

Draft Qualitative Interview Questions **GOing to Outpatient HARP vs, ED Care (GOOD Care)**

Thanks for agreeing to answer some questions to help us try to provide better service.
How are you doing? Can we get started with the interview?

We are going to record this- but not refer to you by name- just so we can have a transcript of your response. Are you ok with this? Please say yes or no. You will receive \$50 for participating in this interview.

We are trying to understand more about the experiences of people who go to the emergency department or hospital frequently to better serve them.

Please think about a time when you were not feeling well and you decide to seek medical care.
Can you please tell me:

1. What did you consider when you chose when & where to seek healthcare?
 - Specifically, why would you usually choose to go to the Emergency Room or why would you choose to go to an outpatient clinic for care?
2. Would you choose to go to the emergency room less often in the future- why/why not?
See possible Prompt 1
3. Why would you be interested in going to outpatient/primary care more often?
See possible Prompt 2
4. What about your current living or social situation affects **how**** you seek help for medical or social needs? (**if/whether you seek care/help, how often, where)
5. How do you think addiction could be affecting **how**** you seek help for medical or social needs? (**how you are treated in healthcare settings, whether you can access to addiction treatment, your readiness for engaging/doing addiction treatment or engaging in other healthcare)
6. You will receive \$50 for participating in this interview. What do you think about providing some money or prizes for attending outpatient appointments? How would that influence how people attend and engage in their healthcare appointments? See Prompt 3

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Prompts/possible follow-up

- Prompt 1. Tell me about your experience getting care in the emergency department? Think about: Why did you go there? What do you expect when you get there? What could be better about the experience? Do you think you will go back there? Why?
- Prompt 2. Tell me about your experience getting care in a primary care setting? Think about the same questions as Prompt 1
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- Prompt 3. Do you think it's a good idea/why /why not? What would be the lowest amount that might encourage someone to attend an appointment and do other activities to improve their health? Do you think other types of prizes (like gift cards, new clothes or other types of things), would be an incentive?