

Data Supplement S3. Representative Quotations From Overarching Theme of the Patient’s Experience of Two Worlds of the Emergency Department.

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| <ul style="list-style-type: none">▪ The ED is a very intimidating place. It feels akin to a close-knit social group, where everyone knows everyone else, roles are defined by rule or convention, and some order has been enacted that is known only to members. I felt intimidated the instant I walked in wearing my short white coat. I noticed how similar this feeling was to the unease I felt when I myself had been a patient. |
| <ul style="list-style-type: none">▪ [The patient and I] spent 2.5 unperturbed hours watching “Chopped” and “The Amazing World of Gumball.” This was revelatory for me. Coming into the experience, I expected the ED to be universally fast-paced, stressful, etc. I came to realize that while this may be the case for doctors, who constantly have to run from patient to patient, the patients themselves have a wildly different experience. |
| <ul style="list-style-type: none">▪ Observing staff members is equivalent to watching TV in fast-forward. Individuals move rapidly between rooms, only stopping at the main desk long enough to log information into a computer and occasionally consult with a coworker. Physicians and nurses often utilize standing workstations, creating the perception that they are too busy to even sit down. [Providers] not glued to a computer screen, busily typing away, appear to be involved in isolated conversations, not open to interruption or injection by an outside party. The message sent to those watching the ED operate is that of a closed group that is not open to new members. At times, this exclusive group is a positive model, appearing to thrive in the high demands of their profession. Other days, the ED emits a negative sensation, as the atmosphere is filled with stress and anxiety. |
| <ul style="list-style-type: none">▪ The patient I was paired with was atypical in that he was a retired physician. This drastically altered the care he received as he was part of the “brotherhood,” as he put it. |