Goals:

1. Are therapists interested?
2. What features are they most/least interested in?
3. Do they wish they had more communication or less?

Intro Questions

As a therapist, what do you think you waste the most time doing?

As a therapist, what do you think you spend too much money on?

Like Minded

Like Minded is developing a patient portal to help therapists improve the therapy process for patients and to keep patients engaged. We are building a simple application to be used on a computer, tablet, or smart phone so that therapists and patients have our convenient tools wherever they are.

Therapists will be able to communicate with patients in the following ways:

1. Accept credit card payments for co-pays, deductibles, or full payments online or in person
2. Appointment reminders
3. Therapy homework
4. Messaging system

Please take a couple minutes to look at the following images of our new patient portal before moving on.

Would you use this tool?

* Very likely
* Likely
* Not likely
* Definitely not
* I don’t know

What is your favorite feature and why?

What is your least favorite feature and why?

What feature do you wish you could add to this application?

What device would you be most likely to use this on?

* Desktop computer
* Laptop computer
* Tablet (ex: iPad)
* Smart phone

If you were given a free tablet, what device would you be most likely to use this on?

* Desktop computer
* Laptop computer
* Tablet (ex: iPad)
* Smart phone

How much would you pay per month to use this tool?

Therapist/Session Information

Age/Gender

What are your credentials? [Open]

What type of practice do you work in?

* Private practice
* Group practice
* Government Agency
* School
* Other – Please explain

How many patients do you see per week? [drop down]

* <5
* 5 – 9
* 10- 14
* 15 – 19
* 20-24
* 25-29
* 30-34
* 35-40
* 40+

How long is your average patient session? [drop down]

* <30 minutes
* 30 minutes
* 40 minutes
* 50 minutes
* 60 minutes
* 70 minutes
* 80 minutes
* 90 minutes
* >90 minutes

Do you offer free intro discussions or consultations to discuss fit, cost, or insurance via the following methods?

1. Phone
2. Video Chat
3. In-Person
4. Email
5. None of the above

Finances

Do you offer the following forms of payment for co-pays and deductibles?

1. Cash
2. Check
3. Credit card payment online
4. Credit card payment in the office
5. Other – Please explain

What percentage of your patients use insurance to help pay for therapy? [drop down]

* 0
* 10
* 20
* 30
* 40
* 50
* 60
* 70
* 80
* 90
* 100

Do you submit insurance claims on behalf of your patients?

* Yes, always
* Yes, usually
* Yes, rarely
* No, never

Please explain the situations when you do and when you don’t submit insurance claims for your patients.

Scheduling

Do you use an online calendar to keep track of your schedule?

Yes  
No Specifically, what do you use?

Do you have an intake manager to help schedule appointments?

Yes  
No, but I can it myself  
No, but I wish I did

Do you prefer to use phone or email to schedule appointments?

On average, how many appointments are canceled or rescheduled per week? [drop down]

* 0
* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10
* >10

Scheduling

To what percentage of your clients do you assign therapy homework?

How often do your patients track homework electronically?

* Always
* Usually
* Rarely
* Never
* Speicially, what do they use to track homework electronically?

Communication

Do you allow patients to contact you outside of your sessions?

Yes/No

Do patients text you between sessions?

* Yes – I am comfortable with this
* Yes – I would prefer not to be texted
* No – I wouldn’t mind if they texted me
* No – I prefer not to be texted

Do patients email you between sessions?

* Yes – I am comfortable with this
* Yes – I would prefer not to be emailed
* No – I wouldn’t mind if they emailed me
* No – I prefer not to be emailed