

Interview Guide Baseline

Key question	Concrete supplementary questions
Please begin by telling me about the medical history of your heart disease starting from the first symptoms until this hospital stay.	<ul style="list-style-type: none"> - Have you ever been to a general practitioner/ cardiologist/ in a rehabilitation clinic before because of your heart disease? <ul style="list-style-type: none"> - How was your disease diagnosed? - Why are you currently in hospital?
Which positive and negative experiences have you made, concerning the care you have received?	<ul style="list-style-type: none"> - Can you think of any other positive or negative experience you have made with the hospital or office-based physicians? - Was there anything you were particularly satisfied with? - Was there anything you were unsatisfied with? - Have you experienced any problems with the further processing of the treatment? - How have you experienced talking with your physicians? - How was a decision reached about what treatment you were to receive?
How would you describe the quality of your treatment?	<ul style="list-style-type: none"> - How satisfied are you with your treatment? - Do you think that everyone in Germany is able to receive good treatment? Why do you think that is?
How do you manage your heart disease right now?	<ul style="list-style-type: none"> - What will happen next? - What medical care do you expect to receive in the next months? - What hopes do you have for your health in the future? - Is there something else you would like to tell me?

Questions aimed at maintaining the conversational flow:

- Please tell me exactly how things went with...
- Could you perhaps give me a few more details?
- What happened next? / And after that?
- What else comes into your mind?
- What do you associate with ...?

Interview Guide Follow Up

Key question	Concrete supplementary questions
Please begin by telling me how the treatment of your heart disease has progressed after our last conversation.	<ul style="list-style-type: none"> - Which doctors have you seen meanwhile, e.g. general practitioner (GP)/ cardiologist? - Have you been in a rehabilitation clinic or do you attend a heart training group? - What exactly has been done by each of the physicians (GP, cardiologist, hospital, rehabilitation)? <ul style="list-style-type: none"> - Which tasks of medical care have been taken care of by which doctor? - Who prescribes you heart drugs?
What positive and negative experiences have you made, concerning the treatment and care you have received?	<ul style="list-style-type: none"> - Can you think of any other experiences you have had with the GP/ cardiologist/ rehabilitation clinic? - Was there anything you were particularly satisfied or not satisfied with? - How does the cooperation between GP, specialists and the doctors at the hospital work? - Have you experienced any problems with the postoperative management and any further treatment after you have been discharged from hospital? - Have you had to actively arrange yourself to the further treatment? - Have you ever changed your GP or cardiologist and what have been the particular reasons?
Last time we talked about your expectations of your medical care – to what extend were they fulfilled?	<ul style="list-style-type: none"> - Have your expectations changed during the course of treatment?
What kind of influence does your heart disease have on your everyday life?	<ul style="list-style-type: none"> - What kind of heart disease/s do you have? - How far is your everyday life constrained by your heart disease, and which tasks can't be managed by yourself anymore? - Who assists you in coping with the disease? - What do you personally contribute to a better health?
What will happen next?	<ul style="list-style-type: none"> - What hopes do you have for your future health? - Is there something else you would like to tell me?

Questions aimed at maintaining the conversational flow:

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| <ul style="list-style-type: none"> - Please tell me exactly how things went with... - Could you perhaps give me a few more details? - What happened next? / And after that? | <ul style="list-style-type: none"> - What else comes into your mind? - What do you associate with ...? |
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