

Topic list

- How did you end up at the emergency department (ED)?
 - Could you give a brief overview of how your ED visit unfolded?
 - What did you expect from your ED visit?
 - To what extent where your expectations met?
 - How would you describe the interactions with the healthcare professionals during your ED visit?
 - To what extent did you feel involved in the care during your ED visit?
 - Wat information did you receive during your ED visit (regarding your initial diagnosis and treatment options)?
 - How do you look back on the telephone call with the doctor the next day (regarding your definite diagnose and treatment)?
 - If you had to give a score for your satisfaction with the received care, what score would you give (1 = least satisfied, 10 = most satisfied)?
 - Could you elaborate on this score?
 - How could this score be increased by 1 point?
 - Do you have any further improvement suggestions?
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