

Supplementary Material

Attendance at, and experiences of, urban hospital outpatient appointments: informing a new model of care for urban- dwelling Aboriginal and Torres Strait Islander patients

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**Barriers and enablers to attending hospital appointments: Informing a new one-stop service for
Aboriginal and Torres Strait Islander patients**

Supplementary Material File S1: Interview Guide (ITC nurses)

- *Introduce self and role. Check that this is a good time (interview will take around 10-15 minutes) and that the person has safe, private space.*
- *Thank participant for taking the time to do an interview. Check what person likes to be called (Uncle / Auntie).*
- *Remind participant that s/he can withdraw at any time, and can choose not to respond to specific questions*
- *There are no “right” or “wrong” answers – we are interested in people’s experiences and opinions.*
- *All information is confidential and will not impact on their health care.*
- *Obtain consent to record interview*
- *Confirm participant has read Participant Information Sheet and gives verbal consent (recorded, if they consent)*
- *Questions?*

Some patients find it easier to attend hospital appointments than others. We are interested in hearing about barrier and enablers that people from an Aboriginal or Torres Strait Islander background experience, as regards attending appointments at Western Health. We contacted you because you work with people from an Aboriginal or Torres Strait Islander background and would have integral experience and knowledge working with this group of people.

Your responses will help to inform a new Western Health clinic for Aboriginal and Torres Strait Islander patients, in order to make it as easy as possible for people to attend their appointments.

Some questions about you and your circumstances (These will be reported in aggregated form only):

- Please describe your role working with people from an Aboriginal or Torres Strait Islander background.
- How long have you been working with people from an Aboriginal or Torres Strait Islander background?
- From your experience, what would some of the barriers be for attending outpatient appointments among this group
- From your experience what would encourage this group to attend their outpatient appointments?
- In an ideal world, what would make it easier for people from an Aboriginal or Torres Strait Islander background to attend Western Health outpatient appointments?
- Is there anything else you would like to say about things that make it hard or easy for people from an Aboriginal or Torres Strait Islander background, to attend hospital appointments?

Thank person for their participation. Would they like to receive a summary of the findings?

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Supplementary Material File S2: Interview Guide (Patients and Parents)

Some patients find it easier to attend hospital appointments than others. We are interested in hearing from people from an Aboriginal or Torres Strait Islander background, about your experiences of attending appointments at Western Health. If you haven't had to attend outpatient appointments yet, we ask you to think about what it would be like for you to attend, in the future.

Your responses will help to inform a new Western Health clinic for Aboriginal and Torres Strait Islander patients, in order to make it as easy as possible for people to attend their appointments.

Some questions about you and your circumstances (These will be reported in aggregated form only):

- How old are you?
- What was the reason for your most recent admission to the hospital?
- Please tell me about any other health conditions that you have.
- Before this hospital stay, did you have to attend regular outpatient appointments at the hospital / via telehealth?
- After this hospital stay, will you be required to attend regular outpatient appointments at the hospital / via telehealth?
- Have you managed to attend most of your appointments?
 - Why / why not?
- Please tell me about anything that makes it hard for you to attend your appointments.
- Please tell me about anything that makes it easier for you to attend your appointments.
- Have any of your appointments been via telehealth?
 - Were you able to attend these?
 - If not, why not?
 - If you attended, what was your experience (did it work well for you?)
 - What were the advantages?
 - What were the disadvantages?
- In an ideal world, what could Western Health do to make it easier for you to attend your appointments?
- Is there anything else you would like to say about things that make it hard or easy for you to attend appointments?

Thank person for their participation. Would they like to receive a summary of the findings? (What would this look like?)