

Supplementary Appendix A: Patient Selection Criteria and Suggested Questions for Discussion

Patient type	Suggested questions for discussion
Low acuity patient (emergency severity index 4 or 5) with difficulty accessing care	<p>Does the patient have insurance? Do they have a primary Care Provider? If so, did they attempt to make an appointment to be seen by them prior to presenting to the ED? What was their experience?</p> <p>If the patient does have a PCP but chose to come to the ED for care, what were their reasons for doing so?</p> <p>How has the Affordable Care Act (ACA aka Obamacare) affected their insurance status?</p> <p>What is the patient's understanding of the Affordable Care Act? Do they approve of the ACA or not and why?</p> <p>Will the patient have to pay for any portion of their ED visit?</p>
High acuity patient (emergency severity index 2 or 3) without significant comorbidities	<p>What were the circumstances that led to this traumatic event or acute illness?</p> <p>What services were activated to support patient's care?</p> <p>Were there any risk factors that could have predicted the acute illness/trauma?</p> <p>Were there any discussions of long-term impact of this acute episode on patient's future health? Is the patient expected to recover fully?</p> <p>Is the patient insured? If no, how will ongoing care be arranged?</p>
Chronically ill, medically complicated patient with acute decompensation	<p>Who is primarily responsible for coordinating their care?</p> <p>What are the patient's feelings about how their care is coordinated between their multiple specialists?</p> <p>How many times has the patient needed to seek care in the Emergency Department in the past six months and for what reason?</p> <p>Has the patient been seen at multiple different EDs recently? If so, why?</p> <p>How many specialists does the patient see? Where are they located? Are there transportation issues?</p> <p>What are the primary barriers the patient feels keeps them from improving their overall health (social, financial, lack of coordination between providers, changes in insurance status, noncompliance, etc.)?</p> <p>What is the patient's role in coordinating their own care and what are the barriers?</p> <p>What is the patient's understanding of their medical problems?</p> <p>What role does the patient take in improving their own health? What changes have they made to improve their health? What do they perceive are the barriers to acting changes they know need to be made, but have not yet done?</p> <p>How does cost of care impact the patient? What is the patient's financial responsibility for their care?</p>
Patient with a psychiatric complaint	<p>Is this the first time the patient is receiving psychiatric care?</p> <p>How does the patient feel the healthcare system manages mental health? What recommendations do they have to make their specific condition more manageable?</p> <p>What past interventions have best help the patient manage their psychiatric condition?</p> <p>Have they been in an acute inpatient psychiatric hospital before? If so, what was the experience like? What did they like, what did they not like about it? Were they able to establish ongoing outpatient care with a psychiatrist prior to discharge?</p> <p>Does the patient have other medical conditions? How does the psychiatric disorder impact the other illnesses?</p> <p>How is the patient insured?</p>
Patient transferred from another facility	<p>Why did the patient get transferred to this ER? Did the patient participate in the decision to come here?</p> <p>Where does the patient usually receive care?</p> <p>Was family or other social support able to come with the patient?</p> <p>Where will the patient follow-up for ongoing care?</p> <p>How was the patient transported? How is the transport paid for?</p>