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Corrigendum

Corrigendum to “Ambulance staff’s ways of understanding health care encounters in stigmatized neighborhoods – A phenomenographic study” [Int. Emerg. Nurs. 74 (2024) 101451]

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The authors regret that the abstract was missed to be included in the article. The abstract of the article is provided below.

Abstract

Introduction: The ambulance service has a responsibility to deliver ambulance care adjusted to patients’ needs regardless of their background, but stigmatization can influence encounters with persons in certain neighborhoods and thereby risk discrimination. However, little is known regarding how ambulance staff understand health care encounters in stigmatized neighborhoods.

Aim: To describe ambulance staff’s different ways of understanding health care encounters with persons living in stigmatized neighborhoods.

Method: Qualitative semi-structured interviews with ambulance staff were analyzed with a phenomenographic approach aimed to describe how a phenomenon is understood in different ways.

Findings: The analysis resulted in nine categories: Exaggerating

symptoms; Encountering ignorant patients and relatives; Failing in knowledge; Letting safety strategies dominate; Being affected by pre-conceptions; Overcoming barriers to reach the patient; Risking loss of collegial support; Receiving overwhelming gratitude; Needing the ability to adjust. The health care encounter was understood from me-, me in relation to them-, and we-perspectives that are described in an outcome space.

Conclusion: Findings suggest that health care encounters in stigmatized neighborhoods are challenging for ambulance staff and pose a risk of discrimination. Attention from ambulance service managers and further research is needed to ensure equity in such health care encounters.

Keywords: Ambulances, Person-centered approach, Caring encounter, Professional-Patient Relations, Stigmatization, Social Discrimination.

The authors would like to apologise for any inconvenience caused.

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