

Clalit Haifa and West Galilee District, and the CEO of the Lady Davis Carmel Medical Center, a 500-bed hospital. Chen is now the Co-Founder and the CMO of the digital health startup QUA1.MD.

Arie Eisenman (MD) is the head of the Medical Emergency Department (Emerita) at the Western Galilee Medical Center in Naharia, a general hospital affiliated with the Bar Ilan University Medical School in the Galilee, serving a population of about 500,000 patients. He is also a Clinical Lecturer and in charge of training medical, nursing and paramedic students from Israel and abroad in areas concerning life saving and emergency medicine. He received his MD from Sackler School of Medicine, Tel Aviv University.

Dan Schwarzfuchs (MD) is a Senior Lecturer at the Faculty of Health Science at Ben Gurion University of the Negev. He received his MD from Ben Gurion University of the Negev and serves as Deputy General Director of Soroka University Medical Center.

Appendix

Appendix A. Individualized Attention Provided in Study 2

Welcome to the Emergency Department. We are here to help you. On this page, we will explain to you the stages of visiting our department.

1. Please take a number to queue for the reception.
2. When your turn arrives, please give the receptionist your ID (driver's license, passport, or any photo ID).
3. If you don't have a photo ID, the following information must be provided:
 - o ID number, first name, last name, parents' names, date of birth, address, and telephone number.
 - o Referral from a doctor. If you do not have a doctor's referral, you will explain to the receptionist the reason for arriving at the ED. If you don't have a referral, you will have to pay \$300 or sign a promissory note. If, after being checked at the ED, you are hospitalized, this payment debt will be canceled.
4. We will open a visitor's file for you at the reception. Please wait for your name to be announced. When your name is announced, please enter the nurse's room. The nurse will make an initial assessment of your problem. The assessment will include questions, taking vital signs, and providing first aid as needed. Then, the nurse will direct you to a doctor for triage.
5. You will continue your examination and treatment in one of the ED wards.
6. When you arrive at the appropriate ward, you may have to wait for one of the doctors, depending on the load at the ED. The doctors will examine you individually and decide on the necessary treatment and tests.
7. You will have to wait for the test results.
8. After waiting, doctors will update you on the results and decide on hospitalization in one of the hospital wards, or discharge for continuing treatment in community medicine, with recommendations for further treatment.

We wish you good health,

The Emergency Department staff.