

Appendix A: Interview Questions

Questions to Consultants who worked with scribes:

- I understand that you have worked with scribes over the past year. How has it been for you?
- What is the most useful thing about working with a scribe?
- How much editing have you had to do when it comes to the scribe notes?
- Have you noticed any potentially harmful errors in scribe notes?
- Do you think that working with a scribe affects your interaction with patients? In what way?
- Do you think you can see more patients while working with a scribe?
- Do you think the scribe benefits from working with doctors?
- Have you come across situations when you thought it would be better to not have a scribe?
- Do you have any preferences about the scribe with whom you work?
- If you had the opportunity, would you want to continue working with scribes?
- Do you have any suggestions for changes that could be made that could improve the scribe program for you?

Questions to Consultants who declined to work with scribes:

- Have you worked with any scribes before?
- Can you tell me your reasons for not wanting to participate in the scribe trial?
- Do you have any specific concerns about working with a scribe?
- Do you think you would be comfortable using a scribe?
- Do you think patients might give you different information if a scribe is in the room?
- Do you think that having notes written at the time of consultation would impact on your ability to think through a presentation?
- Do you think a scribe would be distracting when thinking about a case?
- What effect do you think having a scribe would have had on:
 - Your stress levels at work?
 - Your notes? – Quality, efficiency, safety
 - The time you spend on clerical activities?
 - Your productivity?
 - Your communication with patients?
 - Your communication with ED staff/nurses
- Has your view on the scribe program changed since its initiation?
- Was there a specific part of the scribe trial that prompted you to decline participation?
- Would there have been anything that would have made you more likely to agree?
- Is there anything else that you would like to add?