

Appendix 1: Questionnaire for patients

<p><i>Introduction questions</i></p> <p>Why did you visit the ED? What convinced you to go there?</p> <p>How did you experience your ED visit? Can you describe what happened?</p>
<p><i>Transition question</i></p> <p>What was the purpose of your ED visit? What were you hoping to get out of the visit? What did you expect from the ED visit?</p>
<p><i>Key questions</i></p> <p>Looking back at your stay at the ED, which things did really matter to you? What things are important to you to happen or not to happen?</p> <p>What are the things a doctor should know or ask for?</p> <p>How did you feel during your stay at the ED? Did a health care professional pay attention to your feelings?</p> <p>Reflecting on your experience at the ED, was there anything that didn't happen which you expected to happen?</p> <p>What does the ideal ED, for you, look like?</p> <p>If you had to rate your ED visit, which grade would you give and why?</p>
<p><i>Ending question</i></p> <p>Is there anything you'd like to mention, that we didn't talk about?</p>