

Patient Text Messaging Interview Guide

RTI International, Research Triangle Park NC

This is an interview guide designed to be conducted with patients in a home setting. The tool includes questions to assess user's perceptions of secure messaging.

Permission has been obtained from the survey developers for unrestricted use of this survey; it may be modified for used as is without additional permission from the authors.

Appendix E: Patient Interview Guide

Introduction

Hello, my name is [_____] from RTI International, a nonprofit research firm, and [Name] is also on the phone. RTI is evaluating the text messaging program that is being piloted with Howard Brown patients. As part of the evaluation process, we are talking with up to 9 people who are participating in the program to learn more about their experiences with and opinions about the program. Is this still a good time to talk? Our discussion should take about 45 minutes, please let me know if you need to go earlier.

Before we get started, I just wanted to mention a couple of procedural issues. Please know that you can choose to not answer questions and can stop this interview at any time with no problem. I also would like to point out that none of your comments will be linked with your name.

Since some of these questions I am going to ask you are of a sensitive nature, I would like to make sure you are in a private location for having this kind of discussion with me.

May we proceed with the interview now?

Thank you again for your time and help. Let's begin!

Implementation Policies and Practices

1. How were you approached and enrolled into the text messaging program? What did you think about the enrollment process?

Implementation Effectiveness

2. Are you still participating in the program?

If not, did you complete the program or did you choose to stop participating before the end of the program?

If chose to stop early: Why did you decide to stop participating in the program before it ended?

3. How often did you read the text messages that you received as part of the program?
4. Did you use any of the information in the text messages? How?
5. Was there anything you especially liked/disliked about the messages? What?

6. How convincing were the messages that you received?
7. To what extent did the messages you get tell you something that you didn't already know?
8. Were there times when the messages you got were confusing or hard to understand? Can you give me an example?
9. Did you ever worry about your privacy because of getting the text messages? Tell me a little bit more about your concerns? How could those concerns be addressed?

Barriers to Program Implementation, Maintenance and Sustainability

10. Did you encounter any problems with sending or receiving the text messages as part of the program? Did you run into any other problems or obstacles related to the text messaging program? What were those?

Patient Satisfaction

11. How satisfied are/were you with the text messages you received? Were you more/less satisfied with certain message topics than others? Which ones and why?
12. How do you/did you feel about the timing of the text messages? Number of messages? Content?
13. Overall, how do you think the text messaging program is going/went? What did you like about it? What did you dislike? What worked? What didn't work? How would you do it differently?

Recommendations for Improvement

14. What should we do differently if we were starting over with this program? What features of the program should be changed? Why? How?

Outcomes

15. Did you make any changes in your life as a result of getting the text messages? For example, have you been better about taking your medication or going to your medical appointments? How about asking questions and/or being involved in your treatment? Join a support group or club? Change anything related to the way you eat, exercise?

Those were all the questions that I had. Did you have any additional comments or thoughts to add before we go? Thank you very much for taking the time to talk with us today.