

## Appendix 1: Interview Guide

### Information to participants

Those of you who are present at this interview have worked with digital communication in [the platform]. The purpose of today's focus group interview is to explore your experiences with digital communication. I will ask a number of questions to open up for discussion, but you are free to speak about how you feel. No answer is right or wrong.

**(Questions below are asked in case discussions spontaneously end. Spontaneous participant thoughts are prioritized above answers to questions below)**

- Can you describe how things have worked with digital communication?
  - Examples regarding when it has worked well?
  - Examples regarding when it has not worked well?
- How did you react when you found out you would start working with digital communication?
- How was the process of starting with digital communication? How did you experience it?
- How has digital communication affected your way of working?
- What is good and bad about digital communication?
- Do you think one can improve digital communication in any way?
- Do you experience that digital communication has affected patient contact? In what way?
  - Examples regarding when it has worked well?
  - Examples regarding when it has not worked well?
- How do you perceive patients are affected by digital communication?
- How do you feel about the future of digital communication?
- How has your daily work been affected by digital communication?
  - Can you give examples where you think it's had a positive or negative effect?
- What medical consequences do you feel that digital communication has?  
(Examples if participants don't think of anything: influence on prescribing behavior, sick notes, psychiatric assessments, patient safety)
- What do you think about the report generated by the automated patient history software?
- How has digital communication affected your working environment?