**SUPPLEMENTARY APPENDIX S1:** **Qualitative Hyperglycemia Study Interview Guide**

*“We will start recording”*

*“You were invited to participate in this interview because you have previously had a visit to the emergency department for high blood sugar. Please know that questions can be skipped if you are not comfortable answering them”*

1. Tell me about your visit to the Emergency Department.

*Prompts: Symptoms?*

*Health care team – triage/bedside RN, physician?*

*Tests – blood work, x-rays, urine, etc.?*

*Treatments – IV, medications, etc.?*

*Disposition – home or admitted?*

2. Why did you come to the ED with your high blood sugar?

*Prompts: Why not family doctor, nurse practitioner, diabetes specialist?*

3. What did you hope would happen when you visited the emergency department for high blood sugar?

*Prompts: Did these things happen? Why or why not?*

4. What aspects of your care do you think were “good”? What aspects were “not so good”?

5. Tell me about how your tests or treatments were explained to you?

*Prompts: Why were they done?*

*Who explained them to you?*

*Did you understand?*

6. If you were discharged directly from the ED, what discharge instructions did your health care team provide to you? How can your instructions be improved, if at all?

*Prompts: Home blood sugar monitoring?*

*Follow- up?*

*Return to ED?*

7. What things helped you keep your blood sugars under control at home following discharge? What made it more difficult for you?

8. How were you hoping the ED and healthcare system would help you after you were discharged home?

9. Some patients come back again and again to the emergency department for management of high blood sugar. What do you think are the reasons for this? How can the healthcare system or the emergency department help to reduce repeated visits?

10. How does having episodes of high blood sugar most affect your life apart from the emergency department/hospital visit?

11. Overall, is there anything else from your emergency department visit that could have been improved? If so, what?