

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?