

# Interview guide

## Starting question

*“Can you please tell me about your thoughts when you found out that you were offered person-centered telephone calls and access to a digital platform?”*

## Question areas

My Health digital platform (content and design)

- Links
- Health plan
- Daily ratings
- Inviting family or friends
- Introduction/Education about the digital platform
- Phone calls/conversations
- Meeting health care professionals remotely
- Type of technical aid (computer, tablet, smart phone)
- Barriers and facilitators
- Time perspective
- Similarities and differences with previous care experiences
- Future perspectives on digital care services
- Need of support or not\*
- Support vs help\*
- Roles in keeping track, own or others (self-together)\*
- Individual process\*
- Individual prerequisites\*
- Target group and utilization of digital platform\*
- Somebody cares\*

\*Question areas added in line with theoretical sampling

## Ending questions

*If you were to tell someone who has not been participating about the person-centered phone calls and access to the digital platform, what would you say?*

*Is there anything you would like to tell me that we have not talked about?*

*Is there anything else you think I should know to understand?*

## Examples of intermediate questions that could be used to capture the process

*What did you know before the “intervention” about what...? (...appeared in dialogue during the conversations, was read on the platform, etc.).*

*Has your view of X changed when using the E-health support? Can you tell me in what way?*

*Can you please describe what made it change?*