# Appendix

**Patient Interview**

***Socio-demographic characteristics***

1. In which year were you born?
2. What kind of MR examination did you have?
3. Had you had an MR examination previously?

No

Yes 1–2

Yes 3–5

Yes more than 5 times

If yes

1. Have you undergone MR examinations in different radiology departments?

No

Yes

Do not know

If yes, where?

1. Please list your highest level of education.

A. High School (or equivalent)

B. Polytechnic School / High School (or equivalent)

C. College

D. Other

1. Please list your current employment.

A. Unemployed

B. Student

C. Employed

D. Employer / Director

E. Other …

1. How do you perceive your physical health right now?

A. Very good  
B. Good  
C. Neither good nor bad  
D. Bad  
E. Very bad

1. How do you perceive your psychological health right now?
2. Very good  
   B. Good  
   C. Neither good nor bad  
   D. Bad  
   E. Very bad

***How well a radiology department responds to the expectations of patients concerning quality of care***

1. What did you think of the quality of care that you received in this radiology department?  
   A. Very good  
   B. Good  
   C. Neither good nor bad  
   D. Bad  
   E. Very bad
2. How important is the previous question for you?  
   a. Of greatest importance  
   b. Of great importance  
   c. Of little importance  
   d. Do not care  
   e. Cannot take a position on the issue
3. What is your opinion of the current MR examination?

A. Very good

B. Good

C. Neither good nor bad

D. Bad

E. Very bad

1. How important is this MR examination to you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

***Patients’ perception of staff’s competence***

1. What is your opinion of the competence of the radiographers whom you met today?

A. Very good

B. Good

C. Neither good nor bad

D. Bad

E. Very bad

1. How important is the competence of personnel for you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

***The impact of gender on quality of MR examination performance***

1. Did the radiographer’s gender have any impact on how well they performed your MR examination?

A. No

B. Yes

C. If yes, please describe how it affected your MR examination?

***Patients receive care in a respectful and caring manner from staff***

1. Could the staff have done anything to improve your MR examination?

A. No

B. Yes

C. If yes, what could they have done?

***Radiology staff’s manner in conveying adequate information including sufficient time for the patient to ask questions***

1. In your opinion, what was the quality of the written information that you received before your MR examination?

A. Very good

B. Good

C. Neither good nor bad

D. Bad

E. Very bad

1. How important is this written information to you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

1. Were you informed about issues that could possibly hinder the implementation of your MR examination before you came to the radiology department?
2. No
3. Yes
4. Do not know
5. How important was this information to you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

1. Were you informed about possible pre-medication before your MR examination?

A. No

B. Yes

C. Do not know

1. How important was this information to you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

1. What is your opinion about the quality of the oral information (instructions) in the radiology department related to your MR examination?

A. Very good

B. Good

C. Neither good nor bad

D. Bad

E. Very bad

1. How important were the oral information / instructions to you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Of no importance

e. Cannot take a position on the issue

***Knowing patients’ perceptions of care during MR examinations in order to enhance patient care***

1. Have radiology staff asked you about your experience of MR examination(s)?

A. No

B. Yes

C. Do not know

1. How important is this matter for you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

***Access including waiting times for radiological examinations***

1. How long was it from the time that you got your referral (visited your physician) until your MR examination was performed?

A. Less than a week

B. 1–4 weeks

C. 1–2 months

D. 3 months or more

E. Do not know

1. What do you think is an acceptable waiting time for a MR examination?

A. Less than a week

B. 1–4 weeks

C. 1–2 months

D. 3 months or more

E. Do not know

1. How important is it for you that the waiting time is kept within the time-frame that you think is acceptable?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

***Opportunities for patients to be involved in decision-making with focus on their freedom of choice regarding radiology clinic***

1. Could you choose or influence where you underwent your MR examination?

A. No

B. Yes

C. Partly

1. How important is this opportunity for you?

a. Of greatest importance

b. Of great importance

c. Of little importance

d. Do not care

e. Cannot take a position on the issue

1. If you had a choice, where would you choose to have your MR examination?

A. Karolinska University Hospital at Solna

B. Other radiology department

C. Cannot take a position on the issue

1. Please give a reason for your answer / selection.
2. Do you have other opinions that you wish to express?