
The profile of the hyper user in an Emergency Department

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Abstract: Characterizing the profile of frequent users of an emergency service is essential for the definition of health management policies, looking for an efficient meeting of patients' needs and offering a better quality of services to users of the National Health Service. Therefore, it is reasonable that several research studies developed in this area focus on the very frequent users of hospital emergency services, usually referred to as hyper users. Their definition varies according to the studies, but in general, a hype user is a patient with 4 or more visits to the emergency department per year. This study analyzes the inflow of users to the emergency department of the Hospital do Esp rito Santo de  vora (HESE), by type of user, in a period between January 2018 and May 2021. Based on Generalized Linear Models (GLM) and Generalized Additive Models (GAM) it is attempted to identify some factors that allow to outline the profile of the hyper user of the HESE emergency service. The results obtained with several models are compared and some considerations are made about the modelling limitations taking into account the type of data and the context of the collection period. The profile of a frequent user of the HESE emergency services includes the triage code indicator, the user residence, age and gender, the admission shift, the waiting time and the physician's diagnosis.

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