

Interview Guide to Assess Targeting Medication Nonadherence Using Mobile Phone Messages

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This is an interview guide designed to be conducted with patients in a home setting. The tool includes questions to assess user's satisfaction of SMS (short messaging service).

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Targeting medication nonadherence using mobile phone-based tailored messages

Interview Responses

Subject:

Subject ID:

Number:

Date:

Start:

End:

1. Did you enjoy receiving messages on your phone specific to your condition and treatment?	
a. Yes: What specifically did you enjoy?	
b. No: Why were these messages not enjoyable to receive?	
i. Potential follow-up: Was this due to the content of the message?	
ii. Potential follow-up: Was this because it was received on your phone?	
2. Did you find the information in these messages helpful in your ongoing treatment?	
a. Yes: What did you find most helpful?	
b. No: Why do you feel these messages were not helpful?	
3. You received several types of messages over the course of these 3 months. Could you describe the ones that you found to be the most helpful, interesting, or educational?	
4. Similarly, could you also describe the types of messages you found to be the most distracting, unhelpful, or bothersome?	
5. If you were to continue to receive messages on your phone about your treatment and/or condition, what topics or material should these messages focus on?	
6. You received one message each day for 90 days. Was this too much, too little, or about right?	
a. Potential follow-up: How often and how many messages would you prefer to receive?	
7. Was it convenient for you to receive these messages on your phone?	
a. Yes: Is this your preferred method of	

receiving health-related information?	
b. No: How else would you prefer to receive health-related information? (Suggested sources: online, e-mail, mail.)	
8. The messages you received were created specifically for you, meaning they were tailored to your treatment and current condition. Did this make you more or less likely to read, consider, and act on each message?	
9. After receiving these messages for 90 days, do you feel more confident about managing your diabetes than you did before the study began?	
10. When you received these messages did it make you more or less likely to take your prescribed medication for the day?	
a. Yes: What made you more likely to do so?	
b. No: What aspect of the messages made you less likely to do so?	
11. In the future, how could we make a message-based system, similar to this one, more effective in terms of providing individual information and support? (Suggested topics: types of messages, interaction, timing.)	
12. In the future, would you consider receiving tailored messages on your phone throughout the course of your treatment, similar to what you have for the past 3 months?	
13. After receiving health-related information on your phone for 90 days, how likely are you to use your mobile phone for other health-related activities, such as tracking your condition, interacting with a healthcare provider, or looking up information?	