

Additional File 3: Interview guide from the main fieldwork

Interview Guide: Patients' Experience with the Prehospital Visitation Unit	
<i>Introduction</i>	
Briefing	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>The Treatment Process with the Prehospital Visitation Unit (duration preferably 5 minutes)</i>	
How did the patient experience their encounter with the Prehospital Visitation Unit? <i>Our reaction:</i> <i>We refrain from interrupting.</i> <i>We respond with "yes", "hm," etc.</i> <i>Possibly ask "can you elaborate" if needed.</i>	First, I would like to hear <u>your</u> story about your encounter with the Prehospital Visitation Unit. Here, I will not ask questions, but instead I will listen to what you tell me. So please share whatever comes to mind. Would you share your story from when 1-1-2 was contacted and onwards? Thank you for sharing your story. Now I will ask some follow-up questions. As I said, you may find that I ask about something several times, but this is just to ensure that I understand you correctly.
<i>Expectations</i>	
What expectations do patients have for the EMS intervention? To what extent does the Prehospital Visitation Unit meet these expectations?	Who contacted 1-1-2? - You? Your relatives? What did you expect would happen when 1-1-2 was called? - What kind of <i>help</i> did you expect to receive? - What do you understand by <i>help</i> in this context? What were your thoughts while waiting for the paramedic to arrive? What did you discuss with your relatives while waiting for help? What did you imagine would happen when help arrived?

	Did you or your relatives know that it was a Prehospital Visitation Unit and not a traditional ambulance coming to you? - What did you think about that? Did you see the Prehospital Visitation Unit arrive? - What did you think when you saw the vehicle? - What did you think when you saw that it was not a traditional ambulance? Did you think about the fact that the unit does not have the capability for transport to the hospital? When you look back on the situation, did the encounter with the Prehospital Visitation Unit meet the expectations you had for receiving help after a 1-1-2 call? - Can you give an example of an expectation that was met? Do you feel that the treatment you received matched what you were suffering from?
<i>Safety</i>	
What does the patient understand by safety? What contributes to creating a sense of safety for the patient?	When I say safety, what do you think of? What do you understand by safety in this context? Did you feel safe during the assessment or treatment? - Can you give an example of a situation when you remember feeling safe? - What made you feel safe? - Can you give an example of something that made you feel safe? When in the situation did you begin to feel safe? What is important for you to feel safe in such a situation? Can you give an example of something the paramedic did or said that made you feel safe in the situation?

	If you could choose three words to describe safety in a treatment situation, what would they be? - Why?
<i>Personal competences and prevention</i>	
Level of Information	What information did you receive from the paramedic? - About your condition? - About the assessment/treatment? How was the amount of information you received? - About your condition? - About the assessment /treatment? Was there any information you felt was missing? How was it to receive this information? What impact did receiving this information have on you?
Advice/guidance	Have you experienced <i>*this issue*</i> before? Did you feel you were advised or guided in your condition/with your issue? - How were you advised or guided? - What impact did that have on you? - What impact has it had on you moving forward? Can you give an example of an advice that has been significant for you afterward? How was it to receive guidance in the situation? Were you able to handle receiving guidance at that time?
Involvement	Did you feel that you were involved in the treatment? - How? What do you understand by involvement in this context? What does it mean for you as a patient to be involved in the assessment/treatment?

	Can you give an example of a situation where you were involved in the treatment? - What happened? - What was done or said? - How was it? Can you give an example of a situation where you would have liked to be more involved? - What happened? - What was done or said? - How was it?
Involvement of others	Was a plan made for what was going to happen with you after the paramedic's assessment/treatment? How did you feel about the plan that was made? Were others involved in your treatment? - For example, your general practitioner, the 'emergency care team', the 'home care team', caseworker... Did you feel involved in the plan that was made? - How? How not? Did you feel safe with the plan? - Why? Why not?
End	
Debriefing	Finally, is there anything about this encounter with the Prehospital Visitation Unit that you wish had been different? Do you have anything else you would like to add? Thank you very much for your time and for participating in our study.