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).
    - o How long has it been on the market?
    - o How many implementations or users do you have?
    - o 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?
    - o 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?
    - o How much time did it take?
    - o Was it an easy or difficult task?
    - o What issues did you encounter with implementation?
- Have there been any issues or technical problems since implementation?
    - o *[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?
    - o Are you on the email list?
        - ▪ If no, would you like to be on the list?
    - o How much lead time do you need to accommodate changes?
    - o What kinds of changes are more problematic?

For all interviewees:

- Can you tell me what you do or your job title?
  - o 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?
  - o Is it to meet Meaningful Use requirement?
- Tell me how you are using MedlinePlus Connect. *(User may also want to demonstrate)*
  - o 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?
  - o 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?
  - o What don't you like?
- How can MedlinePlus Connect improve to meet your needs?
  - o *[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?