

**ATTACHEMENT 6**  
**Draft Qualitative Interview Questions**

## **Draft Qualitative Interview Questions**

### Qualitative Interview Guide -- Patients/Families

Tell me about your experience with the messaging system with your doctor. Did you use it? What was it like to use it? Where did you use it from? How often did you use it?

What were the benefits of using it? What were the problems with using it? Tell me more about those. Would you continue to use it? Why, why not? What did you use it for? What types of things? What would you want to use it for?

Did you ask your doctor anything on the messaging system that you would not have asked them in person? Can you tell me more about that?

Tell about how you felt about the privacy of the messaging.

Was it easy to use? How could it be made easier to use? Was it useful?

Did it decrease/increase any phone calls to the doctor? Tell me more about that. Did it decrease/increase any visits to the doctor/to the ED? Tell me more about that.

How would the presence/absence of a messaging system affect your choice of a doctor if they had such a system? Why, why not?

Do you feel the messaging system affected your relationship with your doctor? Tell me more about that.

### Qualitative Interview Guide - Clinicians

Tell me about your experience with the messaging system. Did you use it? What was it like to use it? Where did you use it from? How often did you use it?

What were the benefits of using it? What were the problems with using it? Tell me more about those. Would you continue to use it? Why, why not? What did your patients use it for? What types of things? What would you want them to use it for?

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Did your patients ask you anything on the messaging system that you think they would not have asked in person? Can you tell me more about that?

Tell about how you felt about the privacy of the messaging.

Was it easy to use? How could it be made easier to use? Was it useful?

Do you think it decreased/increased any phone calls? Tell me more about that. Do you think it decreased/increased any visits to the clinic/to the ED? Tell me more about that.

Do you think you spent more or less time accomplishing tasks? Communicating with your patients?

Do you feel it affected your relationship with your patients?

If you were to change jobs, would you having a secure messaging system affect how you chose a new practice? Tell me more about that.