SUPPLEMENTARY FILE 1

USER JOURNEY MAPPING INTERVIEW GUIDE

Introduction
The participants are asked to describe a typical work situation in which they received an acute phone call from a recently discharged patient. This journey mapping investigates the physical setting, existing guidelines for handling patient calls, time demands, challenges encountered during the process, emotional responses, available tools, documentation practices and the cognitive load involved in managing such calls while attending to other responsibilities of the shift.

Interview Question
Please describe a shift during which you received an unplanned call from a patient and conducted an assessment to determine whether the patient should be admitted to the department or remain at home.

Follow-up questions when relevant:
- Location and physical movement: Which rooms or areas were you in before and during the call? Did you change locations?
- Current task: What work activity were you engaged in when the call came through?
- Interruptibility: Was the task you were performing interruptible, or did you have to postpone the call and return it shortly after?
- Confidentiality: How did you ensure that the conversation took place in a setting in which patient confidentiality was maintained (e.g., not overheard by other patients)?
- Call content: What was the subject of the patient's call?
- Clinical response: How did you assist the patient? What clinical assessment did you perform?
- Consultation needs: Was there a need to consult with a colleague or a senior physician (e.g. on-call supervisor)?
- Case complexity: Did you find the issue straightforward or were there aspects that caused further consideration?

Use the participant's story of the shift to map the user journey. Divide the narrative into time segments: before, during and after the call. For each segment, identify and record actions, physical location, challenges emotions and decisions. Enter the information into the table below.

MAPPING	Before the call	During the call	After the call
Actions			
Physical location			
Challenges			
Emotions			
Decisions			