

ATTACHMENT J

Patient Interview Guide

Thank you for participating in the study today. The goal of the study is to understand how patients share information about their health with the doctors and nurses who take care of them, using new technology.

Your participation includes an interview where we will ask you questions about computer systems you may use to provide health information to your doctor. Examples of such systems are entering information into a computer system before a visit, using a Web site offered by your doctor's office to share information with your doctor, or sending e-mails to your doctor. Before we begin the interview, we need to review an information sheet describing the study.

[Give subject copy of information sheet and review it with them].

Please read the sheet carefully. If you still would like to participate in the interview, please let me know. Do you have any questions before we move on?

[After respondent agrees to participate]

Thank you again for agreeing to participate in the study today. As I mentioned before, the goal of the study is to help us understand how patients share information about their health with the doctors and nurses who take care of them, using new technology. We would like to audio-record the interview to help us capture your responses. May we record the interview?

- *If subject has agreed to audio-recording:*
I have set up the tape recorder here in front of us. Please speak clearly during the interview so that the tape will record your voice accurately. I may ask you to repeat a response to make sure that it is recorded.
- *If subject has not agreed to audio recording and a note taker is not available:*
I will take notes during our conversation today. I may ask you to slow down or pause for a moment so that I can record what you say accurately.
- *If subject has not agreed to audio recording and a note taker is available:*
My colleague [NAME] will take notes during our conversation today. He/she may ask you to slow down or pause for a moment so that he/she can record what you say accurately.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, the estimated time required to complete the interview. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-0212) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

During the interview, please use only your first name if you refer to yourself. This will help us keep your responses private. Your answers will not be individually reported to your care team members here at the clinic. If we do share information from the interview with clinic staff, we will only report it at the aggregate level, so that it is not obvious who said what.

The interview will take about 30 minutes to complete. If you need to take a break during the interview to use the restroom or get a drink, please let me know and we will pause the interview.

If any of my questions aren't clear or you don't understand a word that I use, please let me know and I will rephrase the question for you.

Please remember that you are not required to answer any specific question. You may also leave the interview at any time.

Once you have completed the interview, you will receive a gift of \$10 as a thank you for your participation.

Do you have any questions before we start the interview?

1. Health Information Technology

- Do you use technology to provide information to your health care providers, such as entering information into a computer system before a visit, using a Web site offered by your doctor's office to share information with your doctor, , and/or emailing your doctor or your doctor's office?
- If yes, did you receive help or support in using technology to provide information, for example from your doctor's office?

2. Online and tablet data collection before the visit

- Have you ever filled out a form on a computer before a visit to your doctor, for example a "health update" form or a description of your symptoms?
- If yes,
 - How often do you do this?
 - Can you tell us more about filling out a form on a computer?
 - For example, do you remember what kinds of questions were asked?
 - Walk me through how you go about filling out this form? What do you do first? What do you do next?
 - How was your experience doing that? Was it easy or difficult? Can you please explain what was easy or difficult?
 - Do you think it was useful or that it helped the doctor? Why do you think it is useful or not useful?
 - Do you prefer to enter information using a computer or would you rather provide the information on a paper form? Please explain.
 - Do you think the time it took you to fill out this form was too short, too long, or just right?

3. Secure e-mail with your primary care provider

- Did you ever contact your doctor using (secure) e-mail? Often (secure) e-mail is part of a patient portal, but sometimes you can also e-mail your doctor directly?
- If you did, why did you contact him/her?
 - To ask questions
 - To schedule appointment(s)
 - To refill medications
 - To ask for a referral
 - For other reasons...
 - How was your experience doing that? Was it easy or difficult? Can you please explain what was easy or difficult?
- Walk me through how you go about sending a (secure) e-mail to your doctor? What do you do first? What do you do next?
- Do you think it was useful or that it helped the doctor? Why do you think it is useful or not useful?
- Do you prefer to enter information using a computer or would you rather talk to the doctor in person? Please explain.
- When exchanging emails with your doctor or nurse, do you always answer their message immediately or do you answer their emails at a special time each day that is most convenient for you?
- Do you think the time it takes you to send a (secure) e-mail to your doctor is too short, too long, or just right? What about the time it takes your doctor (or doctor's office) to respond to your message?

4. Patient Portal

- Have you ever signed up for a patient portal, a Web site offered by your doctor's office called (Name of Portal Offered by practice [e.g., MyChart, PrimePatient, or SuccessEHS Patient Portal]) that contains your personal health information?
- Do you use the system? How often?
- If yes, why do you visit the patient portal?
 - To look at your medical record information:
 - Test results
 - Current health issues
 - Medications
 - Allergies
 - Immunizations
 - Health trends (vitals, such as blood pressure trends, body mass index trends)
 - Post-visit summaries
 - Billing information
 - To look at other useful information:
 - Health information library
 - Insurance information (benefits, claims, authorizations)
 - Wellness programs (fitness, Weight Watchers)
 - To make appointments
 - To email your doctor or nurse

- Walk me through how you typically use the patient portal? What do you do first? What do you do next?
- How useful is a patient portal to you? Can you explain?
- How easy or difficult is it to use the patient portal. Can you please explain?
- Do you prefer to access your information through the patient portal, or would you rather see the information on paper? Please explain.
- Do you think the time it takes you to use the patient portal is too short, too long, or just right?
- Did you ever try and change the information on the patient portal? For example, adding a vaccination that was not in the list or an allergy? How difficult was it to make the change? How useful was it to make the change?
- Do you use a cell phone to get mobile access to test results, upcoming appointments, or other medical information?
- Do you use the patient portal to access accounts of other people (for example as a parent, guardian, or other caregiver)?
 - How useful is the patient portal to look at other accounts?

5. Computer experience

- How many years of computer experience do you have?
- How would you describe the level of your computer skills? Are you:
 - Novice user (You just started using computers)
 - Average user (You use word processors, spreadsheets, e-mail, surf the Web)
 - Advanced user (You can install software, setup configurations)
 - Expert user (You can setup operating systems; know some computer programming languages)

Thank you for taking the time to talk with us today.