

Appendix 1. Interview guide

Process	Questions: Uncovering Experiences, Attitudes, Advantages & Disadvantages	Follow-up questions
Demographics	<p>How long have you been a nurse?</p> <p>How long have you been employed at the Intensive Care Unit (ICU)?</p> <p>How many times have you used video calls?</p>	
Starting video calls	<p>What were your thoughts on using video calls?</p> <p>Had you used video calls before COVID-19 at the ICU?</p> <p>What was the attitude in the ICU about using video calls?</p>	<p>Why these thoughts? (practical, technical, professional)</p> <p>How did this attitude affect the start-up?</p>

Video call	<p>Did you receive training in the use of video calls?</p> <p>Individual /joint?</p> <p>What did you think of this training?</p>	Was the training sufficient?
Using video calls	When did you use video calls?	On whose initiative?
Patient and relatives	<p>With which patients were video calls used?</p> <p>What was the purpose of the video call?</p> <p>On whose initiative was it used? The patient/relatives/staff?</p> <p>Who was the video call between?</p>	Were the conversations between patient and relative, relative and nurse or all three?

	<p>More groups of relatives?</p> <p>Have you received feedback on video calls?</p>	
The communication	<p>How did the communication take place?</p> <p>What was the contents of the video calls?</p> <p>Can you give examples of communication from the video calls?</p>	<p>How was it different then in-person visits or telephone?</p> <p>Personal? Clinical?</p> <p>Good?</p> <p>Bad?</p>
Workflow with video	<p>What impact did using video calls have on your workday/workflow?</p>	<p>Did some things become easier? More troublesome?</p> <p>Were there doctors involved in the calls?</p>
Video Calls a decision-making tool	<p>Were videocalls used to make clinical decisions for the patients?</p>	<p>If so, what types of decisions and with what consequences?</p>

The technique	How did the technique work?	How could it work better?
Reflections on the use of video calls	<p>What are the advantages and disadvantages of video calls compared to telephone calls?</p> <p>What were the advantages and disadvantages with video calls compared to in-person visit?</p> <p>Did videocalls make sense to you?</p>	
Future potential	<p>Do you want to use video calls in the future?</p> <p>Are there specific patients you think it would be effective with?</p>	