

*Multimedia Appendix 1: Observation guide and semi-structured interview guide in an explorative study about video-consultations in specialized palliative home care in Denmark.*

**Observation-guide**

The people:

How do the patient and/relative handle the tablet?

Is it easy to use/?

Do they (patient/relative) say anything about the tablet?

Is it difficult to use?

Physical setting:

Where does the video consultation take place? Bedroom? Livingroom?

Behavior:

Behavior: before, during and after the video consultation?

Transitions in behavior: before, during and after the video consultation?

Relation to SPC team nurse:

Eye-contact during use?

Can the patient see the SPC team nurse?

Verbal / nonverbal communication?

**Semi-structured interview-guide**

1: Using the technology

*“How do you find using a tablet when speaking to the SPC team nurse?”*

*“How do you find it?”*

2: Experiences of palliative care when it takes place via a screen

*“How do you experience your treatment when you´re using video consultation?”*

*“Compared to your other hospital contacts or visits, or telephone consultations?”*

3: Communication through a screen

*“What does it mean to you that you can see and hear the SPC team nurse?”*

4: The transformation of the palliative care, does it change when using video?

*”What did you get out of the consultation with the SPC team nurse?”*