

Errata list

Title of Thesis: "I'm calling for hope, comfort and maybe some advice..." – Interaction and caller satisfaction in telenursing

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The following changes should be made to the text:

- Page 12, bottom: "Another way to look at interaction..." should be "Another way to look at *nursing* interaction...". Also, on the same page: "All five conditions must be present for true *nursing* interaction to occur".
- Page 24, paragraph 1 and 3: Replace "*amount* of attention" with "*degree* of attention".
- Page 26, in the paragraph "Data collection procedure", add *in Östergötland* ("All callers to 1177 direct *in Östergötland* during the study period...").
- Page 27, figure 3: number of included test-retest questionnaires, study I, should be 109 (not 114).
- Page 38, table 6: The item "Overall, did you experience that your expectations were met?" should have a footnote: 2 (Adjustment variable in ordinal logistic regression analysis in Study III)
- Page 47, in the paragraph "Content of the TISQ": delete the last sentence (*This is possible because...*)
- Page 48, first paragraph: delete the last subordinate clause (*...which strengthens content validity...*)
- Page 56, third paragraph, second row: Replace "reliant on sample size" with "*depending on the studied sample*".
- Page 67, aim in Swedish should be: "Det övergripande syftet med avhandlingen var att..., samt att utforska *interaktionen och dess betydelse* för uppringares nöjdhet med samtal."