Hi,

I am YOUR NAME and I am looking at how people might use a new application to help manage care. I’m going to ask you a few questions about managing your care. There are no right or wrong answers and you won’t hurt my feelings with anything you say – I am not testing you, I am testing the application.

We want to know if the application works as intended and your experience today will help us. There is no way for you to make a mistake today here in this session. We are doing this to improve the application and we promise that nothing you say will hurt our feelings.

It would be great if you could speak aloud while you do this. I’d love to just get your thoughts as you go through the process. If you have any questions, I may not be able to answer right away because we want to see how people do if they don’t have a person sitting next to them. If the question continues to stop you I can jump in.

If you are comfortable I would like to film you testing the application and your thoughts. The film will only be shown to our internal team and used to help us make a better product.

I have a release here for you to sign and then we can begin.

HAND OVER RELEASE FOR SIGNING:

START FILMING ONCE SIGNED.

Discussion guide:

Alright, let’s get started. I’d like to know a bit more about you.

BACKGROUND INFO

1. Could you tell me a bit of about your background?

TASK

* Imagine you are given a new drug to take and you realized you rushed out of the doctor’s office. Please try to use my drug report.
* Do what you would do if I weren’t here and please think out loud.
* Now imagine you are worried that one of your drugs is interacting poorly with another one you are taking and it is a Sunday so you can’t get ahold of any of your doctors.

FOLLOW UP DISCUSSION

1. When you first started My Drug Report what did you expect? What did you find?

2. Walk me through your first experience with My Drug Report

Remember to follow up during the test with open ended questions like:

1. Can you help me to understand why?

2. Can you tell me more about that?

3. What about that is helpful?

4. What does that help you do?

5. What did you do the last time this happened?