SUPPLEMENTARY FILE 2

INTERVIEW GUIDE, FOCUS GROUP INTERVIEW	
Briefing: The interview begins with introductions of the participants, then a brief introduction of the purpose of the focus group and some light small talk to establish trust. This is followed by a conversation about the participant's daily experiences with the issue under investigation – specifically the use of acute virtual consultations to support clinical decision-making for patients who have undergone plastic or breast surgery.	
Research question:	**Interview question:**
Non-directive questions	Please tell me about your experiences or reflections related to your decision-making when considering whether to call in an acute patient for an in-person consultation during evening or night shifts Follow-up questions: Please elaborate on that. When you say..., please provide an example.
Theme: Personal uncertainty and departmental culture (Based on the interviewer's preconceptions as informed by the user journey mappings)	This relates to clinical decision-making. Please share your experiences regarding how you make clinical decisions about whether or not to call a patient into the department. - Please describe a situation in which you decided to call a patient in. - What factors influenced your decision in that instance? - Was there anything in particular about this patient that stood out? - Did the patient live close by or at a greater distance? Please share an example of a situation in which you felt that it was the right decision to call the patient in? And an example of a situation in which you retrospectively felt that it may not have been the right decision? - What considerations played a role in your decision to call the patient in? - Do you think your clinical experience influenced your judgement in that case? - Please elaborate a bit more on that.
Theme: The patient's uncertainty and concern (Based on the interviewer's preconceptions as informed by the user journey mapping)	Please share your experiences with uncertain or worried patients and how such concerns influenced your clinical decision-making regarding whether or not to call the patient into the department. - Who was the concerned or worried patient? - Was there anything unusual about this patient or their situation?

	• On what basis did you decide to call the patient in? Please provide an example of a specific situation in which you felt it was the right decision to call the patient in. Please share an example of a situation in which, in retrospect, you felt that calling the patient in may not have been the right decision. • What determined your decision to call the patient in? • Do you think that there is a connection between that decision and your clinical experience?
Theme: Utopia (Based on the interviewer's preconceptions regarding the development of competencies for clinical decision-making in acute virtual consultations)	Please provide suggestions regarding what you believe is needed in order for acute virtual consultations to become meaningful in clinical practice. Please share what you think is required to develop the necessary competencies for making clinical decisions in the context of acute virtual consultations. Please complete the following sentences: In this way… we would truly be strengthening our competencies for clinical decision-making in acute virtual consultations. It would be ideal if… It would be meaningful if… Would you be willing to elaborate on that? Please provide an example.
Closing Remarks/debriefing	That brings us to the end of the interview. Thank you very much for your participation. We really appreciate you taking the time to share your experiences and reflections - your insights are highly valuable to the study.