

Supplement 1 Semi-structured interview guides

The original interview guides were developed in Norwegian. The interview guides below contains the main questions translated into English.

Period 1: Before the ED pharmacist intervention

- Why not start by telling me what happened in the emergency department?
- Can you describe your experience, with regards to medications, during your ED visit?
- What focus did the health care professionals have on medication?
- What information did you get about what was happening in the ED?
- Did you have any questions about your medications and, if so, who did you ask?
- In general, what do you think the hospital needs to know about your medication use?
- If you think about your medication use, do you have any particular needs? What information do you need?
- How did you experience your stay at the emergency department when it comes to medication? What worked or what did not?
- Do you have any experiences with meeting a pharmacist? Do you have knowledge about what a pharmacist does?
- What do you think a pharmacist can contribute with in the emergency department?
- What would you think about a pharmacist asking you about your medications during your next ED visit?

Period 2: During the ED pharmacist intervention

- Why not start by telling me what happened in the emergency department?
- Can you describe your experience, with regards to medications, during your ED visit?
- How was the pharmacist involved in your care during your ED visit?
- How did you experience the collaboration between the pharmacist and the other health care professionals?
- Did you have any questions about your medications and, if so, who did you ask?
- In general, what do you think the hospital needs to know about your medication use?
- What was your experience in terms of medications during your ED visit? What worked well/not well?
- What are your thoughts about the pharmacist being the health professional to ask about your medications? How do you think that may have influenced your ED visit?
- When you think about your medications and how they were managed in the ED, is there anything you discovered or experienced that made you feel reassured or worried?
- How would you describe your overall condition during the ED visit and how do you think that affected your experience of the ED visit?

Supplement 2 Example of codes and subthemes in a theme

This example shows how data material is coded and sorted into subthemes in the theme “Information is important, but the need for it differs”. The table contains a selection of the codes and subthemes of the main theme.

Data	Code	Subthemes	Theme
Simply put, I don't need to know a lot about my medications.	Limited information need		
I'm not like «Oh, I need to know”. And I'm neither like «Whatever, as long as it works”. I want to know what I put in my mouth.	Moderate information need	Different information needs	
I want to know everything [about my medication]	Large information need		
I have a problem with remembering oral information, so I want information about my medication in written form.	Want written information		Information is important, but the need for it differs
I think you first need to get the information orally.	Wants oral information	Type of information	
Like... What is it [the medication] called, that's important. And why I need to take it.	Wants information about indication	desired and how	
...about how much [medication] do I need to take and for how long...	Wants information about dosing and duration		
Like... Are there any side effects I need to consider?	Wants information about side effects		
You feel more confident yourself [with information].	Information gives confidence	Information is important	