

Additional File 1

Scenarios - Information for actors

Scenario A – Seizure

A patient sitting on a bench suddenly begins to seize with his arms and legs and slides to the floor – about 30 seconds later, the seizure is over, and the patient remains unconscious on the floor.

A person having a generalized seizure exhibits uncontrolled twitching of the arms and legs as well as twitching of the facial muscles or a cramped, tense facial expression. The eyes are slightly open and usually rolled upwards. The body is stiff and tense, breathing is irregular and gasping – uncontrolled, tense, loud sounds are possible. The hands are often clenched into fists, or the fingers cramp up. After about 30 seconds to 2 minutes, the twitching stops and the person remains unconscious and motionless (limp) (does not respond to pain stimuli or speech), often with foamy or bloody saliva at the mouth.

The participant (lay person) should call the emergency services as part of first aid – this will be either a video call or a conventional call, depending on random selection.

Scenario B – Shortness of Breath

Patient sitting on a bench complaining of (subjective) shortness of breath. There is no obvious reason for this shortness of breath. He appears anxious. He is breathing with his mouth open. The patient can speak without taking a breath after every word. The patient shows signs of panic, gesturing for help and stating that he cannot breathe. There are no known respiratory diseases (such as asthma or COPD).

The participant (lay person) should call the emergency services as part of first aid – this will be either a video call or a conventional call, depending on random selection.

Scenario C – Laceration

A patient is lying on the ground with a bleeding laceration on their forehead. The patient has just fallen from standing height and hit their forehead on an object. Blood is spread across their face. The patient is holding their forehead and showing clear signs of pain. Their breathing is normal. The patient is awake, responsive and able to answer questions normally. The participant (lay person) should call the emergency services as part of first aid – this will be either a video call or a conventional call, depending on random selection.

Scenario D – Injury with abrasion

A patient with an injury to the upper arm shows visible signs of pain and discomfort. The affected arm may be swollen and reddened, and a wound with slight bleeding is visible. The patient holds the arm in a protective position, avoids movement and complains of throbbing pain. Bruising or discoloration around the injury may also be visible. Any pressure or movement of the arm intensifies the pain, and the patient appears tense and anxious overall. The participant (lay person) should call the emergency services as part of first aid – this will be either a video call or a conventional call, depending on random selection.