Time spend per patient (minutes)	Cost (€)	Time spend per patient (minutes)	Cost (€)
Uncomplicated patients					
	Nurse	20	11.0	15	8.3
	Secretary	10	5.5	5	2.8
	Doctor	0	0	15	16.5
	Total		16.5		27.6
Patients with some problems					
	Nurse	25	13.8	20	11.0
	Secretary	10	5.5	5	2.8
	Doctor	10	11.0	15	16.5
	Total		30.3		30.3

The staff salary (mean) per hour used in the calculations was: nurses and secretary, 33 €; doctors, 66 €. Patients with disease activity were estimated to have the same cost regardless of the contact form.