

Interview guide for the research project, "Frequent Callers to 1-1-2: Patient Perspectives and Characteristics"

Translated from Danish by the first author.

Category	Questions
Introduction	Hello, my name is [anonymized]. Am I speaking with [interviewee]? I am a researcher at [anonymized]. You recently responded to a questionnaire, where you agreed to be contacted for a follow-up interview. The interview will take around 30 minutes. In the interview, I would like to hear more about your experiences with calling 1-1-2 and your experiences with the acute healthcare system in general. By that, I mean for example ambulances, rapid response vehicles, or emergency departments. The interview will be recorded and used for research purposes. You will remain anonymous in publications and anything else that is made public from the research project. The information you provide will be used solely for research and will not be shared with your doctor or affect your access to and treatment in the healthcare system. Thank you for participating! Your perspective as a citizen is important. I would like to let you know that there are no right or wrong answers to the questions I ask. I would simply like to hear about your experiences. Is it okay that I record the interview?
Healthcare seeking	• How would you describe your own health? ○ Has it always been like this? • How often would you say that you are in contact with the healthcare system, for example, your general practitioner or a hospital? ○ Which parts of the healthcare system? ○ How often within the last month? The last 6 months? • What usually prompts you to contact your general practitioner? ○ Can you give examples of what you have used your general practitioner for? • What usually prompts you to contact the out-of-hours primary care? ○ Can you give examples of what you have used the out-of-hours primary care for?

Calling 1-1-2	• What usually prompts you to call 1-1-2? ○ Follow up: What do they mean if they say, for example, "urgent," "emergency," "serious," or "in need of help"? • Can you give examples of situations where you have called 1-1-2? ○ Follow up: Why did you call? • Can you give examples of situations where you considered calling 1-1-2 but didn't do it? ○ Follow up: Why didn't you call?
Most recent contact to 1-1-2	I will now ask about the situation where you (or someone else on your behalf) last called 1-1-2. In this part of the interview, I am interested in the specific situation and not your general reflections on calling 1-1-2. Along the way, you may feel like I am asking about something you have already mentioned. When I ask for more details, it is to support you in providing more details about your experience and to ensure that I have understood you correctly. I would like you to think back to the day when you last called 1-1-2, or someone else did it on your behalf. How did you experience the situation when the call was made? <i>Potential follow-up questions:</i> • Where were you? • What did the place look like? • What happened? • Who called? • Who decided to call? Were there several people involved in the decision? • How did you feel physically? • What did you feel emotionally? • What did you notice? • What were you thinking? • How did you experience it exactly?
Their acute care pathway, based on the most recent contact to 1-1-2	I would like to make sure I understand how your experience was regarding your most recent contact with 1-1-2. Can you summarize for me how it started and ended? <i>Let the interviewee speak. When/if they pause, the following questions may be relevant:</i> • What happened before you or someone else called 1-1-2? ○ Did you seek help anywhere else? • How did the call go? • What happened after the call to 1-1-2? • Who did you meet? • Where did you go? • What happened?

	<i>Questions that should be asked:</i> • What did you expect to happen when you called 1-1-2? ○ What kind of help did you expect to receive? • Were you satisfied with what happened when you called 1-1-2? ○ Why/why not? ○ Did you feel safe? Why/why not? ○ Did you feel that you were helped? Why/why not?
The acute healthcare system: Coherence and barriers	When I refer to the acute healthcare system, I mean entities such as the 1-1-2 Emergency Medical Coordination Center, the out-of-hours primary care, ambulances, rapid response vehicles, and emergency departments – not the entire healthcare system. • Generally, do you feel that your courses of treatment within the acute healthcare system have been well-coordinated? ○ What has made you think that they were well-coordinated? ○ What has made you think that they were not well-coordinated? • Can you give one or more examples of something you found positive when interacting with the acute healthcare system? • Can you give one or more examples of something you found negative when interacting with the acute healthcare system?
Round-off	Do you have anything to add? Was there, for example, something you thought about while answering the questionnaire? Thank you for your time!