Location: Home of PT-002
Date: Mar 10, 2020
Time: 11:00 AM
Attendees:
Participant: PT-002
Interviewer: XXXX
Observer: XXXX
Name of Transcriber: XXXX
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I: And so the first question I have is what do you think will happen [um] if you take your medications on time?

P: If you take it on time {SP} [uh] it will probably be do a little more balanced in your-- in your daily routine. I mean [uhh] I think [uhh] especially with my diabetes if I miss some then it offsets of course the diabetes. So I think it would regulate very well for people that are on other medications, other than the norm I think. That's how I feel.

I: Okay…okay, and [uhh] what do you think will happen if you don't take your medications on time?

P: [Umm] I would probably forget them totally. That's my own personal thing. I would forget them totally then if I wasn't taking them on time I may look at the-- look at the pills and say oh my goodness I missed supper [um]-- lunch and supper.

I: But does that [umm]-- does that effect something? [Like you know] if you don't take them on time, what's going to happen [like]--?

P: Uh I w-well I imagine there is enough in my system until I pretty well figured out what I -- were I'm missing them… but I would presume that there's enough in my system that would handle everything.

I: Okay, okay so you presume there won't be any symptoms?

P: Oh I don't think there would be any harm, I don't think there would be any harm.

I: Okay if you don't take them on time -- okay and [uhh] What did you see as advantages for using the smart blister pack?

P: {clicks tongue} What would be the advantage, as said [um um uh] for [uh] ones [like] myself that tend to forget here and there, is a great thing to have a reminder. [Ok] Yep that is how I see it.

I: Okay and what would you see as a disadvantage to using the device?

P: I can't really think of one, [ok] nope can't think of one.

I: Okay and [um] now comparing to your normal routine… your routine before using the blister pack, [umm] did your routine change at all? So did you keep the blister pack in the same place as your other one? [umm] Did you take it with you? Did you do [umm]—like was your process different?

P: Well [umm] I keep my-- I keep them on the same place until morning and then if I'm going out then I take that strip, [like you know] the strip for morning, lunch [you know] and that's how I work it and then if [uhh] I just put it on the table and then when it's time for [like] supper or whichever it happened to be so, I take the strip with me.

I: Okay and then with the smart blister pack did you manage to do that because I don't think you can actually pull the strip out?

P: Oh no I took the pills out, you see, and I put them in a little pack I got a little thing in my purse and I took them then--.

I: Okay and so you would take [like] let's say the lunch ones out and the dinnertime ones out?

P: Well I would know if I were to be at home [like you know] so--, but if I was going to be out at supper too well then they would go--I have these little plastic bags I put them in, yup.

I: Okay so just depended on what you're doing during the day?

P: Yeah [umm] I know what I'm doing and where I'm going to be at a certain time, yeah.

I: Okay perfect so then generally speaking you'd leave the device here. You wouldn't be taking it with you on the go?

P: No I would not, no.

I: Okay [umm] other than that were there any changes to how that process worked?

P: Oh it worked pretty good yeah actually [like] I said I put on my [umm]-- my phone thing because it would know whether to take them or not and that's where I got everything but anyway I can't be trusted with it {laughter}.

I: Okay well um, what comes to your mind when you think of using the smart blister pack?

P: Convenience yup, yup convenience. Right? And what I mean by convenience is a little less worry of missing two or three episodes

I: Okay

P: [You know like] consecutive-- [like you know] missing two or three [uh - um] -- [you know] one day at and [umm] maybe least at one point you would know your--

I: Missing

P: --messing up

I: Alright and [umm] what do you think the people around you thought or felt or did they say when you were using a blister pack?

P: [Uhhhh] nobody really ever made comments no. No they were likely happy so [you know] I didn't [you know] bother them all the time with what I'm eating [yeah] no I didn't-- no one seemed to make comments

I: Okay and [umm] how did you feel [like] by using the blister pack did it affect the people around you in any way?

P: No, I don't think so.

I: Okay and [umm] how did taking or using the smart blister pack affect the way you took your medications?

P: [Hmmm] I they were again-- I mean other than the fact of being ahead or whatever everything was normal.

5 minutes

I: So, you were using a blister pack before that didn't have that reminder function right, but this was sending you a reminder. I know it wasn't consistent, but did you find that the reminder was if any good or--?

P: Oh yes definitely, because as I say I go-- I mean there is nothing worse than standing there in the middle of the-- when you're taking your night pills because you are home and seeing a whole strip of pills behind you, you know.

I: Okay

P: Yeah I think that's beneficial, oh yeah that is beneficial.

I: Ok. And how I guess useful did you think the product was in comparison to your original blister pack?

P: Well there again I thought it was good because [uhh] it is just [like] a little bit of a secure, a security blanket [uhmm]

I: Did you feel [like], did you feel-- was there anything that you didn't like about the product [like] the way you were handling with it, [like] as compared to your blister pack?

P: [Umm] no [like] other than panicking when I wasn't getting messages and that I was doing something wrong and then [Pharmacist name] and [Pharmacist name] were [like], just forget about the phone and just [uhh] take your medications.

I: How was your experience of taking the medication out of the blister pack?

P: Ohh that was no problem there none.

I: You didn't find any problems [like] picking them out or poking the pockets or anything?

P: No, no, no

I: Where did you keep the—

P: Medication?

I: --did you keep it around somewhere or [like] the same place where you were using your blister pack?

P: I kept it right there so I could plug it in.

I: So you had the charger all the time?

P: [Mhmm] yup.

I: Okay so [umm] when you were taking the medication out of the blister pack, were you flipping it over to take the pills out or were you scooping the pills out? What kind of process did you use?

P: [Uhh] depends how it was hooked up. If it was hooked up the other way it would be upside down, then I would turn it over and take them out. This time they were straight up so I just go in and get them.

I: Ok, and you didn't need to use any spoon or fork or-- [like you know]?

P: No, no

I: Any other device to [uh] open it up?

P: [Hmmm] no, no that that was the easy part {laughs}.

I: And now [uhh] what skills do you think you would need to use a smart blister pack if we were advertising the product, what would be the skills?

P: A memory, [like] or--or-- or yo-- something, [umm] I found nothing wrong other than the worry I was doing something wrong or not. That's where my stresses came from until [pharmacist name] finally just said let go and [you know] so-- mine.

I: Do you think you needed more training [like you know] -- we should have trained you more?

P: No you just did-- it was very well taught to me; it was just that [umm] I don't know what was wrong with my phone or why things were working the way they were. Oh no I knew exactly what was supposed to be… because of what you didn't tell me [pharmacist name], poor [pharmacist name] told me twenty times.

I: Okay [umm] how did you like the messages? [Like you know] when the message was coming to you, the language of the message was it okay, did you find it [like you know] --?

P: I didn't see it very often but when I saw it-- it explained what I was supposed to do or what I hadn't done or whatever.

I: You didn't find that it was too [uh-- like] -- it was just [you know] telling you to do something right away or something like that, was the language fine

P: No, no it didn't I knew of course I knew what--

I: What about the number, so you were getting three messages when you were getting them… was that an okay number? Or do you think it should be less they should be more or--?

P: [Umm] probably just a reminder and I guess what I would like of course as I said-- it wasn't working all that well but would-- be to know that they realized that I had taken the medication-- yeah.

I: Okay so, some kind of relay system?

P: Yeah relay-- or having me to that I have taken-- they are aware that I had taken it, yeah.

I: You were not sure that--?

I: So you weren't sure it was recording in the system?

P: That's right

I: And that's what was worrying you?

P: That was my biggest concern.

I: Okay and so if we were to add a feature in the product to have that, yes we've noticed you took your medication where would you want that to come from? Would you want that to be

another text saying oh thanks for taking your pills, or do you think you would want something on the device itself to [like] let's say, ding or change colour [umm] what do you think would be better?

P: Yeah that would probably be better, well since I'm not good with the phone probably a change of colour or a [umm] as you say [umm umm] maybe a ding or something of that sort [uh uh]. That probably would be good for me because as I say the phone and I did not get along [you know].

I: Okay, no problem thank you, [umm] now what did you think [umm] on the backside of the blister pack there were the days of the week [umm] going downwards and then there were also the [like] lunch, dinner, supper [umm] and then there were these numbers. Did you like the numbers, did you find them confusing, did you ignore the numbers… what were your thoughts?

10 minutes

P: I just went by the day, yeah and then-- [like] the-- yeah.

I: Okay and what did you feel about, [like] the words on either side of the device, was it big enough, did you like the colours?

P: Oh everything was fine that way, oh yeah.

I: Okay perfect [umm] and would you consider using a smart blister pack [like] this in the future?

P: I would if I-- as I said I could work out in my own means of [uhh] {laughs}. [You know], oh yeah I think-- I think it's a great thing. I-- I especially when [uhh] as you get older you sometimes think you did something and you turn around--, oh no I didn't do it. {laughs}

I: Okay and [umm] in terms of cost, so if we were to bring this to market but we address the sort of concerns that you had mentioned before [umm], do you-- how much do you think that a product like this would cost and how much would you be okay with spending on a product like this if you wanted to keep using it?

P: Hmm that's a good question—{LP}

I: So if you had to say--

I: --pay for it if say [like], [you know] every month yeah, you get 2-4 blister packs and you get that reminder and all that service. What would be a fair price in your eyes that you would be willing to pay, or you can afford?

P: Oh yeah that's-- that's the part [umm] {SP} you stumped me because I-- I really don't know what I would [uhh]-- what I would do.

I: Would you be able to-- willing to pay for it or, no you would not consider buying it if it's not covered by your insurance?

P: Well-- well [uhh] if it wasn't covered by insurance, no I mean [you know] but [ummm ummm] as far as cost [umm] I think it's a bit cheaper than [umm] getting them in the other way if it kept within a balance that you can [you know] what I mean. [Uhh] I paid seventy-five dollars for and then the next time it could be a hundred and fifteen or whatever if it could be a consistent amount--

I: So what do you think would be a fair price consistent amount that you would be willing to pay?

P: For pills? Probably, [uhhh] probably [uhh] fifty - sixty bucks.

I: Fifty - sixty bucks a month okay, okay.

P: Yeah if it was [uhh] right across the board I think because as it is now I am paying what-- yeah.

I: Okay and now let's say this cost $75 for example, so it's a little higher than your anticipated budget, um, would there be family members willing to cover that cost, so that you could have a service like this?

P: No {laughs}

I: Okay [umm] and [uhh] other than cost what other things do you find would be difficult or would prevent you from wanting to or being able to use the smart blister pack in the future?

P: Ohh I [uhh] would only go back to my same if you would be trying to modify that. So I would have no problems.

I: Okay do you think [like you know] using the phone or that technology would be okay for you [like] that's not [like] something that would prevent you?

P: No it wouldn't prevent me [like] I said because if it was those changes, that I would know for sure, rather than the phone was working or it was going properly yeah.

I: Okay, so as long as you have that sense of reassurance--

P: Reassurance that's more so--

I: So [you know] that you were doing this right?

P: Right

I: Then you would be willing to go on with it?

P: Yeah, yeah

I: But now if it was as it is then maybe not--?

P: [Umm] {SP} I'd have to co-- yes yeah I would have to consider [like], I would prefer some changes and then probably I could be more comfortable.

I: Okay right, thank you [umm] now how did you feel about the training process when we came over to your home and we showed you the product?

P: Well I thought you girls were great. Very-- very easy to follow and [uhh] yeah no problem with that either.

I: Perfect now if we were marketing a product like this [umm] do you think that there would be need for more training or less training or do you think like a video and picture would suffice?

P: Hmm [like] maybe a video yeah with [like] explanations going with it yeah I think that would be beneficial.

I: Okay so not necessarily in person training but a video would be okay?

P: [Mhmm]

I: Okay perfect and [umm] what other processes do you think you would need to be able to use the smart blister pack, for example [umm] to understand how to use the blister pack [umm] a video would suffice right or would you need anything else to understand how to use it?

P: No

I: Okay what about the process of [like] calling the pharmacy and making sure it's ready for you or you have to keep an eye on them [like] the day of the week that they would have to deliver it. If they didn't deliver, was that process-- do you think that process [umm] hard or that is something that you can manage?

15 minutes

P: [Umm] yeah I that's a good one-- [umm] I would probably be fine with [uhh] doing it myself. Yeah [umm] because sometimes-- yeah generally when I get down to the last week I make them aware that I would be coming in yeah.

I: Okay and how did you find the process with this device because I believe you would have to go back and forth a little more frequently than with your previous system [umm], how did you find that whole process of picking up the blister packages and sending them back?

P: Oh I found it no problem, that was no problem I would have to go anyway, so yeah {SP} I wouldn't want to let [pharmacist name] have an easy week {laughter}

I: Perfect [umm] did you find you needed someone to help you with any of the tasks involved with the blister pack?

P: Oh just the conversations that [Pharmacist name] and I had, yeah no nobody outside of [pharmacist name].

I: Okay perfect and [uh] did you feel and experience any stigma or fear relating to using this device?

P: Just the worrying part [umm] I didn't fear it but-- but I-- just the worrying part [like you know] I'm a constant worrier anyhow so yeah.

I: But in [like] terms of the people around you, you weren't worried about them that--?

P: Oh no I don't care what people think.

I: Okay perfect and [umm] did you have any social support when it came to using this product?

P: No

I: Okay [umm] and how do you think that using the smart blister pack affected your interaction with your pharmacist?

P: Oh [umm] I think everything was alright I-- as I say I'm sure that there were times where they thought, oh no she's back {laughter} but I think in general I find them to be a very good bunch, so I found no problem.

I: Okay did you find you were coming in more frequently and chatting with them more frequently because of the use of this product?

P: Oh no, no, no I'm there enough so {laughs}.

I: And [umm] how would you describe your overall satisfaction with the smart blister pack?

P: Well as I said if it was working--, obviously it was to an extent, if everything was the way it is I-- I would be very comfortable with it yup.

I: Okay and [umm] now at the beginning of when we came over and trained you with the product we had taken pictures of your hands using the product, [umm] how was your experience with [like] taking those pictures and that process?

P: That was fine yeah, oh yeah.

I: You didn’t feel [like] that [you know] that we are [like]-- you didn't feel conscious about it?

P: No, no, no, no

I: Also we took picture of your medication, where you were storing them so--

P: Oh no, it didn't bother me no, no.

I: Okay and [umm] with the actual print out that we gave you later on, did you use that print out in any way?

P: [Umm] no because I [like]-- I no because I didn't find that I had any other problems.

I: Okay that alright no problem [umm] {SP}, so let's say if you were using this product in the future would you consider going back to that photo to, I guess remind yourself of how to use the product or would you prefer a video to remind you how to use the product?

P: Ohh well just the pictures would be fine, because it's not that overly complicated [you know].

I: Okay alright and [uhh] how was your overall experience with having us come over to your house and chatting with you like this versus meeting somewhere else and doing this process?

P: [Uhh] I think-- I think it's nice when you just come here it's [uhh] I think it’s a little more relaxing whereas if you go to the doctors or something [like] that [you know] you get all up tight [you know] no I think-- I think it was great [yeah] this way, this procedure was very nice.

I: Okay excellent

I: Anything else you would like to add [uhh] any other comments or suggestions or feelings?

P: No I think we covered everything, as I said if it knew I was taking them and letting me know that I should be taking them and letting me know that I took them

I: Okay well thank you so much

P: Yes, thank you

Interview ends