**Access to Care Semi-Structured Interview Guide**

NOTE: The following is the set of interview questions for the Veterans who will be interviewed at each of the pilot VA-operated free-standing dialysis clinics.

*The following questions ask about your thoughts and perceptions about your experience receiving dialysis care at this VA-operated free-standing dialysis clinic. We welcome hearing your opinions in detail, and any examples you may have to share. Let’s get started.*

***This set of questions asks about your experiences and perceptions about having dialysis at this clinic and if you have previously received dialysis care at a VA hospital.***

1. What has your experience been like receiving dialysis care at this clinic (community-based)?
2. Did you previously receive chronic dialysis care at the main VA hospital?

If so, which place do you prefer? (This clinic or the main VA hospital)?

1. Has receiving care from this clinic been more convenient for you than going to the main VA hospital?
2. Was this clinic easier to get to than getting to the VA hospital for dialysis care?
3. Do you believe there are enough staff (e.g., nurses) here at this clinic to assist you when you receive dialysis care?
4. What could make doing dialysis easier at this clinic? What could make it work better for you?
5. Did you previously receive chronic dialysis care at another non-VA outpatient dialysis facility? If so, which place do you prefer?
6. Has receiving care from this clinic been more convenient for you than going to your prior non-VA facility?
7. Is this clinic easier to get to than getting to the non-VA outpatient dialysis facility for dialysis care?
8. Overall, do you believe that you receive high quality care from this clinic?

**Patient preferences**

1. In your opinion, what are the advantages to coming to this clinic to receive dialysis care?
2. In your opinion, what are the disadvantages to coming to this clinic to receive dialysis care?
3. In your opinion, what are the advantages of going to the VA hospital to receive dialysis care?
4. In your opinion, what are the disadvantages of going to the VA hospital to receive dialysis care?
5. In your opinion, what are some of the barriers to coming to the VA hospital to receive dialysis? [Probe: personal, geographical, temporal, physical, environmental, financial barriers]
6. In your opinion, what are the advantages of going to the non-VA outpatient facility to receive dialysis care?
7. In your opinion, what are the disadvantages of going to the non-VA outpatient facility to receive dialysis care?
8. In your opinion, what would make you want to get dialysis care at this current VA dialysis clinic instead of other options? What would help you to overcome these barriers so that you could get the care that you prefer?
9. What aspects of this current VA dialysis clinic best support your use of dialysis? Possible supports include: nephrologist, nurse, and support staff.

***Now we have a couple of questions about how you were able to access the dialysis services.***

1. How would you describe the support that you receive from the staff at the VA dialysis clinic?
2. What kinds of support do the nurses and support staff provide?

Is it adequate?

1. Is there any additional service that you would prefer to have that is not currently being delivered to you?

Transportation

1. What are your transportation needs like?
2. Did/do you need assistance with transportation to get to this VA dialysis clinic?

\_\_\_ Yes \_\_\_ No

Economic

1. Do you have enough money for transportation to this VA dialysis clinic?

\_\_\_ Yes \_\_\_ No

Geographic

1. Is distance or time for travel a barrier to getting the dialysis care you need?

\_\_\_ Yes \_\_\_ No