

## **Patient safety in out-of-hours primary care: a review of patient records.**

April 14, 2011

Smits M, Huibers L, Kerssemeijer B, et al. Patient safety in out-of-hours primary care: a review of patient records. BMC Health Serv Res. 2010;10:335. doi:10.1186/1472-6963-10-335.

<https://psnet.ahrq.gov/issue/patient-safety-out-hours-primary-care-review-patient-records>

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This study found a low rate of patient safety incidents involving [telephone](#) care interactions. Most incidents were related to failures in clinical reasoning. A past AHRQ WebM&M [commentary](#) discussed potential pitfalls in providing medical advice by telephone.