

Additional File 6

Usability of video emergency call	Total (n=78)	Callers (n=40)	Dispatchers (n=38)
Count (answered)	78 (100.0%)	40 (51.3 %)	38 (48.7 %)
I liked the user interface of the video emergency call platform.			
Fully agree	13 (16.7 %)	8 (20.0 %)	5 (13.2 %)
Agree	29 (37.2 %)	10 (25.0 %)	19 (50.0 %)
Neither	11 (14.1 %)	5 (12.5 %)	6 (15.8 %)
Do not agree	12 (15.4 %)	9 (22.5 %)	3 (7.9 %)
Absolutely not agree	4 (5.1 %)	3 (7.5 %)	1 (2.6 %)
No answer	9 (11.5 %)	5 (12.5 %)	4 (10.5 %)
The information on the video emergency call platform is clearly organized.			
Fully agree	13 (16.7 %)	7 (17.5 %)	6 (15.8 %)
Agree	27 (34.8 %)	12 (30.0 %)	15 (39.5 %)
Neither	14 (18.0 %)	5 (12.5 %)	9 (23.7 %)
Do not agree	7 (9.0 %)	6 (15.0 %)	1 (2.6 %)
Absolutely not agree	4 (5.1 %)	3 (7.5 %)	1 (2.6 %)
No answer	13 (16.7 %)	7 (17.5 %)	6 (15.8 %)
I felt comfortable using the video emergency call platform.			
Fully agree	21 (26.2 %)	13 (32.5 %)	8 (21.0 %)
Agree	24 (30.8 %)	9 (22.5 %)	15 (39.5 %)
Neither	9 (11.5 %)	5 (12.5 %)	4 (10.5 %)
Do not agree	12 (15.4 %)	7 (17.5 %)	5 (12.2 %)
Absolutely not agree	3 (3.9 %)	2 (5.0 %)	1 (2.6 %)
No answer	9 (11.5 %)	4 (10.0 %)	5 (12.2 %)
I would make an emergency call again with this video emergency platform.			
Fully agree	37 (47.4 %)	21 (52.5 %)	16 (42.1 %)
Agree	28 (36.0 %)	6 (15.0 %)	12 (31.6 %)
Neither	6 (7.7 %)	3 (7.5 %)	3 (7.9 %)
Do not agree	7 (9.0 %)	6 (15.0 %)	1 (2.6 %)
Absolutely not agree	1 (1.3 %)	1 (2.5 %)	0 (0.0 %)
No answer	9 (11.5 %)	3 (7.5 %)	6 (15.8 %)
I am satisfied with the video emergency call.			
Fully agree	29 (37.2 %)	16 (60.0 %)	13 (34.2 %)
Agree	15 (19.2 %)	8 (20.0 %)	7 (18.4 %)
Neither	12 (15.4 %)	5 (12.5 %)	7 (18.4 %)

Do not agree	5 (6.4 %)	3 (7.5 %)	2 (5.3%)
Absolutely not agree	6 (7.7 %)	4 (10.0 %)	2 (5.3%)
No answer	11 (14.1 %)	4 (10.0 %)	7 (18.4 %)

The video emergency call platform made it easy for me to keep the emergency situation under control.

Fully agree	27 (34.6 %)	18 (45.0 %)	9 (23.7 %)
Agree	8 (10.3 %)	4 (10.0 %)	4 (10.5 %)
Neither	16 (20.5 %)	5 (12.5 %)	11 (29.0 %)
Do not agree	10 (12.8 %)	5 (12.5 %)	5 (13.2 %)
Absolutely not agree	7 (9.0 %)	4 (10.0 %)	3 (7.9 %)
No answer	10 (12.8 %)	4 (10.0 %)	6 (15.8 %)

Dispatchers only 38 (100.0%)

The video emergency was easy to perform

Fully agree	23 (60.5 %)
Agree	8 (21.0 %)
Neither	3 (7.9 %)
Do not agree	3 (7.9 %)
Absolutely not agree	1 (2.6 %)
No answer	0 (0.0%)

The video stream supported me in my decision during the emergency call

Fully agree	11 (29.0 %)
Agree	9 (23.7 %)
Neither	3 (7.9 %)
Do not agree	3 (7.9 %)
Absolutely not agree	4 (10.5 %)
No answer	8 (21.0%)

Dispatchers answered the questionair after each scenario/call.

Data are presented as absolute numbers (percentages)