

APPENDIX A: DRAFT Semi-Structured Interview Guide

Introductory Preamble:

We are interested in learning about patients' experiences of the high-risk COVID follow-up clinic and their perspectives on the care they received. We are interested in what patients expect and value in terms of their health after they have visited the emergency department and then received a follow-up telephone call from a member of the North York General Hospital (NYGH) Family Health Team. We also want to understand what happens to patients after they received the follow-up telephone call so that we can improve the care they receive during future calls. The interview will take about 20-30 minutes depending on how much time you have to share your perspective with us. We are interested in hearing story and how things have been going for you since your visit to the emergency department (ED)— there are no right or wrong answers to these questions. What you say will never be identified to you specifically and we will be analyzing for themes. We will share a summary of the study results with you and let you know how this knowledge will be used when the project is complete.

With your permission, I will be audio recording the conversation and taking a few notes to help me keep track of our conversation. Also, I want to clarify that I'm a researcher, not a doctor or nurse, and I don't have any special medical knowledge or connection to your caregivers. Do you have any questions or concerns before we get started?

Guiding Questions:

1. Tell me about your recent visit to the ED or COVID Assessment Centre at NYGH. What brought you there? What eventually convinced you to go?

Probes:

- What were you hoping to get out of the visit (or expecting would happen at the end)
- How were you feeling at the time? What were your concerns, worries, or fears?

2. Can you briefly tell me what happened when you were in the ED?

3. What happened when you were discharged? Tell me about that process.

Probes:

- Can you tell me what you were told you had or what was causing your symptoms?
- Can you tell me about any instructions you were given?
- Was the follow-up clinic explained to you?

4. Tell me about the follow-up telephone call you received from the FHT physician.

Probes:

- When did you receive the call?
- What were you hoping to get out of the call (or expecting would happen at the time?)

- How were you feeling physically at the time? What were your concerns, worries, or fears?
- What kinds of things did you want to tell the doctor?
- What kinds of answers or information did you want to get from the doctor?
- Can you briefly tell me about the conversation?
- Can you tell me about any instructions you were given?

5. Was the physician follow-up telephone call helpful to you? If so, how? Please discuss.

6. How were you feeling at the end of the physician follow-up telephone call?

Probes:

- Anxiety/mood, emotional state (concerns, worries, anxiety, and fears)

7. When you think back on the physician follow-up telephone call you received after visiting the ED, is there anything you would have liked to talk about with the physician or any information or answers you would have liked to receive that you didn't? Please explain.

8. How have you been feeling (how have things been going) since the physician follow-up telephone call? Is the reason you went to the ED worse, resolved, or better?

Probes:

- Pain, function/mobility, availability and use of social support or help, anxiety/mood, emotional state since the call (concerns, worries, anxiety, and fears)

9. Were the number of follow-up telephone calls you received enough? Please discuss.

10. Do you have any other feedback about the process of having a physician follow-up with you by telephone after your visit to the ED that you would like to share or you think would be helpful for us to know?