

Supplemental Material

Contents

Interview Guide for Participants - Relatives	2
Interview Guide for Participants – Clinicians.....	4

Interview Guide for Participants - Relatives

Semi-structured Interview Guide for Participants

- Introductions
 - Answer any questions participants have
 - Explain the purpose of the interviews
 - Take consent
 - Highlight the use of the recording function
1. What hospital, hospice or other care facility did you visit, or try to visit, during the COVID-19 restrictions?
 2. Was it as a patient or as someone visiting a patient or resident??
 3. Were there any obstacles/hurdles to you visiting?
 4. Can you share that visiting experience?

Experience as a patient?

1. Can you tell us about the circumstances that led to you going into hospital? Were there any limitations to who could come and see you and/or be with you? Did you know what they were?
2. How did you feel about the visiting 'rules'?
3. How did it feel not to have visitors?
4. Should you be able to decide who is able to visit you and for how long?
5. Who should have a say in visiting 'rules' – who should visit and when?
6. What do you think the role of 'visitors' are when you are seriously unwell?

Experience as a 'visitor'?

7. Can you describe your experiences of visiting someone in hospital, or not visiting but wanting to visit?
 - a. How did it feel not to be allowed to visit?
 - b. What was the procedure for being allowed to visit? Did you understand/were you told what to do? Was it the same each time you visited
 - c. What happened when you actually arrived at the hospital? What did the staff do to help you visit your relative/friend/whanau member?
 - d. What type of relationship do/did you have with the person you were visiting? Family/whanau?
 - e. Who do you think should decide whether or not you are able to visit and who should be able to visit?
 - f. What do you think your role is as a visitor. Can you tell us when, how often people should have visitors when someone has a serious illness? What kind of support did you/do you provide when you visit the hospital– companionship? Advocate or helper? What do you think the expectation of health care staff was/is when you visit?

- b) Do you think there were/are any risks to you or the person or other people in hospital when you visit the hospital? How were those risks managed by the hospital? Did anyone talk to you about these risks before you visited?
- c) What advice would you give to hospitals, nurses/doctors, decision-makers about people visiting hospital when the person you cared for /are caring for has a serious illness?

About you

What is your age?

What is your ethnicity?

What is your gender?

Interview Guide for Participants – Clinicians

Semi-structured Interview Guide for Participants

- Introductions
- Answer any questions participants have
- Explain the purpose of the interviews
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Experience as a Clinician

1. Where were you working, during the COVID-19 restrictions and what was your role at the time?
2. Can you recall what the visiting policy was for your work area during COVID Level 4 & 3 last year? Please describe it.
3. Were you involved in any of the decision-making around the visiting rules/policy and if so how?
4. Who do you think should design the visiting policy for your area?
5. How did you feel about having or not having visitors in your clinical area during the COVID restrictions?
6. Do you think there should be specific rules/policy for different groups of people?
7. Did the visiting policy create any challenging situations for you with patients/relatives/friends/whanau members? Describe those situations.
 - a). Did you do anything 'creative' to allow visitors to visit? Or mitigate the impact of visitors not being able to visit?
8. Who should decide who is able to visit a patient and the length of the visit (during COVID restrictions)?
9. What do you think the role of 'visitors' are when a patient is seriously unwell?
10. Can you describe any risks you saw to people in hospital by allowing or disallowing visitors during COVID restrictions
11. Did you encounter any situations when managing visiting during COVID restrictions which created dissonance for you as a clinical professional? If so, can you tell us more about that situation.

12. Knowing what you know now, would you support the same policy in any future Level 4 Lockdown and subsequent visiting restrictions?

About you

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What is your gender?