

User interview (30-35min)

Introduction: (1min)

First of all thank you for your willingness to participate in user testing. Today's session will consist of two parts. During the first part, we'd like to ask you some questions to gain better understanding about your working process. And during the second part, we'd like you to have a look on the tool that we're working on and to hear your feedback about it. This would be a clickable prototype, so please be free to provide your sincere feedback and comment on any parts that frustrate you or make you confused.

Would you mind if we record this session? It will be used solely for internal purposes to analyze your interaction with the prototype.

This session is planned for at least 30 min, should we have a hard stop when we close to this time?

Theme 1: Environment, shifts, assistance (Ice breaker) - 5 min

1. Have you ever conducted a remote visit? (by phone and text consultations?)
2. Can you describe how it works for you? Do you use work or personal mobile phone?
Who dials?
3. Do you have a personal computer in your office which you use for visits and work or do you share it?
 - (1 or 2 desktops? Desktop size)
4. Do you have any assistance?
 - What do nurses/assistants do?
5. Do you work in shifts or there is a fixed schedule?
 - Is it prone to changes? How often?
 - Who makes these changes?
6. How many patients on average do you see during a day?
 - How long does a visit take?

Theme 2: Visit process: (7 min)

1. Let's quickly walk through the flow starting from when a patient requests a visit and ending when the visit is closed.
 - o How is the visit requested / appointment created? By whom - patient, admin, provider, nurse?

- Are visits **prioritized**?
 - How should this work?
 - By whom requests are prioritized (GP, any GP, admin, nurse) - can this be one person for the entire clinic or should the provider do that/nurse?
 - What information is required for this - is intake form sufficient or they need to know full medical history?
 - What do you record during a visit?
 - How do you wrap up?
2. Let's talk about the visit itself.
- Before the visit starts, what information about patients you always check before visit? (medical history, patient info, past prescriptions etc.)
 - Is there any treatment plan that you follow for patients? Can there be planned checkups months in advance?
 - What patient details do you need at hand (check and review) during a visit?
 - Where do you make visit notes (on paper/ in another system)
3. After the visit is over, how do you wrap it up?
- How long does it take?
 - What do you record in your visit summary?
 - **Referral** system for Providers? How does a GP refer a patient to another specialist?
 - How do you handle **prescriptions**? Please explain the process from GP prescribing it and a patient receiving it. What about regular refills? (approved auto refill?)
 - After the visit, would you need to share your notes with the patient? Should patients see notes during a visit? (do you discuss them?) -> Diagnosis only
 - Who closes a case (GP or nurse?)
4. Is there any other important part of the visit that we haven't covered?

Other general questions: (5 min)

1. Tell us about on-call providers. Is there on call provider/nurse for urgent cases or every GP has dedicated time for urgent cases (not emergent)
 - a. What are their working hours? Is there a shift?
 - b. How much time a day and how often would they have to go through phone/text visits?
2. Are there rules about rescheduling/cancelation we need to know about?
 - a. Can patients of GP cancel/reschedule?
 - b. How long in advance?
 - c. In that case - Who will conduct triage of this case? And who'll conduct the visit?
3. Are there cases when a patient doesn't speak English?

Usability test (15 min)

Now I'd like you to have a look at our solution that we've made for remote visits. Here is a link to the clickable prototype. [{LINK}](#) We'd like to hear your feedback about that. Please be honest and speak out about everything that frustrates you or you have trouble understanding. There is nothing you can do wrong here.

Imagine that your patients can request a virtual visit with you. And everyday, more and more requests are submitted. You need to prioritize the visit requests in the triage flow. All patients might have different needs and conditions.

1. Look around on this screen and tell me what do you think you can do here?
2. Explore the patient's request. What information you'd like to check to understand the urgency of this request? (you can click and explore patient profile)
3. What would you do if the patient's condition is not serious and the patient doesn't need a visit at all?
4. Imagine that a patient needs a visit soon, what would you do?
 - a. Try to schedule a consultation.
 - b. How do you find this flow?
 - c. Is this what you expected to see?
5. How do you find this layout for the prioritization of requests?
 - a. Is there anything that caught you off guard or frustrated you?
 - b. Is there anything missing?
6. Now let's start the consultation. This is an example of consultation in messaging format.
 - a. What do you think you can do here?
 - b. What do you think about this type of visit?
 - c. What would you expect to see and be able to do during the consultation? Are these capabilities possible here?

Summary:

- What is your impression about the tool - what you liked about it?
- Was there anything you didn't like? why?
- Would you use such a tool in your practice?

Thank you very much for your time! You helped us immensely!