### **Common Questions (All User Types)**

1. What is your overall experience using medical websites?
   * Can you walk me through how you usually use such websites (e.g., scheduling appointments, finding health information)?
2. How would you describe the user-friendliness of medical websites?
   * Are there any specific features or designs that make it easy/difficult to use?
3. What frustrates you the most when using medical websites?
   * Can you give an example of a time you felt stuck or confused?
4. How often do you visit medical websites, and what motivates your visit?
   * Do you use them for research, appointments, health tracking, etc.?
5. What improvements would you like to see on medical websites?
   * If you could redesign one thing, what would it be?
6. How do you feel about interacting with chatbots or automated systems on medical websites?
   * Do they help you get information faster, or do they create obstacles?
7. Have you ever had a security or privacy concern when using a medical website?
   * If so, how did you handle it, and what could the website have done better?

### **Questions for Normal Users**

1. What are your go-to tasks when visiting a medical website (e.g., booking appointments, finding disease info)?
   * Which of these tasks do you find easiest, and which are more challenging?
2. How do you navigate these websites on mobile versus desktop devices?
   * Do you notice any difference in ease of use or accessibility?
3. Have you ever had to contact customer support while using a medical website?
   * If yes, how was that experience?
4. Do you prefer using apps over websites for managing your health information?
   * Why or why not?
5. How often do you rely on medical websites versus calling the healthcare provider directly?
   * What makes you choose one method over the other?

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### **Questions for Experts (Doctors, Healthcare Providers)**

1. How frequently do you recommend medical websites to your patients?
   * What types of information or features do you emphasize?
2. How do medical websites assist or hinder your work as a healthcare professional?
   * Are there any tools you wish these platforms would include?
3. Do you think the current design of medical websites adequately serves patients' needs?
   * What changes would you suggest based on your interactions with patients?
4. In your opinion, what security or data privacy features are critical for medical websites?
   * Do you think existing platforms provide enough transparency about these features?
5. How could these websites help bridge the gap between patients and healthcare providers?
   * Could there be better integration with your workflow, or ways to reduce patient confusion?

### **Questions for Extreme Users (Unexperienced or Unfamiliar Users)**

1. Have you ever used a medical website before today?
   * If yes, what was your experience? If not, why haven’t you used one before?
2. When you first see a medical website, how do you feel about navigating it?
   * Do you feel comfortable finding the information you need, or is it overwhelming?
3. What specific parts of the website confuse you the most?
   * Is it the language, the layout, or something else?
4. If you needed help while using a medical website, how would you look for assistance?
   * Would you look for customer support, ask someone you know, or try to figure it out on your own?
5. What would make a medical website easier for you to use?
   * Think about text size, layout, instructions, etc.
6. Do you trust the information you find on medical websites?
   * If not, why? How could that trust be built?