Evaluation of a digital FP template for customers in Côte d'Ivoire

Interview guide for individual telephone interviews with users

INSTRUCTIONS

Obtain informed consent before proceeding.

Interviews include: Female chatbot users who have responded to the survey, are willing to participate in this interview and verbally consent to this interview and audio recording.

Remember:

- Ask one question at a time
- Silence can be an excellent way to probe. Give the participant time to respond
- Ask for examples

TO BE INCLUDED AT THE TOP OF THE TRANSCRIPT

Date of interview:

Interviewer: _____ **Start time: [___ ___: ___ ___]**

End time: [___ ___: ___ ___]

Language of interview: _____ Length of interview (minutes): _____

Transcriber: _____ Transcription date: ___/___/___

INTRODUCTION <1 MIN

[Read in full:]
Thank you for agreeing to take part in this interview. I work for PSI/Côte d'Ivoire, an organization that markets healthcare products and services. I'd like to know more about your experiences with Gabi's chatbot.

Today is [date] and I have just started the audio recorder for [IDI ID]. You have consented to participate, and I would like confirmation of this on the audio recording, please.

- *Do you agree to take part in this interview?*
- *Do you agree to be the subject of an audio recording?*

I. DEMOGRAPHIC INFORMATION <3 MIN

How old are you (in years)? _____

How many times have you given birth? _____

Do you live in an urban or rural area? Urban □ Rural □

What is your highest level of education? □ No schooling □ Primary □ Secondary □ Tertiary and higher

What is your marital status?

- Married/committed to a relationship, living together
- Married/committed to a relationship, living separately
- Not married or in a committed relationship

II. Barriers or challenges to using the chatbot tool <5-10 MIN

1. How did you discover Gabi's chatbot?

2. What was the main reason you wanted to use the chatbot?
   2.1 Probe: If the respondent was looking for information on FP methods, did she use the section on recommended methods? Why or why not?

3. Please describe how it felt to interact with the chatbot. What did you like or dislike about using it?
   3.1. Probe: Which sections did you use (periods, recommended methods, all methods)? If you used more than one section, which was the most useful? Why or why not?

4. Has anyone else helped you use the chatbot, or used it with you? If so, what is their relationship with you (partner, friend, relative)? Has their presence been useful?

5. How difficult or easy is Gabi's chatbot to use?
   5.1. Probe: Was it difficult to understand the language/terms used? Were there too many questions? Were there Internet connection problems?

6. Can you describe a specific difficulty you encountered when interacting with Gabi's chatbot?
   6.1. Have you stopped using the chatbot because of this?

7. Were you concerned about confidentiality when using the application? Why or why not?
   7.1. Probe: other people have seen you, use of a shared device?

III. Perspectives on content <5-10 MIN

8. What are the main advantages of Gabi's chatbot?

9. Please describe the information you received from Gabi. What did you learn from the chatbot?
   9.1. Probe: have you learned anything new for yourself?
      9.1.1. About methods - new method, how a method is used, side effects of a method
      9.1.2. About menstruation - what is menstruation, cycle length, causes of bleeding changes

10. Was this information useful to you? Why or why not?

11. Did you like the way the information was presented? Why or why not?

12. Did the chatbot provide you with all the information you wanted to know about periods and contraception?
    12.1 What other information did you want?

13. How could the chatbot be improved? What could be done to make it easier to use?

14. Who do you think Gabi's chatbot is for? Why or why not? Would you recommend the chatbot to them? Why or why not?

If the participant hasn't learned about the methods, thank him or her and end the conversation.

IV. Self-efficacy and behavioral intentions <10 MIN

15. After interacting with the chatbot, do you feel more confident talking about contraception with other people? If not, why not?
    15.1 Probe: If yes, what makes you feel more confident? Do you feel more confident discussing contraception with a provider? To discuss contraception with your partner/spouse? With anyone else?

16. Did Gabi's chatbot influence your decision to use contraceptive methods or change the method you use?
    16.1 If so, how? What key aspects/information particularly influenced your decision to use or change your contraceptive method? Why or why not?
    16.2 If not, why didn't the chatbot help you make decisions about contraception? Was there any other information you were looking for?

17. If you intend to discuss contraception and/or obtain a method from a provider, where will you go? Will you go to a health facility, a community health worker (CHW), a shop/pharmacy? Why will you go there?

18. Do you feel better prepared to choose a contraceptive method for yourself after interacting with the chatbot? Why or why not?
    18.1 What information was most useful in choosing a method?
    18.2 Did you receive a method recommendation from Gabi? If so, did you like the choices Gabi recommended? Did they seem to meet your needs? Why/why not?

ACTIONS TAKEN

19. Have you told anyone about the information you got from Gabi? What did you discuss?
    19.1 Survey: peers/friends, partner, family members, healthcare professionals

20. Did you change the way you use a method or the method of contraception you use after talking to Gabi? How did the information you received help you make this change?

21. Have you visited a healthcare provider to discuss or obtain contraception after interacting with Gabi's chatbot?
    21.1 Survey: drug shops, pharmacies, community health workers

    Yes □ No □ (If YES go to section V)

22. Do you think you'll be visiting a provider to discuss or obtain contraception in the next few weeks? Why or why not?
    Skip this question if the participant discussed her intention to obtain a method in Q15.

22.1 Poll: If you had received a coupon with a QR code, do you think you would go to one of the recommended health centers? Why/why not?

END

V. Experiences with providers <5-10 MIN

1. Do you remember receiving a QR code voucher to visit a health center recommended by the chatbot Gabi?
    a. Did you use the voucher? Why/why not?

2. Did you discuss with the partner the information you learned from the chatbot? Did he/she provide additional explanations on the methods Gabi suggested? Did he/she tell you about other methods?

3. How confident were you about talking to the service provider?

4. Have you chosen a FP method that was recommended by Gabi? Why/why not?

END