Location: Rec room on 2nd floor of [Place](001-PT home was not available for interview).
Date: Jan 20, 2020
Time: 11.00 a.m.
Attendees:
Participant: PT-001
Interviewer:XXXX
Observer: XXXX
Name of Transcriber: XXXX
Transcribed on: Feb 26, 2020
Checked by: XXXX
Checked on: Month XX, XXX

I: Thank you for participating in this study.

P: Well you are very, very welcome. This is the least I can do.

I: I hope you had good experience so let's talk about that experience. So, my first question is what do you think will happen if you take your medications on time? what is that thing that push you to take your medications on time?

P: Ummm. If you don't take the medication on time the taking pills get close together and longtime will of no and the irregularity of assumption that that. As I have done that despite when it was functioning well. I did not take them sparingly. If I take them at five and I am going to taking them at bedtime just imagine it just stays in your stomach.

Other people walked into the room

I: OK, what do you think will happen if you don't take your medications on time?

P: It is abusing your digestive system, your liver and your kidney.

I: So now let's talk about the blister pack what do you see as advantages of using the smart blister pack? So, you have used it for approx. 7 weeks now and last week starting soon.

P: The blister pack by itself is…. works very well. Is this a different design then other one? I have never use one before, did they all look same?

I: So, they look, they have the same concept there is a little bit of difference in design, they don't have this connectivity design, first of all of them second, they don't have these numbers on the back, they just have breakfast, lunch, supper and bedtime and days of week. They come in different, um…. they look different, but most of them have the same concept the blister packs specifically they have one-week medications, so 4 slots for 7 days, so something like that.

P: Ok. They are similar too. So, I don't know what others are so I can tell you what I observed. So one is when you take the pills out even big ones some time they get stuck, right right there for examples (participants shows the researcher the blister pack). But I do, I have a count system so it really enforces. So, when I don't remember how many. I did not have that before so it just tells you this record (participant points out the pharmacy generate label on the blister pack). So this record is very valuable for many reasons. First of all, even the print out from the pharmacy is very good, but this is very valuable. I know exactly how may and then when the count and then so I don't have to check it anymore. So, I have to take 6 (tablets) at one time and 9 (tablets) on the other so If I have only 5 in my hand first thing I do I check then I know. First it was disconcerting but now it's not. Did I have one week without this, I cannot remember now. Oh, Let's say I had. Those all by itself the weight is very very different then the device attached, it is very heavy so I now just undo that takes a while to learn that. (participant shows how to take the meds out of the blister pack). So, the demonstration I guess in the future or from the pharmacy or whoever in the future would be would help people or the design has to change. This is flimsy (shows the device), the weight of that.

I: OK, so what do you see as disadvantages of using the smart blister pack?

P: I can't think of anything. I don't have any. Just.

I: Ok what else comes to your mind when you think about using the smart blister pack?

P: Space in our case, space storage, where I am going to put it where I won't forget it.

I: OK, what do the people around you think/feel or say about using the smart blister pack for your medication intake?

P: I would say on the whole disinterested, sort of like just not interested, It's not a dramatic thing. I think it's in this day and age it's just progress if they thought anything they will think anything. so get used to change.

I: If you take your medications using the smart blister pack, how will it affect people around you? you just mentioned your spouse, or other family members does it impact people around you?

P: I suspect no effect, no effect.

I: How has the use of the smart blister pack affected the way you take your medication? previously you were taking them out of vials so if you compare what you were doing before and what you did in last couple of weeks if you compare how did it change?

P: The biggest change is. This is related to both parts. The biggest change is great sense of relief. The timing, when we lived in the house and here… the timing is so crucial for some of these pills. If you don't order them well enough in advance the once that have to have the special

clearance the controlled one I think, you can get all screwed up with them especially if you have holiday. once I had the pharmacy doing it so flawlessly That's their job they think of that they order it on time there is a system so that takes a big load off.

I: How about the reminder function that you were getting? Was it helpful, not helpful, were they helping you with anything, nuisances for you?

P: There is a lot of learning goes on here. The learning to handle this. At first when the reminders came on, am I am not good at it I am better at it now then I was. When we moved here first so I had a land line so phone is very important. So, my first reaction is AHHH…….what is it what is it oh this is a reminder to take my pills. For a while there I played combative and I told the message don't tell me right now. I can't handle it right now. Its adjusting to change, it's a big change because if you know the characteristics and even with the message. don't do it with a voice, at least for my kind of people. some people may say it's great but not me. Some may like it. just the formal. As I mentioned earlier, one day I did not take any pills till 5 o'clock. It certainly can screw up the prednisolone problem. It's just I can say that without it, life is not as well controlled. It's very much a plus factor.

I: How useful was this product? Did you find it most useful, least useful, cumbersome or irritating? If you have to use it as your medication management aid?

P: Umm. well now that I have dealt with it. The way for giving it to person who has not dealt with anything like this before, the verbal description of how to use it. Even the pictures are nothing quite like somebody has said that you lift it that way. It's something you are not familiar. It is to do with the fact this is light weight and…… this is heavy, and it should right from the beginning, have a right place to put if you are in a rush to put it any place, it's not stable. That weight is, it will bounce.

I: What skills do you think you need use the smart blister pack? So, like we provided you some training and we gave you the information as instruction sheet so was that enough training

P: A live demonstration. OK. I will tell you this.

I: So, a video link of some kind?

P: I never thought of the video link but yeah. Video link will do it.

I: How would you describe any problems to manage your medications through the smart blister pack? For example, you have already told us about removing medicine from the smart blister pack it was getting stuck? So how did you resolve it?

P: Just by having the count process. I can't think of any other way of doing it.

I: You also mentioned that you were reading the label on the side of the smart blister pack

P: Ok so

I: You have already mentioned about the reminder function/Feedback system via SMS

P: It was awkward, I am surprised to see after I moved here, how many people have shaky hands, I have shaky hands and I have one of the medications for them so that is also a problem with older people who have the shaky hands.

I: So, did you use any knife or fork to take the meds out?

P: No, being a woman, I have fingernails. I never heard my husband complain about it. He never complained so that must be OK for him.

I: So, did you use the fingernails?

P: That part is well designed, It's just the weight on the side. Yes, that need some attention

I: Did you find you had any difficulties because of your shaky hands with using the device or was it OK?

P: Keeping the pills from rolling away when you are taking it

I: So how did you resolve it, did you take them when you were sitting down when you took them?

P: No, you just gotta watch. I guess you can. the count system. Because you saw the at the beginning, I will look at the other side and count. See if you have 6 and then OK. You have the right, I have them in my hand or either there or did they slide out. Maybe you can do a spoon, take them out if you could that- 14 spoons.

I: Or maybe even a little glass.

P: Would not that be nice, with nice cold water.

I: Ok, would you consider using this smart blister pack in the future?

P: Umm. Yes, I would because I can see the problem getting worse. It's bound to, you live longer and you get forgetful so it goes with the territory so I think it is a good investment with time to learn to use it when you are younger.

I: OK. What would make it difficult or prevent you from using this smart blister pack? For example, would cost be an issue?

P: Well, everything is cost dependent if the person is on budget so you have to know. what the total cost would be per month.

I: And you already mentioned about the extra training would be good?

P: Yeah yeah.

I: You already mentioned about the messaging, what about the network or connection, were you getting the messages, like if your cell phone will not work as good as it during the study would that be something. Did you find any issues with that?

P: Well, if my cell phone isn't working, but at the moment the only. My husband has a regular little phone but it's not a computer it's a phone a portable phone. I don't think you can't hook up with that.

I: No, you need a cell phone that can send texts as reminder.

P: Ok, Yeah so, I would not, If it behaves which they do so I won't get the message, Because this blister pack by itself is very good and this (message on cell phone) by itself is very good. very good.

I: How would you describe, so for any individual to manage medication we need that part of our brain which is the cognitive so how was your cognitive ability to manage your medication through the smart pack? Like you understood how to use the blister pack? remember to call the pharmacy? or did you need someone to help with this?

P: When the week is up… in this case they have to get the…. what is the word. ……I have to get the previous one to the pharmacy so that. Because there is only two packs one in use, one in wait so I have to get it in two days and that ……took some getting used to. I was keep forgetting.

I: So, you were using vials before and did you find any difference when you used the blister pack, like you mentioned before you have to remind yourself to call the from the pharmacy, did this impact it anyway, was that process was better or worse than this process or was this process was better or worse?

P: Well, this process is way better, the other one. Well the other thing is … Its twice a day I have to take the container of pills, open everyone, its time consuming, my husband does it once a week, It takes him a good half hour to do it I did not do it, but it's a huge difference.

I: Did you need any help from your husband or did you have to call the pharmacist

P: No, I did not

I: So, you were able to do it all by yourself?

P: Where the problem will be how deteriorating the user are. I think I did good job [laugh] That's when your brain starts going. you like to think like that.

I: Would you like to have that information that how you did over that time? So, this product has the ability to transfer all that information on the portal so I can go on the computer and see how you did. So, do you think that information will be helpful for you how your medication usage was. So, suppose you were to take them at 9 o'clock and you took it at 11 o'clock. Or there is a day when you did not take it completely so it will show us that [patient name] did not take the medication. So not right now but if your husband is the one who is taking care of your medication management. Do you think that information is useful for you or your pharmacist or your physician will have an access?

P: Yeah, it probably would be more useful to others then to me as a patient because if I were deteriorating, I am not going to be able to make any use of it, It's different then when you realize forgetful or logic its different forget I think for the other people.

I: Could you describe any stigma or fear related to the use of the smart pack? I know you were already using a blister pack and you are used to that but anything?

P: No, I am not like, I don't have that problem. But I know people have, it's quite common, fear little bit of paranoia, people have that fear of other people interfering in your life. Just as we were just talking about who should have access to that information… I see it as helpful, the other person from what I know being here. Another person may not. It can be a touchy subject.

I: How would you describe any available social support in terms of using the smart blister pack? I have already asked you that question so I am going to skip it. How do you think the use of the smart blister pack affected your interaction with your pharmacist?

P: It probably improved I guess.

I: in what way?

P: That I had more questions to ask. It depends very well on the business of the pharmacy. I used to go the [pharmacy name] lovely people run it, really really nice, and very very helpful, the business got too big and I would think the busier it is the less time they have to give. And you have talked about the video so it's really does not other than the job of filling up the pack. I had to think that one. All I will say is that working with my pharmacist ……everything… the whole thing is just a gift in out life. Both appreciate the wisdom and advise… of the pharmacist.

I: How would you describe the overall satisfaction with the smart blister pack?

P: Oh, other than its fragility. It is a fragile pack. Other than that, yeah very pleased.

I: I will now ask you some questions about photos, remember we took some photos of your medications at home, how was your experience with using the photos during the study? How did you feel when I took the photos?

P: I just think its personal thing. Oh, my hands never used to look like it (pointing out her hands in instruction sheet). It's very feminine thing.

I: Ok, how about when we were taking the photos, were you worried?

P: Other than that, you, thinking ahead figuring out which types of things to cover and to plan it all, impressed me, the professionalism.

I: Did you find it useful? when we were raking the photos was it irrelevant, was it cumbersome

P: No. not really

I: Did you use these photos other than during the study visit and when?

P: No

I: Would you have used the video link if we had provided you one?

P: Probably once.

I: Would you consider using the photos if you are using the product in the future?

P: Well, the learning process yes. Once you learn it, you would not need to be. I am going to change that. If your memory is going downhill, I don't what like it but it might be good to look at it.

I: How was your experience with the home visit?

P: I will say plus plus plus yes. very pleasant.

I: Did you feel worried, were you pressured or were you relaxed?

P: it's like we had no social interaction so No plus plus

I: Anything else you would like to add about the whole experience or about the product.

P: I think I have covered everything. I did want you to know that [pharmacist name] did not seem to know either that why this does not function any more (points toward cell phone) why I don't get any reminder any more.

I: So, you did not get messages for some time?

P: Also, it did not work around Dec 26

I: OK

P: Also it did not work around Dec 26 so, it's more time that it hasn't work then it has and I wonder whether if it is early on the first time around Dec 26. I knocked it to the ground, and I was horrified because it came apart and I then I pushed it together it seems to go together but other than that since… and it still not working.

I: Ok, something that they noticed that the clips that are holding together are a little on the weaker side so they

P: So, it's the clips that are holding it together?

I: Yes, so these little clips on the either side,

P: So that's it.

I: So, they have got a new adjustment so they are building new clips that are bit bigger so it can hold it better, they are rolling it out in couple of weeks. So may be that can hold it better and solve this problem.

P: Just it gets… aw you have broken it So, you think everything is just screwed up so I guess tell people its sturdy if it is sturdy or caution if it might be breakable.

I: So, some of patients called us and told us that they were not getting any reminders, they were having some issues with the portal.

P: I did not have reminder I have wrote it here oh 17th Jan. Also, I did not get it around Dec 26.

Interviewer asked the patient about the numbering on the back of blister pack

I: So, did you worry about should I open one, should I open two, or were you not looking at that?

P: That's all I needed. I can't even figure out what they mean, they are irrelevant.

I: So, I had one more question how did you, what were your thoughts on phrasing the text messages. I did get the text messages so I am going to read it to you.

P: I like to know why did it get me the feeling defensive?

I: So, maybe it's something in the phrasing originally and may be there is a way for us to soften the phrasing so people don't feel defensive.

Researcher read the 3 text messages

P: I am a wordsmith. One of the things that that with that wording need any help instead of…. is…… Can you read into it a little bit? You can read into that second one it's a little gentle approach and little bit more that's what you had to change.

I: So that second message

P: Nothing wrong with the first one, but you get that message is…. getting very patient with that they are and trying to control it, So that's my feeling.

The husband walked in

P: Oh, that's my husband.

I: We are almost done. So, you felt that the first one was OK the second one need to be toned down a little bit?

P: The second thing is I don't remember…. the whole ring thing. I don't remember the ring thing but the first time the ring is very good……but then the little ding the other time.

I: When I was getting the messages or when I get message it gives me same time so I don't know if you notice the same thing or not. Like the first ring was fine and then it just ding ding ding so like that tone comes. when you receive a message from someone else it's just one ding but I don't know if you have noticed that but I got three four times.

P: Oh…. whatever it did in the beginning it made me panic, yeah yeah. But now I have not had them for quite a while. But I think I would understand it better now.

I: What about the third message? was it too harsh or…

P: I did not mind. I forget to take them be a procrastinating, I had no problems with the three messages, just the wording has to be constantly gentle.

I: So, you have not had a message since Jan 17th so 5 days

P: longer than that

I: Did you feel like when you were getting the messages was it more helpful when you were getting the message?

P: Yes, it was helpful.

I: We will try to see what's going on so. so for your last week you can have those messages I know they are having some issues with the portal.

P: it's a new product.

I: they were updating their portal so may be.

P: OK.

I: Well thank you so much

end of interview