

Appendix: Full Questionnaire

Question	Question type	Responses	
1. Have you had a phone or telehealth appointment with a doctor or nurse from the hospital prior to this appointment?	Background	Yes, no	
↳ If 'yes' to Q1	2. My phone or telehealth appointment was long enough to process the information I was given.	Likert	Strongly disagree, disagree, neutral, agree, strongly agree
↳ If 'yes' to Q1	3. I felt like my doctor or nurse didn't listen to me when I asked questions.	Likert	Strongly disagree, disagree, neutral, agree, strongly agree
4. What do you understand to be the reason for your appointment today?	Background	Lung nodule, abnormality on chest imaging, concerns about lung cancer, unsure, other (open ended)	
5. The doctor explained what to expect once I have been referred to the hospital.	Likert	Strongly disagree, disagree, neutral, agree, strongly agree	
6. I waited too long to see the lung specialist.	Likert	Strongly disagree, disagree, neutral, agree, strongly agree	
7. Are you aware of any guidelines for how quickly you should be seen by the lung specialist?	Background	Yes, no	
↳ If 'yes' to Q7	8. What is the name of the guideline and the recommended timeframe?	Open-ended	Open-ended
9. I understand the roles of the healthcare professionals taking care of me.	Likert	Strongly disagree, disagree, neutral, agree, strongly agree	
10. I feel my care has been well coordinated.	Likert	Strongly disagree, disagree, neutral, agree, strongly agree	
11. What has been the most stressful or difficult part of waiting for your appointment with the lung specialist?	Open-ended	Open-ended	