

Summary of interview question probes to develop diagnostic referral process maps and conduct failure modes and effects analyses. Questions were used to guide discussions with primary care clinicians, specialists, and administrative staff in order to understand process logic and common types of process failures.

- 1) What is your process for following up on [*referrals*]?
- 2) Does your process for follow-up differ based on the [*urgency of specialist findings*]?
- 3) How easy is it to track incomplete [*referrals/communication with specialists*] and whether it has been appropriately addressed?
- 4) Are there current EHR or IT functionalities that support tracking and closing the loop on diagnostic [*referrals*]?
- 5) What are the most common process failures/breakdowns in closing the loop on diagnostic [*referrals*]?
- 6) Which parts of the [*referral*] process are subject to significant variability and time delays?