

Additional file 2: Interview guide from the preliminary fieldwork

Interview with patients	
Introduction of the researcher and the research project, followed by confirmation of the consent form collected on-site at the time of the patient's inclusion in the study.	
<i>Treatment Process</i>	
Background	How old are you?
How do patients experience the treatment process from the Prehospital Visitation Unit?	Please start by briefly describing what happened on the day a paramedic from the EMS came to see you. Follow-up questions: - If we start from the very beginning, do you know who called 1-1-2? - Who was present? - What happened during the time before the paramedic arrived? - What happened when the paramedic arrived? - Where did you receive treatment/assessment? - How did the visit from the paramedic end? - Did you need to go to the hospital? - How were you transported? - Was a municipal 'emergency care team' or 'home care team' involved? - Was a plan made for you about what would happen after the visit? - How did you feel right after the paramedic left? Did you feel safe? - How did it go in the days following the visit from the paramedic? - Did you contact 1-1-2 again? - Did you contact the out-of-hours primary care or your general practitioner?

<i>Information</i>	
What level of information do patients experience from the Prehospital Visitation Unit?	What information did you receive about your condition/treatment during the assessment? How was the amount of information you received from the paramedic? - About your health condition? - About the process of the situation? Was there anything you still needed an answer to afterwards? - Regarding your health condition? - Regarding the further process of your situation?
To what extent do patients experience receiving advice/guidance?	Have you experienced <i>*insert issue*</i> before? One of the purposes of the Prehospital Visitation Unit is to advise and guide citizens about their own illness. - Did you experience this? - How?
<i>Involvement</i>	
How do patients experience being involved in the treatment from the Prehospital Visitation Unit?	Were you involved in the treatment? - How? - When?
<i>Safety/security</i>	
What expectations do patients have for the service provided by the EMS?	What treatment did you expect to receive when you called 1-1-2?
To what extent does the Prehospital Visitation Unit	Have you previously been picked up/received treatment from an ambulance?

meet these expectations?	- How many times approximately? What did you think when you saw that it was one paramedic who came and not an ambulance with two paramedics? - Did you feel safe in the situation? - Did you experience that it was different to receive help from the Prehospital Visitation Unit compared to an ambulance? When you look back on the process, did the visit from the Prehospital Visitation Unit meet your expectations regarding receiving help from a 1-1-2 call? [Yes/No] Is there anything about your situation that you wish had been different?
	Were others involved in your treatment such as the ‘home care team’ or the municipal ‘emergency care team’, or your general practitioner? [Yes/No] Was a plan made for what would happen after the paramedic left? - Were you comfortable with this? - Was it beneficial for you?
End	