

# Interview Guide, Patients First

## Introduction

Thank you for volunteering your time for this interview. My name is Cesar, and I'm a student at BrainStation tasked with exploring patient experience. Today, I will be asking you questions about your experience with your primary care provider (PCP).

## Disclaimer:

1. The interview will take approximately 30 minutes.
2. There are no right or wrong answers. I'm just interested in learning about your experience. You are not being tested.
3. Confidentiality will be respected by changing your name during the presentation of these results, and deleting the video file. I am also the only person with access to this file. Do I have your authorization to continue with the interview?
  - a. If yes, continue.
  - b. Else, go to debrief.

Do you give me authorization to record this interview for further analysis?

*[If yes, continue with recording. If not, proceed without recording]*

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## Let's Meet

Background information about participant

1. Tell me about yourself.
2. When was the last time you visited a health care practitioner?
3. If you don't mind telling me, what was your visit about?
4. Describe to me a time that you visited the doctor? (Online, in-person, etc.)

## Communication

Now I'd like to ask some questions to get an idea of how you and your doctor communicate.

5. What do you think of the way your doctor communicates with you?
6. If you could change something about the way your PCP communicates, what would that be?
7. Do you and your PCP use any digital tools to communicate before, during, and/or after your appointment?

## **Patient Knowledge**

Now I'd like to ask questions regarding your comfort levels with your health history, ideal scenarios, and communication styles.

8. How well do you know your medical history? If your doctor was to verify that information do you think they would match with your answers?
  9. Imagine an ideal visit to the doctor. What does it look like? What makes it ideal?
  10. What is your communication style? What do you value the most when communicating?
    - a. Is there a difference with how you like to receive information?
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## **Conclusion**

Thank you for volunteering your time for this interview. Do you have any questions for me before we leave?

A reminder that all your data will remain confidential, and your name will be protected.