

Additional File 1: Observation guide from the main fieldwork

Observation guide

Date:

Participant number:

Consent to interview: Yes/No

Reason for exclusion:

- Under 18 years old ____
- Does not speak/understand Danish ____
- Unable to provide consent ____
e.g., dementia, unconsciousness, or severe distress
- Under the influence of alcohol/drugs ____
- Does not wish to participate ____
- Other ____

Sex		Time of arrival	
Age		Time of departure	
Location (in short)		Who is present?	

Issue the PVU is dispatched to assess	
Who is involved in the assessment or treatment? <i>Relatives, municipal emergency team, general practitioner, or others?</i>	

The Patient: How does the patient respond to the encounter with the PVU?

<i>Before, during, and after the encounter with the PVU?</i> <i>Micro-level reactions.</i> <i>Body language.</i> <i>Facial expressions.</i> <i>Verbalized emotions and experiences.</i> <i>Do these change throughout the encounter with the PVU?</i>	
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Setting/Environment: How are the surroundings of the encounter with the PVU?

<i>Where does the assessment or treatment take place?</i> <i>How is the atmosphere and mood?</i> <i>Why? How is it expressed?</i> <i>Upon arrival?</i> <i>During the encounter?</i> <i>At the end?</i> <i>Sounds.</i> <i>Smells.</i> <i>Does the environment influence the assessment or treatment? How?</i>	
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Process and Activities: What happens?

<i>General description of the situation.</i> <i>What happens at the beginning?</i> <i>What occurs during the encounter?</i> <i>How does it conclude?</i> <i>What information and guidance are provided?</i> <i>Interactions between the paramedic and the patient and/or relatives.</i> <i>Micro-level observations (e.g., a hand on the shoulder, a glance).</i>	
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