

Research Interview Outline

Introduction:

Hello! How are you? My name is Jocelyn, and I am currently in an UX/UI design bootcamp. I am working on a project and doing research to better understand how to help people stay engaged with their health care providers. Thank you so much for taking the time to speak with me today.

Housekeeping:

This interview will take anywhere from 30-45 minutes, if there are any questions you do not feel comfortable answering we can skip them. Your name will not be shared with anyone outside myself, I will however be taking detailed notes of this interview. Is this something you are comfortable with?

Interview Questions:

How well do you currently engage with your family doctor, or any other specialists you may require for your health? Are there reasons for your level of engagement?

Do you feel like there are any barriers to accessing the medical professionals in your life? If so, what are they?

How well do you manage your appointments and prescriptions? And what do you think contributes to you managing them in the way you do?

What does booking a doctor's appointment look like for you right now?

Is there anything you would like to change?

Are there any barriers to easily refilling prescriptions or booking/ rescheduling appointments?

Have you ever used an online booking system to book an appointment with your doctor? Can you describe what this experience was like for you? Anything you liked or didn't like?

Age and occupation:

Comfort level with technology: