**Justifications:** For wait times, we decided to model with Normal Distribution with estimated mean and standard deviations. This is under the presumption that population wait times for ED processes are approximately normally distributed.

| Event | Normal Distribution Parameters | Resources |
|---|---|---|
| Consulting a doctor | mean of 20mins & SD of 5mins, minimum 5mins. | Doctor |
| Waiting for medications | mean of 15mins & SD of 3mins, minimum 5mins. | Nurse |
| Lab-test (fast) | mean of 25mins & SD of 5mins, minimum 10mins. | Nurse |
| Lab-test (main ED) | mean of 40mins & SD of 10mins, minimum 15mins. | Nurse |
| Review after lab-test | mean of 10mins & SD of 3mins, minimum 3mins | Doctor |
| Admission for further treatment | mean of 30mins & SD of 5mins, minimum 5mins. | Bed |