

### Additional file 3. Characteristics of the interviewed respondents

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#### Characteristics of the interviewed respondents (n=19)

|                                                                                       |           |
|---------------------------------------------------------------------------------------|-----------|
| Age in years, median (IQR)                                                            | 63 (15)   |
| Gender                                                                                |           |
| <i>Male, n (%)</i>                                                                    | 7 (36,8)  |
| <i>Female, n (%)</i>                                                                  | 12 (63,2) |
| Medical specialty                                                                     |           |
| <i>Cardiology, n (%)</i>                                                              | 11 (57,9) |
| <i>Pulmonology, n (%)</i>                                                             | 3 (15,8)  |
| <i>Internal medicine, n (%)</i>                                                       | 2 (10,5)  |
| <i>Haematology, n (%)</i>                                                             | 1 (5,3)   |
| <i>Gastroenterology, n (%)</i>                                                        | 1 (5,3)   |
| <i>Nephrology, n (%)</i>                                                              | 1 (5,3)   |
| Diagnosed with or suspected of COVID-19, n (%)                                        | 10 (52,6) |
| Estimated time of delay in receiving ED care, median (IQR)                            | 6 (11)    |
| Estimated time of experiencing health complaints before visiting the ED, median (IQR) | 8 (12)    |