

Interview Guide- Call Center Study

- How do you understand the word telecare in the municipality- (What is the meaning of it- in your opinion)
- How do you think the call center service is working today?
Facilitators?
Barriers?
- Is there anything you would change with the service? (– Especially if you think about the organising). If you have examples?
- Can the regulations/legislation hinder or facilitate the service you provide? Explain why it is a hinder- or the opposite. Examples?
- Are you delivering call center services the way you would like it to be- can you explain why- or why not?
- How do you cooperate with other health services, such as AMK (113) and emergency room?
- Have you experienced any ethical challenges, in connection to delivering telecare services? Any examples?
- Competence and knowledge- is it a challenge, or not. Examples of knowledge and competence, and challenges- if you have any.
- In what way, in your experience, is the service recipients involved in developing the service?
- How do you view the future of the call center services?

What challenges/Facilitators will we meet?

- Do you have any thoughts to what the content of the call center services could be in the future?
- How will the future municipal call centers be organised?