

Supplemental Digital Appendix 1

Semistructured Interview Guide From a Study of the Telephone Talk of Physicians-in-Training 2015–2017^a

- 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?

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