Location: Three-Way Audio Call
Date: Mar 25, 2020
Time: 1:00 PM
Attendees:
Participant: PT-016
Interviewer: XXXX
Observer: XXXX
Name of Transcriber: XXXX
Transcribed on: March 27, 2020
Checked by: XXXX
Checked on: April 5, 2020

O: Now and it's starting….

P: Okay

I: Okay, so my first question is what do you think will happen if you take your medications on time?

P: Uhhh nothing should happen if I take my medications on time.

I: {SP}, Okay and what do you think will happen if you don't take your medications on time?

P: Well, what should happen is that I get uhh an email message or a text message to tell me that I didn't take it on time.

I: Oh no I'm sorry, I'm uh, I'm not asking about the blister pack right now, I'm just asking a regular question. Are you… [Oh a regular question] yeah, [Oh okay] yeah so, my question is that [Okay] what, yeah like why do you take your medication on time or not on time, like how, what does, what's the thing that drives you to take them on time?

P: Umm just the fact that before I-- okay just the fact that I know that before I go to bed, I take my medication. My medication is, sits uh, for the morning, uh it sits uh in the uhh same container that my toothpaste and so on is and so I can just take it I just remember to take it.

I: So, do you take it because you feel like something will happen if you won't take them on time?

P: Uhh no if I missed my medications uhhh I don't think there-- for a day or two days there would no... be no uhh no noticeable change--

I: Okay

P: --because of the uhh medications I take.

I: But if you miss them for a longer period of time--?

P: Yes, {SP} then definitely I would probably because one of my uhhh medications is for uhh depression and anxiety, I might feel that [Okay]. I would think that if I didn't take the medications umm [Beeping 02:08] for uhhh blood pressure I would maybe well sense an increase in my blood pressure because I can tell myself when my blood pressure goes up [Okay], but none of those, none of the medications that I take would I get any click indication that I had miss taking it.

I: Okay perfect. You use the blister pack for about eight weeks, do you see any advantages or disadvantages of using the smart blister pack?

P: Umm to me there were no advantages.

I: Okay and why is that?

P: Umm because I'm quite able to uhh manage my own medications, uhhh I believe that I'm still alert enough to know what needs to uhh be done and umm in the past remembering to take my medications has not been a problem.

I: Okay do you see any disadvantages of using the blister pack?

P: Any disadvantages of using it [Mhm], is that what you asked any disadvantages?

I: Yes

P: Umm okay the disadvantages umm would be I-I- I found it cumbersome uhh to punch the uhh the top of the, of the pack umm--

I: Okay

P: When- when the uhh the flap was down it can be difficult to get out uhh a larger pill

I: Okay, did you use any spoon or anything to scoop them out or were you- did you use any knife or anything?

P: No, I didn't use anything to scoop them out I, I-- well I-I that's not true uhh at the start I did try something [Scraping 04:09] so that I found that was no better than using uhh my finger or just turning it upside down.

I: Okay, so what did you use?

P: Well, I just used my finger.

I: Okay no you said you tried something--

P: Ohh I tried something, oh--oh I uhh I just tried a umm-- umm {laughs} well actually what I had was just a little uhh sort of like a stir stick [Okay], I guess it was like a stir stick and then to flip it out with yup

I: Oh okay-- okay, kay, umm how did the blister pack change your- did it change your medication intake routine in any way those eight weeks?

P: No

I: Okay, so were you storing it the same place where you were storing your other medication, or did you store is separately?

P: No, I [05:00] stored it in a different location because of the size of it [Okay] umm I-I-I stored it differently.

I: So, did it affect anything because I remember you said that you have your Dossett in the bathroom so when you wake up in the morning--

P: Yes

I: You know where they are, by storing it in a separate location did it affect your routine in anyway or no?

P: No, no it uh didn't affect the routine at all I umm placed it in the, in the closet where I keep my clothes and so uhh I was umm in the bedroom uhh instead of in the cabinet where I kept uhh my meds normally.

I: Okay--okay, so what comes to your mind when you think about using the smart blister pack, like do you expect something else from the blister pack any other outcome that you were, you would think?

P: Well, uhh as I think you might know um because of talking to your husband and calling into Jessica a few times [Mhm], the blister pack was not reliable [Okay]. In that it was umm giving uhh if I were a person who needed to depend on the blister pack, the blister pack was not reliable [Okay]. It's sending messages that I-I should take my medications [Mhm] when I did take the medications--

I: Okay

P: And there was definitely one time when I purposely did not take the medications to test the system and it did not send me a message.

I: So, you feel like the reminder function was not working together with the blister pack then, right?

P: That's right, the [Okay], I would not, I would not, I would not rate the system as being reliable.

I: Okay, okay perfect umm how about the language of the text message, do you have any comments about that, like did you like that language? --

P: No, the text, no the text messages was fine, it--it there were three messages [Mhm] uhh each time uhh no and its umm—no it was fine umm except that it was annoying to get the message after I, to take my medications [Okay], after [Okay] I had taken it.

I: Okay good, umm what do you umm what the people around, I know it's just you and you wife but [Yes] uhh do you think uhh people around you may feel or say something about using the blister pack, the smart blister pack for your medication?

P: What would other people say about it [Mhm], is you're asking? [Yes] Umm I--I can't comment on that umm--

I: Okay no we understand.

P: I don't know, yup.

I: Okay umm how has-- did it, the smart blister pack change the way you were taking your medications, did it change it in anyway or no?

P: Umm no it didn't change how I took the medication, no.

I: Okay umm how useful the product was, did you feel that it was useful, cumbersome, interchanging?

P: Uhh I would say the blister pack was umm more difficult to use then the system that I use now.

I: Okay, okay

P: That I used before yup.

I: Okay um, what do you think--, you need any initial skills to use the smart blister pack, like for example more training or any other skills?

P: No

I: Okay. Umm so you already told me about the message system and removing the medication, what about reading the label on the blister pack? Was that uhh okay or did you feel like--

P: Yes, that was fine…

I: [Inaudible 08:54]

P: …that was not a problem

I: Okay, would you consider using the blister pack in the future, umm why or why not?

P: Umm I would not use it in the future because currently I am quite able to umm manage my- my own medications

I: Okay, uhh what would make it difficult or prevent you from using the smart blister pack? I'll give you a couple of probes, so just for example would cost be a factor that will help-- uh prevent you or difficult for you to use it if you have to use it in future?

P: Well, I can't answer that because I don't know what the cost would be.

I: So- for you [Inaudible 09:39]

P: If I don't know what—

I: Um so if there [Inaudible 09:43]

P: Umm, I don't know if the cost, if the cost were uhh 15 dollars a day that would be unreasonable [Okay], if it was 10 cents a day that would be reasonable so [Okay] I can't answer the cost question.

O: Okay.

I: Do you have any number in mind, that if you have to pay a monthly subscription for this service [10:00], would you be willing to pay, so?

P: Umm, uh-I have to say I really haven't thought of that at all because

I: Okay

P: Umm it just, th-that hasn't come to my mind at all.

I: Okay, umm do you think that your family member will consider paying for it [They would not] if the time comes?

P: That would not be a requirement, I could-- if I needed to be paid for, I would be able to pay for it myself

I: Okay umm would uhh you use of technology or network, or internet connection would be an issue for you if you have to use it in future?

P: Uhhh, with my present level of capability uhh it would not be a problem [Okay], the-the situation would be though that if I were to move to using a blister pack [Mhm] it would be because my mental capability had decreased and that in itself would likely decrease my capability of using uhh technical uhh services, umm yup so it's, if-- if I had to use a blister pack [Mhm] it would only be because I would have deteriorated and by the deterioration I would not be able to use uhh cell phones et-cetera probably.

I: Okay perfect umm now my next question is umm in order for you to use the blister pack or arrange for the blister pack from your pharmacy umm how did you manage all that, did you need someone to help you with the task or were you able to do it all by yourself?

P: Uhh that was not a problem because it was delivered to the door each week so that was fine.

I: Okay. Okay would there be any stigma, or any fear related to the use of the smart blister pack?

P: Not for me no.

I: Okay, okay how 'bout any kind of available social support become of using the blister pack, like your spouse or your pharmacy or any other social support?

P: {SP} Uh, I - I - I can't answer- I have not thought of that so I don't know what [Okay] I would need I don't know.

I: No problem, how do you think the use of smart blister pack affected your interaction with your pharmacist?

P: Umm, uhh it {SP} didn't change uhh really because uhh well uh let me think, over a long time it would change uh if I [Okay] didn't go to see him but it did not really change it for me in this case because the I one time took the meds down to him and he had them and then I never had to see him again, {SP} yup

I: Oh okay, so you were--

P: The- the only person I saw was the delivery person.

I: Oh okay, okay, okay. Um, how would you describe your overall satisfaction with the blister pack?

P: Umm annoying.

I: Okay, umm how was your experience, you know when we came to your house and took the photos during the study--

P: Yes

I: --and, how did you feel, how was that experience, how did you feel?

P: That was good, uh yup I was- I thought that you explained extremely well [Was it], I knew what was required of me uh yup, I thought that was well done.

I: Oh okay, how did you use the photos, like did you use that instruction sheet during the uhh umm during the time you were using the blister pack, or you didn't have to?

P: I did not need it

I: Okay, do you think anything like that, or a video would be useful for people if they continue using something like that?

P: {SP} no I don't think a video would umm be of any help whatsoever I think that they would need someone to visit them like you did [Okay] uhh I don't believe—I don't believe a video would contribute anything at all.

I: Oh Okay, um how was your experience uhh with us coming to your home, like how did you like the whole home visit experience?

P: I-

I: Were you comfortable with it, were you worried, you didn't feel pressured--

P: No, no, nothing, nothing no that was absolutely fine.

I: Is there anything else that you would like to provide your feedback for us, any comments?

P: Yes, umm based on my experience with uhh [15:00] it I think the word I would use is that I did not trust it. I didn't feel it was reliable when I--

I: Okay

P: When I was-- in fact there was a time when the program was temporarily discontinued [Mhm] umm because I was getting messages that I had not taken my medication and [pharmacist name] discontinued it for a few days and then restarted back up again uhh--

I: Okay

P: And Jessica will know that I called her a couple of times--

O: Yeah

P: Umm about the- about it so my, if I were to use one word, I would say I did not trust it.

I: Okay perfect well thank you so much

P: Okay

I: And thank you for letting us come to your house and include you and [laughs] thank you for providing us feedback

P: Okay you are very welcome

I: And I'm going to ask Jessica to turn of the audio recording, I just have a—[16:04]

Interview ends