Appendix 1.

<table>
<thead>
<tr>
<th>THEME 1: CONCEPTS AND DEFINITIONS</th>
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<tbody>
<tr>
<td><strong>Main questions</strong></td>
<td><strong>Possible follow-up questions:</strong></td>
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</tbody>
</table>
| 1. What comes to mind when you hear the concept ill-health? | a) Associate freely about the subject  
   b) Anything else that comes to mind? |
| 2. What comes to mind when you think about disease? | a) Are there differences between ill-health and disease?  
   b) Can you give examples of these differences? |
| 3. Where do you go when in need of care? | a) Why this place? Specify! |
| 4. What comes to mind when I say: | a) Primary care  
   b) Hospital  
   c) Emergency room  
   d) Doctor  
   e) Nurse  
   f) Psychiatrist  
   g) Telephone triage  
   h) Medicine |

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<tr>
<th>THEME 2: HEALTH CARE IN COUNTRY OF ORIGIN</th>
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<tbody>
<tr>
<td><strong>Main questions</strong></td>
<td><strong>Possible follow-up questions</strong></td>
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</table>
| 1. Tell me about the health care system in your country of origin | a) Can you explain more?  
   b) Tell me how that works? |
| 2. Tell me about you experiences with the health care system in your country of origin | a) Can you tell me more? How did that make you feel? |
| 3. Who seeks health care in your country of origin? | a) Differences between men and women?  
   b) Differences between classes, rich and poor?  
   c) Other differences that come to mind? |
<table>
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<tr>
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</table>
| 4. Tell me about your last consultation with the health care in your country of origin? | a) Describe how you were treated  
b) Describe access  
c) What are your ideas about this?  
d) Describe costs and quality |

**THEME 3: HEALTH CARE IN SWEDEN**

<table>
<thead>
<tr>
<th>Main questions</th>
<th>Possible follow-up questions</th>
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| 1. Tell me about your experiences with the Swedish health care               | a) How did you feel?  
b) Why do you think this is?  
c) Can you specify that? Tell me more? |
| 2. Do you feel that you have access to necessary information and knowledge about the Swedish health care system in order to acquire health care when needed? | a) Why/why not?  
b) What are your thoughts and ideas about that?  
c) What knowledge/information is missing?  
d) How would you get access to that information? |
| 3. Try to recall your last health care consultation. How were you treated?   | a) What are your feelings about that?  
b) What was good/bad?  
c) How would you want to be treated?  
d) Other thoughts |
| 4. Do you believe that your experiences with the health care system in your country of origin have affected your health seeking behavior in Sweden? | a) In what way has/hasn't it affected you? |

**THEME 4: FUTURE AND IMPROVEMENTS**

<table>
<thead>
<tr>
<th>Main question</th>
<th>Possible follow-up questions</th>
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</table>
| 1. How would you describe an optimal health care consultation?               | a) What can health care providers do to fulfill this request?  
b) What can patients do?  
c) Other thoughts and suggestions |