**Appendix B:** Interviewer Script

Hello my name is [insert researcher name] and I am a researcher who is interested in learning about you and your recent experience at <Blinded> Hospital. I will ask some questions about your pregnancy and experiences, particularly the different types of care you have received and your experience since starting your care in the emergency department. There are no right or wrong answers as we are interested in learning more about your personal opinions and experiences. As noted in the letter of information, your name or other identifying information will be kept confidential and your decision to participate, withdraw or skip questions will have no effect on your current or future care (at the hospital, in your home) or elsewhere. We will probably spend anywhere from 45-60 minutes together, but this can be longer or shorter depending on your preference. Do you have any questions before we begin? In the letter of information, it is noted that I will audio record the session. Is it still okay if I audio record the session? Do you agree to take part in this interview? Okay, I will start the (audio) recorder now [researcher turns tape recorder on].

# Introduction

1. First I would like to learn a bit about you. Tell me about yourself and a bit about your background. *[Probes: Do you live in [city]? Marital status? Occupation? Hobbies?]*
2. Can you tell me about your recent pregnancy? [Probes: Can you tell me about what happened? Was this your first pregnancy? How many weeks pregnant were you when you came presented ED?]

# Visit to the ED

*It’s my understanding that your care at <Blinded> Hospital for your pregnancy started in the ED.*

1. Could you please tell me in your own words about what brought you to the ED?
2. What happened when you arrived?

*[Probes: Were you triaged immediately or did you have to wait? And what happened next?]*

1. Did you receive enough information to understand what was happening?
2. Tell me about the interactions you had with the care team?
3. In your opinion what was the experience like overall?
4. Was there anything that you thought should have been different?

*[Probes: The way you were treated? The process of care? The information you were given?]*

**Care in the EPC**

It is my understanding that after your ED visit, you were also seen in the <Blinded>Hospital Early Pregnancy Clinic.

1. Can you tell me about your experience(s) in the clinic? [Probes: What did you expect to happen at the EPC visit? How many times did you visit the EPC? Which healthcare providers were part of your health care?]
2. Tell me about the interactions you had with the Early Pregnancy Clinic care team?
3. Was there anything that you thought should have been different?

[Probes: The way you were treated? The process of care? The information you were given?]

# Impact 6 Weeks Following 1st ED Visit

1. How have you been feeling since your last visit in the EPC?
2. Have you sought out any follow-up since your last visit?
3. Tell me a bit about life since your last EPC visit?

[Probes: Have you *returned to work? Social activities]*

1. Have you talked with your family or friends about your experience?

**Demographic Questions**

Thank you so much for sharing your experiences. The last portion of this conversation is to ask you some questions about your background. Once all of our interviews are complete, we would like to generally describe the women whom we are interviewing as a group. If you do not feel comfortable answering these questions, please feel free to decline doing so.

1. What is your age, in years?
2. Which of the following best describes your racial group?

Aboriginal/Indigenous

Black

Indian-Caribbean

Middle Eastern

White/Caucasian

Mixed heritage

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Conclusion**

We appreciate your time and willingness to share your experiences with us. Do you have any questions for me about this study?

In the next 2 weeks, we will be sending you a $25 gift card in appreciation of your time. (Specify via email or mail.) In addition, once all of our interviews are complete, we will be preparing a 1 page summary of our findings to give to all of our interview participants. Would you like me to send you a copy of these results to you? (Specify via email or mail.) We hope this study will be helpful to inform our hospital how to best care for patients like you in the future, and we appreciate your time.