

# Live video when calling the emergency number

Survey text:

We are trying to improve our help by supplementing the 1-1-2 conversation with video. Therefore, we would like to hear about your experience. The link is to a questionnaire with a few questions that we hope you will answer. If you do not want to participate no further action is required.

Thank you for your help.

(Questions with \* only appear in the electronic survey if relevant from the answer above)

---

What time did you call 112?  
(If you do not know the exact time, write an approximate time)

---

---

How difficult was it to establish the video connection?

- Extremely difficult
- Very difficult
- Moderately difficult
- Slightly difficult
- Not at all difficult
- I do not know

---

Was the video connection a help for you when describing the patient's condition?

- Extremely useful
- Very useful
- Moderately useful
- Slightly useful
- Not at all useful
- I do not know

---

Was the live video helpful when communicating with the healthcare professional?

- Extremely useful
- Very useful
- Moderately useful
- Slightly useful
- Not at all useful
- I do not know

---

Was it difficult to use live video?

- Extremely difficult
- Very difficult
- Moderately difficult
- Slightly difficult
- Not at all difficult
- I do not know

---

\* Why was it challenging to use video?  
Please describe

---

---

Did the live video transmission make you feel more secure in handling the emergency?

- Extremely
- Very
- Moderately
- Slightly
- Not at all
- I do not know

---

Did it become more stressful after adding live video to the conversation?

- Extremely
- Very
- Moderately
- Slightly
- Not at all
- I do not know

---

Was the live video transmission beneficial when you were helping the patient?

- Extremely
- Very
- Moderately
- Slightly
- Not at all
- I do not know

---

Overall, are you satisfied with the help you received from the healthcare professional at 1-1-2?

- Extremely
- Very
- Moderately
- Slightly
- Not at all
- I do not know

---

Do you think live video transmission forward should be an option when calling 1-1-2?

- Yes
- No
- I do not know

---

If you have any further considerations or comments please write them here.

---

---

What is your age?

- Younger than 20 years
- 20-30 years
- 31-40 years
- 41-50 years
- 51-60 years
- 61-70 years
- 71-80 years
- Older than 81 years

---

May we contact you if we have any follow-up questions

- Yes
- No

---

\* What phone number should we use to get in contact with you?

---