Interview guide for telephone interviews with the users of the midwifery network

1. Start of the conversation
   - Introduction
   - Information about the evaluation of the midwifery network
   - Aim of the interview
   - Indication of the use of the audio recorder and the anonymisation and pseudonymisation of data
   - Completion of questionnaire about personal data (including time of registration)

2. Access to the services of the midwifery network Familystart
   - How did you organise outpatient postpartum care? What went well and what was challenging?
   - How did you decide that you would need outpatient postpartum care? How did you register with the midwifery network (yourself or hospital)?
   - How much time did you need to organise outpatient postpartum care?
   - Did you complete the registration form for the network yourself? How user-friendly was it?
   - For multiparas who experienced the organisation of outpatient postpartum care without the network for their previous child/children: How was the organisation of outpatient postpartum care without the support of the midwifery network?

3. Time between registration and allocation of a midwife
   - How was the time between registration and the allocation of a midwife?
   - How long did you have to wait until outpatient postpartum care was organised for you?

4. Kindness of contact person
   - Did you have personal contact with the office of the midwifery network Familystart?
   - According to the answers: how did you experience this contact?
   - According to the answers: how kind and professional was the contact person?

5. Costs (if birth did not take place in a contract hospital)
   - What did the costs for the services mean to you?
   - Do you think, that the costs were reasonable? If not, why was is not appropriate?

6. Postpartum care
   - How did you experience the postpartum care provided by your midwife or your nurse?

7. Opportunity for improvement
   - In your view, are there any aspects of the services that could be improved?