

Interview Script

Hello! My name is Savanna and I will be interviewing you today about your thoughts and experience with healthcare. Your responses will be used to inform the design of a telehealth app. Nothing you say can be wrong. In fact, the more open and honest you are the better. This interview is comprised of # questions and should take about 20-30 mins. Before we get started do you have any questions?

1. Could you tell me about yourself. What you do for a living? What your typical day looks like?
2. What do you usually do when experiencing abnormal health symptoms?
3. For what symptoms or health issues do you typically seek health care?
4. When was the last time you sought medical care? Tell me about the experience.
5. What is most important to you when seeking healthcare? What are your goals?
6. For what reasons would you not seek healthcare when experiencing abnormal health symptoms?
7. Are there any other means that you use to get health advice or knowledge other than a doctor visit?
8. Have you ever heard of telehealth apps? If so, which one(s) and how or where did you hear of it?
9. Have you ever used a telehealth app? If so, how was your experience? If not, would you ever consider using one?
10. In what circumstance can you imagine using a telehealth app?
11. How much would you be willing to pay to use a telehealth app?
12. In a telehealth app, what functions or features do you think would be the most useful for you?
13. What would make healthcare professionals in a telehealth app seem more trustworthy? Why?
14. Do you have anything else you'd like to discuss?