## **OMB Control Number: 0925-0648**

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*Determine if interviewee is an EHR vendor, health care organization, or technical personnel.*

*If interviewing an EHR vendor:*

* Tell me about your EHR product(s).
  + How long has it been on the market?
  + How many implementations or users do you have?
  + Is there a specific audience you’re targeting?

*If interviewing a health care organization:*

* What EHR system(s) are you currently using to provide access to MedlinePlus?
  + How long have you been using it?

*If interviewing a technical personnel:*

* Do you know if you are you using the Web Application or the Web Service of MedlinePlus Connect?
* What was your experience implementing MedlinePlus Connect into your EHR system?
  + How much time did it take?
  + Was it an easy or difficult task?
  + What issues did you encounter with implementation?
* Have there been any issues or technical problems since implementation?
  + *[Get specifics of issues. Is it with the API or the medlineplus.gov site?]*
* How do you prefer to be informed about updates to MedlinePlus Connect?
  + Are you on the email list?
    - If no, would you like to be on the list?
  + How much lead time do you need to accommodate changes?
  + What kinds of changes are more problematic?

*For all interviewees:*

* Can you tell me what you do or your job title?
  + How many employees are in your company or organization?
* How did you find out about MedlinePlus Connect?
* What made you decide to implement MedlinePlus Connect?
  + Is it to meet Meaningful Use requirement?
* Tell me how you are using MedlinePlus Connect. *(User may also want to demonstrate)*
  + As patient education behind an Infobutton?
    - For discharge instruction or summary of care?
    - Are you using any other patient education resources/software, or just those from MedlinePlus Connect?
    - How familiar are you with the MedlinePlus site?
    - What do you think of the patient materials found via MedlinePlus Connect?
    - Who actually clicks on the link and obtains the information for the patient? Patients themselves? Nurses? Other health care providers?
  + If you are not using MedlinePlus Connect in an Infobutton implementation, what are you using it for?
    - Do you have a PHR system?
* What do you like about MedlinePlus Connect?
  + What don’t you like?
* How can MedlinePlus Connect improve to meet your needs?
  + *[Prompts: Content development, support for new code sets, new content formats such as video]*
* Is there anything else you'd like to tell us about your experience with MedlinePlus Connect?