Akute Health: **Remote Script**

**I. Introduction Script**

*5 mins*

Hello \_\_\_\_\_\_\_\_\_, my name is \_\_\_\_\_\_\_\_\_\_. I’m a student from the University of Texas at Austin School of Information.

[*Introduce colleagues present/on the call taking notes and observing*]

We are conducting a research study to better understand people’s experience accessing their health records and would like to include your opinions. Let me assure you that the information gathered will remain confidential and be used for research purposes only. The study will require up to an hour of your time and...

In the next 50 minutes, we have two primary activities:

**Part I:** We will inquire about your health care needs and experience and methods accessing your health records. We want to hear your personal opinions. This will be the longer portion of our interview.

**Part II:** We will ask you to perform a few tasks on the AkuteHealth App. As we

are communicating remotely, you will not need to download the app. We will share the phone screen with you and ask you to tell us how you would engage with it. More instructions will be provided in this section.

Before we get started…

1. We want to let you know that there won’t be any right or wrong judgment according to your answers, we value all the experience that you are willing to provide. Anything you shared with us is important and valuable to our research. Feel free to provide any experience that you are comfortable with sharing.
2. To ensure confidentiality, all information will be coded anonymously so that it cannot be associated with you. All data entered into the computerized database will be identifiable by subject code number only. No one outside of the lead research team will have access to records identifying your name at any time. The information gathered will be used only for the scientific, educational, or instructional purpose.
3. Your participation is voluntary. You may decide not to participate at all or, if you start the study, you may withdraw at any time. Withdrawal or refusing to participate will not affect your relationship with The University of Texas at Austin.

Do you have any questions before we get started?

[ *\*\*\*Start Audio Recording\*\*\** ]

**II - Retrospective Interview**

*30 mins*

[*DO NOT READ: Research Goals*

* *The participants motivations or reasons for accessing their health records.*
* *The participant’s experience accessing health records currently*
* *What records they value the most*
* *What methods (if any) they currently use to track or access their health records?]*

*Current health care needs*

**1. Could you please describe your specific health care needs**

* Were you recently diagnosed with any chronic health condition?
  + If so, when were you diagnosed?

HEDS, complex PTSD,

* How long have you been actively seeking care for this particular condition?

Have going to the doctor for the complications

2. Can you share what your last experience visiting a doctor was like?

* What was the reason for your visit?
* Did you receive any health records or documents from this visit?
  + If so, what?
  + What did you do with these records after the appointment?

*Current access to health records*

Now we want to shift our conversation and talk about your experience accessing your health records. To clarify, by health records we mean medical test results, prescriptions, immunization records, discharge summaries, consent forms, physicians notes, etc. Please respond to your level of comfort.

3. How frequently do you access your health records?

4. Which of the following types of health records do you currently access or would like to access in the future?

* Medical test results
* Prescriptions
* Immunization records,
* Discharge summary (date of hospital admission, course of treatment, etc.)
* Consent forms
* Physician/Nurse notes
* Are there any other health records that you would like to access?
* Why is/are those records important to you?
* How would you use these records in the future?
* How do you keep track of your health records?
* Do you have a format preference for accessing your records? Paper, digital?
* What methods or tools do you use to track or access your health records?

**5. Can you share what your last experience accessing your health records was like?**

* What records did you need?
  + prescription
* Why did you need your records?
* What tools or devices did you use to access your records?
* How long did it take you to access your records?
  + Bring to the pharmacy
* Do you organize your health records?
  + Put it into the folder

*Knowledge and opinions about patient portals*

6. Have you ever wanted to access your health record? Why?

**7. What do you think about patient portals for accessing medical records?**

* Do you think digital patient portals can be helpful in dealing with your health records?

[Questions for participants that *have used*patients portals]

1. What is your experience when using the patient portal? /Can you describe the experience when using the patient portal?

* **What features do you use the most?**
* What features do you not use often?
* Why?

2. How did you feel about the experience accessing your records with a portal?

* Did you find the patient portal easy to use?
* Which parts of the experience did you like?
* Which parts of the experience did you dislike?

3. What are some features that you feel are lacking in current patient portals or some you would like to see added?

**Part III - Using the AkuteHealth App**

[ ***Notes to moderator:*** *1. Give the participant the task instructions and ask them to read it out loud. For remote participant text them the text via User Zoom. 2. We also need the login account info available for the in-person interview*]

*20 mins*

Task I: Adding a portal

You’ve recently visited a new primary care physician. You wanted to see what your vitals were at the time of the visit. Luckily, this physician keeps a record of every visit on their practice’s online portal. You want to view this information, so you need to add your physician’s portal to the AkuteHealth app.

Collect post-task rating (Likert scale)

Overall I found adding a portal easy to do.

Strongly agree, Agree, Neither agree nor disagree, Disagree, Strong disagree

Task II: Entering a condition (or symptom?)

In the past few days, you’ve had an ongoing headache. You want to make a note of the symptom so that you remember to mention it at your next doctor appointment. You decide to keep it with the other medical information you keep in the AkuteHealth app. Walk us through how you would log this symptom in AkuteHealth.

Overall I found entering a condition easy to do.

Strongly agree, Agree, Neither agree nor disagree, Disagree, Strong disagree

**[ Part IV - Debriefing ]**

5 mins

**So explain to me some of the thoughts you had while talking us through the tasks:**

[If they had problems/negative thoughts]

What acted as a blocker for you? What hindered your process?

You had a bit of trouble during [task] can you walk me through what you were trying to do?