

Appendix 2: Observation guide

Themes for observations

1. Interaction between healthcare professionals across sectors
 - a. Dialogue on specific patient cases
 - b. Communication between professional staff (controversies, meetings, e-rehabilitation plan)
 - c. Verbal and non-verbal communication
 - d. Knowledge-sharing within the interdisciplinary cardiac team (meetings, e-rehabilitation plan)

2. Interaction between patients and healthcare professionals
 - a. Dialogue with patient (phone, e-rehabilitation plan)
 - b. Interaction (verbal/non-verbal) between patient and healthcare professional at out-patient clinic