

## Additional file 1 - Interview guide for the analysis of continuity of care (translated from Spanish)

Date of interview:

Time of initiation/finalization:

Healthcare organization:

Location:

Contextual analysis and socioeconomic analysis: sex, age, date of birth, place of birth / time in Catalonia / Spain, profession, occupation, level of education, private health insurance;

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### CONTEXTUALIZATION AND EXPERIENCE WITH THE USE OF HEALTHCARE SERVICES

#### Health condition

*How do you feel / how is your health?*

#### Use of healthcare services

*What type of health services have you used? For what kind of disease / condition? How was your experience with the health services used?*

### CONTINUITY OF CLINICAL MANAGEMENT ACROSS CARE LEVELS

#### Transition between PC ↔ SC<sup>1</sup>

*Has your GP referred you once to a **specialist**? Why? How was it?*

*Has your specialist referred you once to your **GP**? Why? How was it?*

*Have you ever been hospitalized? Have you gone to the emergency room once? Why? After hospital/emergency discharge, have you been sent to a different service? Why? How was it?*

#### Accessibility to PC and SC

*Do you consider that your GP/ specialist is **accessible**? Why?*

*What **facilitates** the use of healthcare services? Why?*

*What **difficulties** do you encounter when you try to use healthcare services? What do you do to overcome those difficulties?*

#### General perception of coordination and collaboration

*Do you think that the **care is coordinated** among the physicians that see you? Why? Do you consider that the physicians **work together**? Why?*

#### Care coherence (tests, indications, treatment)

*Do the physicians recommend you the **same treatment**? Have you ever received **conflicting information**? What information? What did you do in this case?*

*When you are attended to at a different service, do physicians **repeat diagnostic tests**? Why? What do you think about it?*

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<sup>1</sup> PC - primary care; SC – secondary care (outpatient care, emergency care and inpatient care)

## CONTINUITY OF INFORMATION ACROSS CARE LEVELS

### Information transfer across care levels and its use

*Do you think that the GP **knows the medical indications** that the specialist has given you previously, before you explain them to the GP? And the specialist knows those of the GP? Why? What do you think about it?*

*Have you had to **repeat** your clinical history or test results during the visits with your GP / specialist? Why? And in the emergency department / hospital?*

## RELATIONAL CONTINUITY (INTRA-LEVEL)

### Person responsible for care provision

*Do you think that there is someone who is **responsible** for your care (treatment)? Who is it? Why?*

*Is there any **other professional** (nurse, social worker, etc.) that you consider important in your care? Why*

### Consistency of clinical personnel

*Are you always **seen by the same** GP / specialist? Why? What do you think?*

### Patient-physician relationship

*How is the **relationship** with your GP / specialist / other professionals identified? (Do you think the physician **cares** about you? Why? Do you **trust** your physician? Why?)*

### Knowledge about values and preferences

*Do you think that your GP / specialist **knows you**? Why? Does he/she know your **clinical history** (antecedents, medication, tests performed) **personal circumstances, needs**? Why? What do you think?*

### Patient-physician communication

*How is the **communication** between you and your GP / specialist? Does the physician **understand** you? And do you understand your physician? What do you think about the **information** that your GP / specialist gives you?*