Location: Three-Way Audio Call
Date: April 22, 2020
Time: 4:30 PM
Attendees:
Participant: PT-008
Interviewer: XXXX
Observer: XXXX
Name of Transcriber: XXXX
Transcribed on: May 25, 2020
Checked by: XXXX
Checked on: June 7, 2020

I: Okay so my first question is, uh what do you-

P: Alright what is it.

I: What do you think will happen if you take your medication on time?

P: I'm sorry, can you just go a little slower.

I: What do you think will happen if you take your medications on time?

P: What will happen if I don't or I do?

I: So tell me both. Tell me if you do take them on time or if you don't take them on time.

P: I think I'm taking them on time be-, I've never gotten a recording or anything from my cell phone.

I: Okay.

P: Uh you know how you were gunna tell me, you were gunna text me to-

I: Yes.

P: Then say when to take the pills.

I: Mhm.

P: -er make sure I didn't forget, I never got one message.

O: Oh.

I: Okay.

P: Is, is that good?

I: So-

P: But my, my daughter got one message.

I: Okay so she got one message but you never got message right?

P: Never, no I was waiting for it. I was wanting to-

I: Okay.

P: -see what it was going to be like.

O: oh.

I: So we will look into that. When we will have the data from the computer.

P: Okay.

I: And yeah. So my question is um what do you think will happen if you take your medication on time. Like why do you think it's important, or is it important to take your medication on time or not?

P: Absolutely.

I: And why is that.

P: It is important to take it on time.

O: Mhm.

I: And why is that important.

P: Well, I mean when the medication if you take it at the wrong time, it's not gunna have the effect. It's going to affect me differently wouldn't it?

I: Okay, kay.

O: Mhm.

I: So uh-

P: Cause I take my, I take my bedtime pills at the same time.

I: Okay.

P: And um I, I've got into that uh routine so if I don't um it's just gunna throw my system out of wack I think.

I: Okay perfect. So um my next question is um you use the blister pack for some time, do you see any advantages or disadvantages of using the pack?

P: Um. I don't see any um real advantages to taking that rather than uh the other system, the way I was doing it before.

I: Okay.

P: In fact, I have to tell you I like the other system better.

O: Okay.

I: Okay.

O: That's okay.

I: And what is that?

P: That's the um the pack that would uh, I get from the pharmacy.

I: Okay. Can you tell us a little bit about that? Like why, what way-

P: Why?

I: Yeah.

P: Well beca-, I had trouble getting the pills out of the blister pack.

I: Okay.

P: Um having to, every time I tried to put my fingers through where, you know to, to break the uh seal?

I: Mhm.

P: Um sometimes I almost had the pills on the floor because the top part of the, the um, the top part of uh, would slide in under the pills.

I: Okay.

P: And then when I would try and take th-th-the top part off, the pills would come out and sometimes they would uh, I had them almost on the floor one night.

O: Oh.

I: Oh okay, okay.

P: Yeah, they're not um, uh I really didn't um, care for taking the pills out of that pack.

I: Okay, that's perfectly okay. That's why we're asking you all these questions.

P: Okay.

O: Mhm.

I: So, um do you um, did it change the way you were taking your medication, like your routine?

P: Did it change?

O: Mhm.

I: Did it impact in anyway?

P: I'm sorry can you say that again?

I: [Inaudible 03:58] you were taking your medication in any way? The way you were using your old blister pack and the [Inaudible 04:06] one?

P: You know what-

O: Mhm.

P: -you're, you're, you're cutting out.

I: Oh okay. Um [O's name 04:12] do you wanna repeat the question?

O: Yes, so sh-, what [I's name 04:16] is trying to say is um di-, using the new blister pack did um-

I: Yup.

O: -it changes your routine, in comparison to using the old system that you had?

I: I, absolutely, beca- well see I never, I never took my pills out of the original pack.

O: Mhm.

I: Okay.

P: It was either [Female name 04:37] or the PSW and I wasn't used to taking them out at um, at night when I you know, when I was taking the uh the one from you.

I: Mhm.

O: Okay.

I: Okay.

P: I was just having trouble getting that, the top seal off of it.

O: Mhm.

I: Oh okay. Did you use anything like a knife or something to take it off-?

P: No I used my finger.

5 Minutes

O: Just your finger.

I: You used your finger, okay.

P: Yeah

I: Did you-, did you try using anything else like a spoon or-

P: No I didn't.

I: Okay, okay.

P: No cause I just worked away at it and when I found that the pills there was a chance I could lose them I just went slower at opening it but I still had to really get my finger down there to peel the back off.

O: Mhm.

I: Okay.

P: -the pills out.

I: Okay.

O: Okay.

I: Where did you keep your uh blister pack? When we came to your house-

P: Just my kitchen-

I: In the kitchen.

P: -and then um my uh daughter or the PSW would bring it in to me.

I: Okay, okay.

P: I don't have an awful lot of room in here to keep everything here.

I: Okay, okay. So my next question is what comes to your mind when you think about that blister pack? Anything comes to your mind?

P: Um I honestly can't think of anything.

I: Okay.

O: That's okay.

P: I-, don't know what-

I: No problem.

P: I don't know what to say there.

I: No that's okay. My question is about were you expecting anything from that blister pack, which you got or not during this time.

P: Um was I expecting anything?

I: Yes. So when you saw that blister pack what, what did come to your mind? Right, like were you expecting something out of that blister pack or was it just like?

P: It's just normal just-

I: Okay.

P: Yeah.

I: No problem. Okay um my next question is what do the people around you think or they felt or did they say anything to you about that pack? Like your daughter or the PSW was coming to your house or your husband?

P: Well my husband didn't really have much to do with it. But my PSW she did.

O: Mhm.

I: Oh.

P: And she, really she said that um it really won't, that type, she says, she didn't feel that um was good for me.

I: Okay.

P: She said I was better with the um the one where you just peal it back, um-

I: Okay.

P: Yeah like the, the one I get from the pharmacy.

I: Mhm, okay.

P: Cause she said this one is not working for you too well.

I: Okay.

P: Cause I would-

I: What about your-, what about your daughter-

P: I'm sorry?

I: What about your daughter because she- [Cross talk 07:14]

P: Um-

I: -because she usually was coming to help you out.

P: -she didn't say too much.

I: Okay

P: Um she didn't say whether she liked it or she didn't say she didn't like it.

I: Okay, kay good, um-

P: It was just my PSW that said uh she didn't think it was the type for me.

I: Okay no problem. Okay uh so my next-

P: Her words.

I: [Laughs] My next question is um has it changed the way you were taking your medication before?

P: I don't think so, it was the same.

I: Same okay.

P: I would take it pretty well at the same time and um {SP} every, all the pills were in it, I didn't-, no I don't think there was any change.

I: Okay. Um did you find that the product was useful? Did you find it most useful, least useful, cumbersome, irritating?

P: Cumbersome, cumbersome.

I: Cumbersome.

O: Cumbersome.

I: Okay.

P: Yes

I: Can you explain a little bit?

P: Pardon me?

I: Why would you feel like it was cumbersome? Came you give me a little more?

P: Oh it just, I couldn't get the pills out.

O: Mhm.

I: Okay, okay that process. Okay um-

P: I-I would, I get very frustrated. I get frustrated if I try different methods of how to get them out.

I: Okay. Um do you-

P: Every time once I got the seal broken.

I: Mhm.

P: It was when I was trying to get the, the uh the top part to come back-

I: Okay.

P: -it would always, it would go down inside and that's where I had trouble getting it off.

O: I see.

P: And then I'd have-

I: Oh okay.

P: You know?

O: So then that paper would kind of trap your pills, right?

P: Exactly.

O: That makes sense.

I: Mm.

O: I see what you're saying.

I: Okay.

P: Yes.

I: Okay, okay perfect.

O: Mhm.

I: Um-

P: Like somebody that was really old and had um uh very, very, if their fingers were very, they-they were arthritic or something um-

I: Mhm.

P: I think an older uh senior would have a terrible time with that.

O: Mm.

I: Oh okay, okay.

P: I don't know, that's my opinion but.

I: Okay, no problem.

O: No that's a good opinion to share thank you.

I: Yes.

O: Mhm.

P: Well, okay.

I: Okay, um my next question is do you think that you needed some additional uh skills to use the blister pack? So like maybe-

P: [Laughs] Good fingers.

I: -the, the way we train you? [Laughs].

P: Um smaller fingers.

O: Mm.

I: Okay.

P: [Laughs].

I: What about the training? Like the way we told you. Was it okay enough-

P: Oh yes.

I: -or do you think we needed-, okay.

P: You, you, you showed me and uh when you were here.

O: Mhm.

P: And um I just find uh, oh it was listed when we were on Tuesday's to Monday's.

I: Mhm.

10 minutes

P: I wasn't used to that because I was always uh I think it's, I think my other one is Sunday to Sunday or something. And I just um, starting Tuesday it, even then showed up not too bad. They had the Monday and then the, ev- or the morning and evening but they had the days and, somebody had to write down the days going down.

I: Oh okay.

P: So I knew, you know?

O: Mhm.

I: Okay.

P: [Male name #1, 10:29] ah is a, anybody it could have been [Male name #2, 10:31] that maybe wrote uh the dates down, down below.

I: Mhm.

P: Just so I knew which day was which.

I: Okay.

O: Mhm, okay.

I: Was that easy to read for you? Like that n-name of the days and the time of the medication?

P: Yeah.

I: Or did you find any difficulty in that?

P: No, nope, none there. Um they didn't have the um times written down on it or anything.

I: Okay.

P: But I just knew the times that I always took my pills.

I: Okay.

P: So-

I: Okay.

P: -that wasn't a problem.

I: Okay, perfect. Um so other than removing the medication from the pocket um-

P: Mhm.

I: -did you have, and you said you didn't get the text message at all but your daughter did.

P: She got one, one text message.

I: Okay, okay. Did she share anything with you about the text message? What did she think about it? Any feedback?

P: No, she, she just, she called me right after she got it and she um, she asked me did, how come I did, no she usually gives me the pills.

I: Okay.

P: Um or she, you know she brings the contain-, the thing to me.

I: Mhm.

P: And um she called me and said she got a text.

I: Okay.

P: Maybe she got here later that night.

I: Mm.

P: I don't know, I don't know what the circumstances were now.

I: Okay no problem, no worries, okay.

P: Okay.

I: My next question is would you consider using this pack in the future? Why or why not?

P: {Sighs} I'd rather go back to the old method.

O: That's okay.

I: Okay, okay, that's perfectly fine.

P: Yeah.

I: And the reason being is that you didn't like the way it was, you were taking the med-, the pills out right?

P: I didn't like the way that you taking the pills out.

I: Okay.

P: And mine, my uh other system it wasn't um, I would take the bottom pills first and you'd work up to the top.

I: Okay.

P: And then I find that easier because that way you get, and you get rid of the bottom one and you slowly creeping up to the top.

O: Mhm.

I: Mhm, okay.

O: So, the package gets smaller and smaller as the week goes on.

P: It's just something that I've always been used to.

I: Oh okay.

O: That makes sense.

I: Good. Um so would there be anything, so for example I, let's just say in a best world scenario you decide to use this blister pack okay.

P: Uh huh.

I: What would make it difficult for you or what would make, prevent you from using it? Like for example would cost be an issue for you.

P: Hum, no.

{Pause}

I: Okay and do you think, how much would you pay for it? Like what do you think, like there would be a number value that you will say if the, if the pack will cost me this much every month, I will be okay to pay for that. Is there a number you can think of?

P: No I uh, {SP} no I can't think of a number, um.

I: Okay.

P: Like how much it would cost?

I: Yes, so how much would you pay for it?

P: Oh dear [Laughs]. See I don't, I'm not sure what I pay for the other one.

O: Okay.

I: Okay no problem

O: Or another way of phrasing it would be um like um how much would you say, so let's say for example it costs twenty dollars per month.

P: Okay.

O: Would that be let's say too much for the service you're getting or would that be a reasonable price?

P: Oh I would say that's a reasonable price.

O: Okay. What if it was fifty dollars, would that be reasonable or would that be too much at that point?

P: I would think twice.

O: Okay.

P: But [inaudible 14:14] cause you get your um, like it's cheaper for a senior anyway.

O: Mhm.

P: Twenty is okay, fifty I would um think twice about it.

O: Okay, okay.

I: Okay, okay.

P: But you're, I, -er, you're talking a week at a time.

O: So I'm saying fifty per month.

P: Oh fif- for a month.

O: Mhm.

P: Oh, maybe fifty would not be too bad but-

O: Okay.

P: Um I would take the twenty [Laughs].

O: [Laughs].

I: [Laughs] Okay.

O: Okay okay.

I: No problem. Thank you so much. Um do you think that um other than um taking the medication out was there anything else about the product that you liked or disliked?

15 minutes

P: Um the only thing, the, the only complaint I had of it, the rest um I, didn't have a problem taking it and um.... taking them out and, and, and again I liked uh the way it's set up with the other um blister pack from the pharmacy.

I: Mhm, okay.

O: That makes sense, okay.

I: Okay perfect. Um how would you describe your ability, like how did you find the whole process like were you um about how to use this blister pack or for example when you were, you have to remember to arrange it from the pharmacy, were you involved in any of these or were [Male name 15:45] taking care of everything?

P: [Male name 15:48] -er, mostly my son-in-law.

I: Oh okay.

P: Because he works there.

I: Okay.

O: Mm.

P: He was always the one taking care of, he's always brings my pills home for me.

I: Okay, so-

P: And um, between him and [Male name 16:04] and, well even the other pharmacies too but um, um [Male name #2 16:10] was my uh.

I: Okay, perfect.

P: Yes.

I: Um do you think you would need some help with someone else if, if for example if you're son-in-law would not be there, would you be able to manage the whole process of getting the medication from the pharmacy or keeping a track when you need the blister pack or when do you have to call them?

P: Um I don't think I'd have a problem um-

I: Okay, okay.

P: I've never had uh, like I've never had to worry about it before.

I: Okay, perfect.

O: Okay.

I: Um was there any kind of stigma or fear related to the use of the pack? Did you like you know felt like any kind of fear or any stigma about it?

P: No.

I: Okay.

P: No.

I: And uh you just mentioned that you had enough social support [Inaudible 17:03] the whole process, with your pharmacist.

P: I think I do.

I: Okay, and how-

P: Yeah I do.

I: Okay, perfect.

P: Between [Female name 17:11] and [Male name 17:11].

I: Okay.

P: And [Male name 3 17:13].

I: Okay.

O: Awh.

P: And the other pharmacists there.

I: Okay.

P: They're all terrific.

O: Awh.

I: Okay, um-

P: You know they've been here.

O: Awh.

I: Okay, perfect, um-

O: That's good to hear.

I: Yeah, and how do you think that during this time did it change any interaction you were having with your pharmacist or was it as it was before?

P: I think it was able the same as before.

O: Okay.

I: Okay, perfect,

P: The only thing is I got my pills earlier because I was doing it umm, I think now I was doing it every two weeks.

I: Okay.

P: And it's usually um, oh sometimes it's months.

I: Mhm.

O: Okay.

I: Okay.

O: That makes sense.

I: Perfect. Um so how would you describe your overall satisfaction with the product? So just if I asked you overall how did you like it?

P: Um {SP} I don't know what to say, I don't [Laughs].

O: You can-

I: You can say whatever you'd like, please don't feel any pressure or anything like you know, I didn't-

P: I really didn't care for it.

I: Okay.

O: Okay.

I: That's fair enough. Um my, I just have two more questions left, so-

P: Oh they're there?

I: So we're almost done [Laughs].

O: [Laughs].

P: Okay, this is fast.

O: [Laughs].

I: [Laughs] So you remember when we came to your house and we took photos during the study and we kind of like you know asked you questions. So how did you-

P: Yes.

I: -feel when I tool those photos?

P: How did I, I'm sorry?

I: How did you feel when I took the photo.

P: I, I don't know. I didn't mind.

I: Okay was it useful, like um did you find like because, did you go back to that paper where you can see your hands and punching the medication out or no? Did you use that paper during the study?

P: Um did I get a paper?

I: Yes.

P: Oh I did, I did. Um-

O: I hope so.

P: No I never looked at it.

I: Okay.

P: I just uh went ahead and did it so, you, you showed me, you made it quite clear.

I: Okay.

O: Okay.

I: Did you, do you [Cross talk 19:17], do you think that um if someone is using the products something like that would be helpful for them, to go back and look if they're using the product right or not?

P: I would um really check on the, see people could take the pills out.

I: Mhm.

P: And um how do you know they're still taking the pills.

I: Yeah that's correct.

P: You know what I mean?

I: Mhm.

P: If it's um an older uh an older person that um that is supposed to be in, in charge of their own pills.

I: Mhm.

P: And you see that you're, you're taking the pills out of the blister pack, how do you know they're taking the pills?

O: Mhm.

I: That's true.

O: That's-

I: We can't actually-

P: And they might be forgetful and they may not take it.

I: Mhm, okay. Do you think that if you would be getting that message, that would be helpful? Like if someone forgets to take the medication would that reminder message, would, would have been help?

P: I think it would.

I: Okay.

P: I'm sure it would.

O: Mhm.

I: Okay perfect. Um now we came to your house and thank you so much for letting use uh invade your house. How did you think about that?

P: Oh you didn't invade my house.

O: [Laughs].

I: [Laughs].

P: I always love company [Laughs].

O: [Laughs].

I: How did you-

P: Pardon?

I: How was your experience with the home visit? Like did you find it was, were you comfortable, were you worried-

P: Oh yes, absolutely.

I: Did you feel pressured.

O: Awh.

I: Okay. Okay um so that was my last question but if you have anything else that you would like to share with us?

P: I can't think of any. We covered a lot.

I: Okay perfect. So thank you so much, our interview is done so [O's name 21:02] is gunna turn off the recording.

[End of interview 21:04]