Supplemental Digital Appendix 1


A. Opening of the interview (clarify purpose of interview, permission to record)

B. General information (age, specialty, year of training)

C. General opening questions about everyday telephone conversations
   a. When you think about your daily clinical work, tell me about the work-related telephone conversations you have with other health care providers. With whom do you speak and why?
   b. Tell me about the last work-related telephone conversation. Why did it take place? Was it typical for you?
   c. Describe a recent work-related telephone interaction with other doctors, nurses, or allied health professionals that stands out for you. Why does it stand out?

D. Exploring status/power differences between types of conversations partners
   Do you perceive any differences in the telephone interactions with different conversation partners? Based on professions? Medical specialty? Supervisory status?

E. Exploring difference based on who initiates the call
   Do you perceive any differences in the telephone conversations depending on who initiates the call?

F. Specific conversational strategies
   What situations make a telephone conversation challenging for you? How come? How do you manage these?

G. Summarizing lessons learned
   a. What advice would you give to more junior colleagues about managing telephone conversations with work colleagues more effectively?
   b. What are the most important lessons you have learned about managing telephone conversations with other health care providers, and why?

H. Closing
   Is there something you did not think of before that occurred to you during this interview?
   Anything else you would like to add?
Examples of follow-up questions (probes)

- Please tell me more.
- Could you expand on that?
- Might you provide an example?
- How come?
- What makes that aspect a challenge?

*Participants were from McGaw Medical Center of Northwestern University, Chicago, Illinois, and Beth Israel Deaconess Medical Center, Boston, Massachusetts.*