Appendix A: Open-ended interview questions

1. Round One:
   a. Please talk about your experiences when conducting EMS field-referrals.
   b. Prompt: please focus on how the case proceeds operationally (non-technical aspects) rather than on the medical aspects.

2. Round Two:
   a. How do you communicate risks to patients?
   b. How do you deal with reluctant patients?
   c. Regarding a role for “Trust”:
      i. How do you establish trust?
      ii. What do you consider when doing this?
      iii. How do you maintain trust?

3. Round Three:
   a. I am checking on some earlier findings in this study. Would you say that your approach to field-referrals is mainly comprised of:
      i. Establishing trust
      ii. Demonstrating transparency
      iii. Being authentic
      iv. Rapid narrowing of uncertainty
      v. Providing a plan of action
   b. Are there any other aspects that you feel are important to successfully managing these cases?