

PATIENT INTERVIEW GUIDE

Interviewer to state the following before beginning the interview: *“Please be advised that your participation in this interview is voluntary. You are free to decline to answer any questions, and you may stop this interview at any time. This will not affect your participation in the study.”*

Exploratory Questions

1. How many times do you see your PCP in one year, on average?
2. What sort of things does your PCP help you with?
 - *Prompts: care of sickness / keeping you well / referrals / medication*
3. What is important to you when you seek care from your PCP?
 - *Prompts: PCP that listens, easy to make an appointment, speaks your language, knows your community (culturally or linguistically), your background/story*
4. Prior to this referral, has your PCP ever referred you to a community resource [CR] before?
 - a. If yes, how did you feel about being referred to [CR used] by your PCP?
5. Were you aware that [CR used] existed?
6. Have you previously sought out services in the community on your own?
 - a. If yes, how did you find out about what was being offered in the community?
 - *Prompts: Written information / told by the receptionist / signage / family physician / navigator/ other*

Explanatory Questions

Part 3a: Patients that accessed CR	Part 3b: Patients that did not access CR
1. What was your experience with the [CRs] that you accessed? <i>Prompts: Patient Survey question: Section M: POST-INTERVENTION Main Outcome; Section N: POST-INTERVENTION Community Service Evaluation.</i>	1. What were some of the reasons that you did not access the [CR]? <i>Prompts: Did you feel you no longer needed the CR or had been referred to the wrong CR? Did you have difficulties accessing the CR (e.g. only reached the answering machine/unable to make an appointment, no transportation, no CR in your language of choice, long wait times, unaffordable, etc.)</i>
2. What were your first impressions about [CR used]? <i>Prompts: Did you feel welcomed? Did people understand you? Did you feel comfortable there? Did you receive service in your language of</i>	2. Did you contact the [CR] before deciding not

<i>choice? Waiting time? Could you explain why you felt that way?</i>	to access? If so, how did this contact impact your decision? <i>Prompts: Did you feel welcomed? Did people understand you? Could you explain why you felt that way?</i>
3. Please describe your experience with reaching the [CRs]. <i>Prompt: Where was it located? How did you get there? How easy was it to make an appointment? Was it physically accessible?</i>	
4. Some people find that cost makes it hard to access community health resources - how has that been for you (cost of transportation, fees for parking, paying for the service)?	
5. Do you feel that the service that you had in the organization fit with what you wanted? How? Could it be improved? Did you receive services in the language you are most comfortable? How did this make you feel?	
6. Do you intend to continue to use the [CRs]? a. If yes, what are some of the reasons why you would do so?) b. If no, please tell us why?	

PART 4a-1: For clients that had access to a Navigator	PART 4b-1: For clients that had 211
1. How often did you see the Navigator?	1. How often did you use 211?
2. How did the Navigator help you? a. What would have made the Navigator more helpful? <i>Prompts: Services, knowledge, convenience, etc.</i>	2. How did 211 help you? <i>Prompts: assistance from the 211 Information Specialist, convenience etc.</i> a. What would have made 211 more helpful?
3. How did you feel about getting assistance from a Navigator to access [CRs] (e.g. CR used)?	3. Do you think it would be valuable for others to have access to 211?
4. Do you think it would be valuable for others to have access to a Navigator?	
5. Has the Navigator empowered you in any way to communicate with your service provider?	
PART 4a-2: For clients that had access to but did not use the Navigator	PART 4b-2: For clients that did not use 211
6. Can you tell me why you chose not to use the	4. Can you tell me why you did not use 211?

services provided by the Navigator?	
7. In what circumstances would you have chosen to use the services provided by the Navigator?	5. In what circumstances would you have chosen to use 211?

<<For all clients >>

A. Patient Experience in Accessing Services in the Language of their Choice

B. Elements of the Intervention and Local Contexts

1. Has participating in this project changed the way you go about accessing [CR]?
 - a. *Prompts for access: location, ability to pay, get to (reach)*
2. How would you go about finding a service in the community if you needed one in the future?
3. What challenges do you think you might face in finding resources?
4. How would you overcome these challenges?
5. Do you feel that it is easier to communicate with a service provider than it has been in the past? (focus on linguistic concordance for Francophone clients)
6. Do you feel more confident in your ability to seek and use [CR] on your own?