

Table 1. An overview of preliminary themes, code groups and final themes in the analysis process

Preliminary themes	Safety: confirmation, caller reassurance	Improved patient pathway: more correct treatment/aid, interaction, operative issues	Challenges: technical issues, user friendly, education, protection of privacy/ethics	Communication: additional information with two senses, empathy	
Code groups step 1	Smoother patient pathway	Safety and reassurance	Relations and emotions	Changed perception of the patient and of performance of first aid	Concerns
Code groups step 2	Improved patient treatment	Safety and confirmation Safety for dispatcher	Concerns with use of video streaming		
Subgroups	Correction of dispatcher's perception of the patient	Safety for caller Empathy for the patient	Increase in time use for calls Ethical challenges		
	Assessment of patient and instructions for caller		Discomfort for dispatcher		
	Smoother patient pathway				
Final themes	Change in dispatcher's perception of the patient and the situation	Reassurance for the dispatcher	Worries about increased time consumption and the possibility of unpleasant images		