

## **Additional file 2: Interview guides**

### **1. Guiding questions for patients**

*Situation: Diagnosis by general practitioner/specialist*

- How did you learn about your knee osteoarthritis?
  - How did the diagnosis proceed? (Referral to specialist?)
  - From which doctor did you receive the diagnosis?
  - Did you already have a suspicion before? Had you already searched for information?
- How long ago was the diagnosis made? Can you still describe the course of the conversation?
  - What expectations did you have of the interview?
    - Were they fulfilled? What else would you have liked to learn?
- Describe the information you received about the course and treatment of knee osteoarthritis.
  - How important was this information for you?
  - Did you receive any information material? (Type: electronic, video, analogue)
  - Did you miss any information?
  - Did you search for it elsewhere?

*Situation: Transition diagnosis/treatment*

- What was the next step for you after diagnosis?
  - Did you look for further information?
    - On what topics did you want information?
  - Where did you find this information?
    - Internet, friends, relatives, professionals?
    - How would you rate the information you found?
  - How would you describe the importance of information from relatives and friends/acquaintances?
  - Describe any overlapping or differences in the information from your doctor.
- What was the process of deciding on treatment?
  - How would you describe your involvement in the decision?
  - Describe how your questions were handled.
  - What value did the decision have for you? (e.g., investing time)

- How would you describe your satisfaction with the decision-making process?
  - Why were you satisfied/why were you not satisfied?
- What treatment options were suggested to you? (or: can you remember what treatment options were suggested)?
- Describe the treatment(s) you received.
  - How did the decision come about?
  - How would you describe your satisfaction with the treatment?
  - What, if any, led to the decision to discontinue treatment?
- Did you receive any information from other healthcare professionals during your treatment? (e.g., physical therapy, alternative practitioner, medical supply store).
  - What information did you receive?
  - What value did this information have for you?
  - Describe any overlapping or differences in the information you received from your doctor.
  - How would you describe your satisfaction with the information you received?
    - Why were you satisfied/why were you not satisfied?

*Situation: decision to have surgery*

- How did your decision to have the surgery occur?
  - Did you make the decision with someone?
  - What factors played a role in the decision?
- How would you describe the conversation that led to the decision to have surgery?
  - What were your expectations of the conversation?
    - Were they met? What else would you have liked to have learned?
  - How would you describe your involvement in the decision?
  - Describe how your questions were handled.
  - What value did the decision have for you? (e.g., investing time)
  - How would you describe your confidence in the decision?
- How would you describe the information you received from your doctor about the surgery?
  - What information would you like to have had?
  - Have you received any information material?
    - Type (electronic, paper-based, video, ...).
  - Would you have liked more information?

- If so, which sort of information?
- Did you have any questions?
  - Which ones? / How would you describe your satisfaction with the answers?
- Have you already received information about anaesthesia?
  - Would you have liked information on this beforehand?
- Did you independently search for further information?
  - On what topics did you wish you had received information?
  - Where did you find this information?
  - How would you rate the information you found?
  - Describe any overlappings or differences in the information provided by your doctor.

*Situation: Informed consent process*

- How would you describe the informed consent process?
  - How would you describe the organizational process?
    - Surgery/Anaesthesia
    - Time of receiving the informed consent form
    - Place
    - Time before surgery
    - Time after decision
    - Total time
    - Was the informing orthopaedist also the one operating?
  - How would you describe the information you received?
    - What is the importance of the informed consent form?
    - What type of information did you receive (electronic, paper, video)?
    - Describe any overlapping or differences in the information you received
  - What information would you like to receive?
    - Was all the information you would like available?
    - What was not available?
- How would you describe the process of the informed consent process?
  - Were personal needs addressed?
    - What additional information would you have liked?
- How would you describe the influence of the informed consent process on your decision?

*Situation: After the operation*

- Looking back, is there anything you wish you had known more about? –
- Did anything surprise you?
- Did something occur that you were not informed about?

## **2. Guiding questions for referring doctors and clinicians**

### *a) Referring doctors*

- How would you describe a typical conversation about the course and treatment of gonarthrosis?
  - What information do you give to patients?
  - Do you give the patients information material?
    - What/why these?
- Do you feel well prepared to educate the patient about treatment options and their risks as well as their alternatives?
  - What would you like to have in order to feel better prepared?
  - Would you like to have assistive material? (evidence-based information)
- How well do you succeed in involving patients in decision-making?
  - Are there facilitating factors and barriers?
- What is your experience with patients who already have information from other sources?
  - Do you address the information they bring with them? How do you do this?
  - How do you describe the impact on your consultation?
- How would you describe the decision-making process with your patients?

### *b) Clinicians*

- How would you describe a typical informed consent process for TKA?
  - What information do you give to the patients
  - Do you give information material to the patients?
    - Which ones/why these?
- How would you describe the importance of the informed consent process in decision-making?
- Describe the importance of the informed consent form for decision-making.
- How well do you succeed in involving patients in decision-making?

- Are there facilitating factors and barriers?
- Do you feel well prepared to inform the patient about treatment options and their risks as well as their alternatives?
  - How would you assess the relevance?
  - What would you like to have in order to feel better prepared (e.g. evidence-based information)?
- How well do you succeed in involving patients in decision-making?
  - Are there facilitating factors and barriers?
- In your opinion, which factors are conducive or obstructive to the informed consent process?
- What is your experience with patients who already have information from other sources?
  - Do you address the information they bring with them? How do you do this?
  - How would you describe the impact on your consultation?