

## Appendix C - Quotes

The results are presented in the form of highlighted factors within the I-Change Model, together with a number of direct quotes from the interviews. After each quote information about the interview is written down (patient interview number and hospital number).

### Information and awareness factors

#### **Lack of information about the choice when to go to their GP and when to go to an ED**

Q1: *"I am wondering if there has been an information campaign for this, because I didn't notice. Yes, when you go for the first time, they will confront you like: 'hey, you don't belong here, you should go to your general practitioner'. So, that's more through the experience that you know. No, I've never received any campaign or information."* P31, hospital 2.

Q2: *"Interviewer: And did you call the GP?"*

*Patient: No, I wasn't aware of the procedure. Now I know you call the GP first. Now I know."*

P33, hospital 2.

Q3: *"Maybe yes, maybe. Because I really didn't know. I really didn't know that if you need an X-ray nowadays, if you break something, that you must make the X-ray through the GP. I wasn't aware of that. So that's really weird."* P34, hospital 2.

Q4: *"I thought, if I need stitches the GP won't do that."* P36, hospital 2.

Q5: *"The GP is for me by appointment. At least, that's in my head. I'm used to that. So if you register something in advance with a GP, you can go there, but not with these kinds of things."* P31, hospital 2.

#### **Lack of information related to the GP's emergency telephone number**

Q6: *"[...] because I actually have no idea what they mean with the GP's emergency telephone number"* P3, hospital 1, mother of the patient.

Q7: *"No, that doesn't make sense, you can call the doctor, but that's always between certain times. They do have an emergency telephone number, but in this case this isn't emergency for the GP, because then they say you have to go to the hospital. So yes, you will end up here anyway."* P3, hospital 1, mother of the patient.

#### **Lack of awareness about the healthcare system and the costs incurred**

Q8: *"Well, actually not completely. It is a vague concept. I do know I have a kind of basic insurance."* P40, hospital 2.

## **Motivational factors**

### **Perception that healthcare in a hospital is of higher quality**

Q9: *"The reason we came here is because I thought by myself, if you go to the GP, I assume on X-ray needs to be done. There is no point going to the GP first. You might as well go to the hospital first."*

P25, hospital 1.

Q10: *"Yes, and my mother said that this doctor could do more. Because the other doctor [i.e. the GP] doesn't do that much."* P42, hospital 2.

Q11: *"Yes, because if I end up here, they always treat me well, so I feel always good about the treatment I receive. [...] always there is good testing. That I, how do you say, happy go home, pleased go home. With those checks and stuff, that's why I always come here."* P16, hospital 2.

### **Shorter distance to a hospital or helped more quickly in a hospital**

Q12: *"Because this [i.e. the hospital] was the final destination of the bus, I thought there I am."* P20, hospital 1.

Q13: *"Then I started hopping, but I couldn't. It took so long. Then we came directly here [i.e. the hospital] because the GP was far, far away."* P42, hospital 2.

Q14: *"Especially the transport. First calling the GP and then go there for a referral letter for the radiology and then again a transport. And now, this transport hardly went well..."* P29, hospital 1.

Q15: *"Well, I guess that they (i.e. the GP and his/her assistant) would send me to the ED. That's what I think."* P38, hospital 2.

### **The urgency of a complaint**

Q16: *"Well, this is an emergency[...] because I couldn't pick up my camera and I couldn't move my hand this morning, I thought well better safe than sorry. I go straight to the ED."* P33, hospital 2.

Q17: *"I thought that if that would be too much time, maybe my wound would be worse at that time. Well, I thought it was an emergency."* P37, hospital 2.

Q18: *"[...] for such a wound I would think that it's urgent... I wouldn't think about a GP or something..."* P1, hospital 1, father of the patient.

Q19: *"Yes, you do not think about that, I had something like as soon as possible to the hospital. There we will see further..."* P7, hospital 1, father from the patient.

Q20: *"Yes, I thought this is serious. I immediately went to the ED and then they sent me here."* P27, hospital 1.

### **Parents' concern for children**

Q21: *"Well, in this case because I actually didn't know where to go to and because they (i.e. people*

*from the school of the patient) said that we had to go to the ED. And I was also upset about everything that happened. So then I thought let's just go there."* P12, hospital 1, mother of the patient.

### **Social factors and upbringing**

*Q22: "In Aruba I always go to the hospital. It could be something really small, still I go to the ED. Because you know, you will get treatment, medicines etc. They don't need to check everything first, they just treat everything quick."* P19, hospital 2.

*Q23: "Back in the days, when you twisted your ankle and it was really swollen, you went to the first aid and not to your GP. So yes, and I never go there, so I actually thought it still was the same [laughs]. But apparently not."* P34, hospital 2.

### **Suggestion by another person**

*Q24: "Well, at that moment I just called my husband and explained the situation. He also thought they (i.e. the anklets) were torn and then automatically, ED."* P38, hospital 2.

*Q25: "So my boss said go to the hospital. I work for him, so I do what he tells me. I won't jump in a hole if he says to do so, but he has definitely experienced such a situation before."* P43, hospital 2.

### **Barriers**

#### **Not yet registered with a GP**

*Q26: "I didn't have time and I didn't need it until now. O, I didn't think I would need it very soon and as I am working a lot, because I work in 2 shifts. So due to that I didn't have time to go to one."* P5, hospital 2.

#### **The distance to their GP at the time of the medical complaint**

*Q27: "I didn't go to my GP because now it happened here. Maybe if it happened close to my house (i.e. residence of patient) I would go to my family doctor, but I wasn't there."* P10, hospital 1.

#### **Telephone accessibility of a GP**

*Q28: "Yes, I initially called the GP and because they had a lunch break till 01:00 pm I thought I drive straight on."* P26, hospital 1, father of the patient.

*Q29: "And yes, so, I really didn't know. I thought it is 01:00 pm, well, at that moment it was 12:30 pm. I can't reach the GP now. So, I thought, I don't know, I just go to the emergency department."* P13, hospital 1, mother of the patient.

Q30: *"Yes, they were going to do house visits. At 2:30pm they are gone, so you can't pass by anymore. Well, that's the actual reason we are here."* P6, hospital 2, mother of the patient.

Q31: *"Well, actually that is a problem with my GP, because you can only call till 11:00am for an appointment, to make an appointment. Anyway, they are accessible till 11:00."* P13, hospital 1, mother of the patient.

### **The thought of a long waiting list**

Q32: *"We got up this morning and we go straight to the hospital. Then I think, I won't go to the GP First?! That's such nonsense. Imagine, you are at home and your arm breaks. Well it's just a fracture of your arm, you won't call the ambulance for that. But then you call your GP and say: 'listen, I think I broke my arm'. Then your GP will say: 'Okay, could you come in 2 days?' Then I think by myself, this doesn't make sense."* P8, hospital 1.

Q33: *"I was there (i.e. at the GP's office), I was there this morning, but she is busy. I got an appointment for next Thursday (i.e. three days later) because she is busy. But I am in so much pain, I have such a strange feeling, I don't feel well. That's why I came here, because maybe it will get worse... I don't know, I just want a check-up."* P23, hospital 1.

Q34: *"I called, they said or wait till next week or wait until tomorrow afternoon. Then you can call again. I said I can't do that. If I don't have pain, just for a regular check, it's no problem to wait 2 weeks. But if you have so much pain...and I would like to work again tomorrow."* P30, hospital 2.

### **Ideas for the future**

Q35: *"Well, that you just have an advertising campaign from the first aid, call the GP first. The word first aid, that you think, help."* P36, hospital 2.

Q36: *"I think, for example, to contact someone, like the international expat association. Anything to do with expats. To tell them that however we do have an emergency, see your GP first. The GP makes the appointment and then you could go to the hospital. Don't go to the hospital and waste their time with a stupid complaint."* P33, hospital 2.

Q37: *"I think just a television commercial or YouTube advertisement. They're often complete nonsense. So if you see this, you might think first to the GP."* P40, hospital 2.

Q38: *"Interviewer: [...] And would you perhaps make another choice in the future, now that you know this? Patient: Yes. I: What would you do? P: I would just call the GP. I: Why? P: Because of the costs."* P38, hospital 2.