

Interview guide: experts in teleconsultation

Introduction

[Self-introduction]

I'm a Master student...

[Personal information]

Can you introduce yourself about:

- Name
- Occupation (GP, specialist, nurse...)
- Specialist area (what kind of disease?)
- Location (the Netherlands, other countries)
- Workplace (company, hospital, organization)
- Job description (working details: consulting, surgery...)
- Interaction with patients (how, how often...)

Theme 1: Teleconsultation

[Big journey: from diagnosis to recovering]

Can you tell me about the steps that patients with this disease will go through from diagnosis to recovery?

- When is a consultation session included?
- Healthcare stakeholders they meet in different steps

[Single journey: from making an appointment to finishing]

Can you describe what a typical consultation process is like with patients?

*If you have teleconsultation experience, describe it too.

- Making an appointment
- Checking in
- Waiting room
- Consulting
- Physical examination
- Feedback: advise, prescriptions
- Next appointment

[Differences between chronic diseases]

As far as you know, is there a significant difference in the consultation process between different chronic conditions?

*[Differences between traditional consultation and teleconsultation]

Do you think there is a difference between traditional consultation and teleconsultation?

- from your workflow
- from the interaction with patients

What benefits or difficulties do you have in teleconsultation compared to traditional consultation (especially in terms of interacting with patients)?

Theme 3: The Factors affecting trust in consultation (Q3)

1. At what point are patients more likely to trust or distrust doctors? / In which part of the consultation will the patient have a stronger trust or distrust in the healthcare providers?
 - Body examination
 - Prescriptions
 - ...
2. When will you feel the patient's trust/distrust in the healthcare providers? / How do you feel or measure a patient's trust or mistrust?
 - from patient behavior
 - communication
 - some words...
3. Does this trust or mistrust have any impact on the consultation?
 - Positive/negative impact on...
4. What do you do when facing distrust?

1. Teleconsultation in general
 - People's access to teleconsultation in the Netherlands
 - The challenges (and opportunities) in promoting teleconsultation to public
 - The vision for the future teleconsultation
2. Primary health care for chronic diseases
 - How do you think families, community, and local healthcare providers can help with teleconsultation and management of chronic conditions? Are there already relevant projects that are being promoted now?
3. Trust in teleconsulting
 - How do you think patient trust will be influenced (by HC providers, communities, technology, etc.) in the future of teleconsulting?

Interview guide: Patient

Introduction

[Self-introduction]

I'm a Master's student from TU Delft, Faculty of Industrial Design Engineering. I'm recently doing my graduation project with Prof. Richard Goossens, about trust in teleconsultation. I want to know what can affect patient trust and how can hcp/ designers do enhance trust, in order to provide a better patient experience of teleconsultation. In the end, I want to deliver a future version of teleconsultation and design guidelines.

Basic Information

[Personal information]

Can you introduce yourself about:

- Name
- Age
- Education level:
- Location (the Netherlands, other countries)
- Disease
- Recent health status (medicine, recovery..)

Theme 1: Chronic disease treatment experience (10 min)

[Diseases: from diagnosis to recovering]

Can you tell me about the whole journey that you went through from diagnosis until now?

- When is a consultation session included?
- Healthcare stakeholders meet in different steps
- How often do you go to see the GP or doctors?

[In-person consultation]

Can you recall the last or the most memorable in-person consultation with GP/doctor?

- steps
- tools
- stakeholders

* Theme 2: Teleconsultation Experience (10 min)

[Adoption]

When is the first time you started teleconsultation with your doctor?

Why did you decide to use it? Anyone recommended?

[Maintainance]

Can you recall the last or the most memorable teleconsultation with GP/doctors? It includes text, phone calls, and video calls.

- steps
- tools
- stakeholders
- Frequency

How long did it last? Why did you stop using it?

[Advantages & Problems]

How's your feeling about teleconsultation?

- Like or dislike?

Compared with an in-person consultation, have you had any problems with teleconsultation?

- technology issues
- related to doctors

Theme 3: Patient trust in HCP during (tele)consultation (15-20 min)

[Adherence]

Have you ever had any moment when you need to make a decision for your disease management? For example, changing a new medicine, or getting surgery.

- How did you make the decision?
- Who involved? (Family, doctors)

What is your opinion of the advice given by your doctor in your whole experience?

- Second opinions seeking?
- Why?

[Interaction with GP]

How do you feel about your doctors?

- Competence/Empathy/care/Honesty

Generally, how was your relationship with your doctors?

- First time meet
- trust or distrust
- Changed in between? Why?

*Do you think remote consultation affected your relationship? Did it affect your trust in HCP?

- e.g. Emotional contact

[copying distrust]

What did you/doctors do when facing distrust?

[Future vision]

What do you think about the future vision for teleconsultation?