

Supplementary file 1: Interview guide

1. Can you tell me about your experience of the EMS encounter?
 - Additional questions:
 - Can you tell me more about the waiting time?
 - Can you tell me more about the assessment?
 - Can you tell me more about the treatment?
 - Can you tell me more about the transportation?
 - Can you tell me more about the handover at the ED?
2. What made you feel safe during the EMS encounter?
 - Follow up question if needed:
 - Can you tell me more about that?
3. Was there anything that made you feel insecure during the EMS encounter?
 - Follow up question if needed:
 - Can you tell me more about that?
4. Is there something else you want to tell me about the care in the EMS?