

**SURVEY FOR USERS (POTENTIAL PATIENTS):**

**First Section – Respondent profile**

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1. Please indicate your gender
  - Female
  - Male
  - Other
  
2. Please indicate your age: \_\_\_\_\_
  
3. Please indicate your nationality: \_\_\_\_\_
  
4. Please select the highest level of education achieved:
  - Middle School Diploma
  - High School Diploma
  - Bachelor's Degree
  - Master's Degree
  - Other (specify)
  
5. Please indicate your type of employment
  - Full-time Employee
  - Part-time Employee
  - Self-employed (Freelancer)
  - Student
  - Unemployed
  - Other (specify)
  
6. Do you suffer from one or more chronic disease?
  - Yes, only one
  - Yes, more than one
  - No
  
7. When was your last visit to the emergency room?
  - Less than a week ago
  - Less than a month ago
  - Less than six months ago
  - Less than two years ago
  - Less than five years ago
  - More than five years ago
  - I have never been to the emergency room
  
8. On a scale from 1 to 5, how well do you speak English (1 is "Not at all" and 5 is "Very well")? \_\_\_\_\_
  
9. How often do you use the internet?
  - Daily
  - Weekly
  - Every 2-3 weeks
  - Monthly or more
  - Never

10. Do you prefer to use technological/digital tools (e.g., electronic prescriptions) or do you prefer traditional ones (e.g., printed paper prescriptions) to manage your health?

- I prefer technological or digital tools
- I prefer traditional tools
- I have no particular preferences

## Second Section – Stated preference survey

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In the next section, you will be asked to choose among three alternatives regarding triage at the Emergency Department:

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### TRADITIONAL ALTERNATIVE

This refers to the current acceptance procedures. The nurse gathers information and assesses the patient, assigning an ESI level according to their health condition.

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### HYBRID ALTERNATIVE

There is a kiosk collecting health-related information (inputted by the patient). Then, the nurse evaluates the patient's health condition by interacting with them. The nurse assigns an ESI level according to the patient's health condition.

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### FULLY DIGITAL ALTERNATIVE

There is a kiosk collecting health-related information (inputted by the patient). The kiosk automatically assigns the ESI level according to the information inputted by the patient.

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In the upcoming screens, three different scenarios regarding the triage process in a European emergency room will be presented for evaluation, considering three alternatives with specific features. The scenarios have to be considered as hypothetical future situations.

The features included in the alternatives are as follows:

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### HEALTHCARE PROFESSIONALS' SPOKEN LANGUAGE

This refers to the language spoken by the triage nurse and/or the language in which the patient fills out the kiosk.

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### TRIAGE TIME

This refers to the actual time of triage, from the patient's intake to the assignment of the ESI level.

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### LEVEL OF PRIVACY













This refers to the patient's perception of being heard in the triage area while communicating sensitive information to the nurse.

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**First scenario\*:**

You are at a European Emergency Department because you cut your finger while cooking. It's afternoon, and the waiting time in the waiting room after acceptance is 15 minutes.

Please rank the three alternatives from the one considered to be the best to the worst based on your preferences and considering the decision variables described.

ALTERNATIVE A: <b>TRADITIONAL</b>	ALTERNATIVE B: <b>HYBRID</b>	ALTERNATIVE C: <b>FULLY DIGITAL</b>
		
<p> Language The healthcare professional speaks <b>my mother tongue</b></p>	<p> Language The healthcare professional speaks a <b>foreign language I DO NOT know</b> I digitally fill in the information using <b>my mother tongue</b></p>	<p> Language I digitally fill in the information using <b>my mother tongue</b></p>
<p> Triage time <b>10 minutes</b></p>	<p> Triage time <b>4 minutes</b></p>	<p> Triage time <b>5 minutes</b></p>
<p> Privacy <b>Other patients can not overhear me</b></p>	<p> Privacy <b>Other patients can not overhear me</b></p>	<p> Privacy <b>Other patients can not overhear me</b></p>

\*Three scenarios are proposed to respondents. Each scenario varies in accordance with the methodology reported in the paper.

## **SURVEY FOR HEALTHCARE PROFESSIONALS:**

### **First Section – Respondent profile**

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1. Please indicate your gender
  - Female
  - Male
  - Other
  
2. Please indicate your age: \_\_\_\_\_
  
3. Please indicate your nationality: \_\_\_\_\_
  
4. Within the emergency department, what role do you hold?
  - Nurse
  - Triage Nurse
  - Doctor
  - Healthcare Assistant
  - Other (specify)
  
5. If you're responsible for triage, how many minutes, on average, does it take you for a triage assessment? \_\_\_\_\_
  
6. How many years have you been working in the emergency department field? \_\_\_\_\_
  
7. On a scale from 1 to 5, how well do you speak English (1 is "Not at all" and 5 is "Very well")? \_\_\_\_\_
  
8. How often do you use the internet?
  - Daily
  - Weekly
  - Every 2-3 weeks
  - Monthly or more
  - Never
  
9. What do you think interaction with people, such as healthcare professionals, can offer in addition to the use of technology in healthcare? (Multiple answers possible)
  - Greater understanding and emotional support
  - Ability to ask questions and get more detailed and personalized answers
  - Greater trust in diagnosis and treatment
  - Better management of social and psychological aspects of illness
  - I don't see any advantages
  - Other (specify)

## Second Section – Stated preference survey

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In the next section, you will be asked to choose among three alternatives regarding triage at the Emergency Department:

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This refers to the current acceptance procedures. The nurse gathers information and assesses the patient, assigning an ESI level according to their health condition.

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### HYBRID ALTERNATIVE

There is a kiosk collecting health-related information (inputted by the patient). Then, the nurse evaluates the patient's health condition by interacting with them. The nurse assigns an ESI level according to the patient's health condition.

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### FULLY DIGITAL ALTERNATIVE

There is a kiosk collecting health-related information (inputted by the patient).

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In the upcoming screens, three different scenarios regarding the triage process in a European emergency room will be presented for evaluation, considering three alternatives with specific features. The scenarios have to be considered as hypothetical future situations.

The features included in the alternatives are as follows:

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### TRIASGE WORKING TIME

It refers to the triage time when the nurse's intervention is required.

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### LEVEL OF COMPLETENESS



This refers to the amount of information inputted by the patient in the digital tool. It can be:

- Complete (Patient demographics, vital signs, symptoms, past medical history)
  - Partially complete (Patient demographics, vital signs, symptoms)
  - Not fully complete (Patient demographics, vital signs)
  - Incomplete (Patient demographics)
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## URGENCY CODE ASSIGNMENT

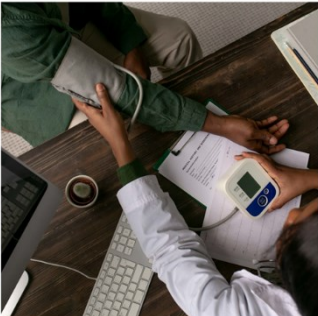








This refers to the possible presence of an algorithm automatically assigning the ESI level.

### First scenario\*:

A patient goes to a European Emergency Room where you work because they cut their finger while cooking. It is afternoon, and the waiting time in the waiting room after triage is 15 minutes.

The patient speaks a known foreign language, and in the event that the patient fills out the kiosk, they may do so in their native language. The generated report is available to the nurse in dual language (the one spoken by the patient and the one spoken by the nurse).

Please rank the three alternatives from the one considered to be the best to the worst based on your preferences and considering the decision variables described.

ALTERNATIVE A: TRADITIONAL	ALTERNATIVE B: HYBRID	ALTERNATIVE C: FULLY DIGITAL
		
 Triage working time <b>10 minutes</b>	 Triage working time <b>4 minutes</b>	 Triage working time <b>4 minutes</b>
	 Level of completeness <b>Incomplete</b>	 Level of completeness <b>Not fully complete</b>
	 Automatically assigned urgency code <b>No</b>	 Automatically assigned urgency code <b>No</b>

\*Three scenarios are proposed to respondents. Each scenario varies in accordance with the methodology reported in the paper.