Suppl. 1. Definition of the four priority levels used in Patient Acuity Category Scale (PACS).

Category	Definitions and description of condition	Targeted time within which patient should be seen (mins)	Percentage of cases to be seen within the target time (%)
Priority 1 (P1): Critically ill and requires resuscitation	Patients are already in a state of cardiovascular collapse or imminent danger of collapse and must be attended to immediately. They require maximum allocation of staff, equipment and resources for initial management Examples: multiple major trauma, cardiac arrest, active seizures	5	90
Priority 2 (P2): Major emergency	Patients are in severe distress and non-ambulatory. On cardiovascular examination, they are stable and are not in danger of imminent collapse. However, the severity of their symptoms requires early medical attention, without which deterioration of their medical status may occur. Examples: chest pain (unlikely acute myocardial infarction), major dislocations, major limb fractures	45	85
Priority 3 (P3): Minor emergency	Patients are ambulatory. They present with mild to moderate symptoms. Examples: sprains, acute gastroenteritis, migraines and similar headaches, gastrointestinal reflux	60	80
Priority 4 (P4): Non-emergencies	Old injury or chronic condition. They do not require immediate treatment and should be more appropriately managed in a primary healthcare setting. Example: chronic lower back pain, chronic management of hypertension	120	75