Location: Home of PT-011
Date: Mar 10, 2020
Time: 10:00 AM
Attendees:

Participant: PT-011
Interviewer: XXXX
Observer:XXXX

Name of Transcriber: XXXX
Transcribed on: March 17, 2020
Checked by:XXXX
Checked on: March 20, 2020

I: Um but the first question I had was what do you think will happen if you take your medications on time?
P: Actually I think it gives your-your um body more stability like it's it knows when you take them you know that you should take them... I try to take them that same time every time…
I: Mhm
P: …I just think because them your body gets used to having them at a certain time so then it sorta works better that way, in my mind anyway.
I: Okay
P: As well…
I: Yeah.
P: …the only one I had trouble with was my supper pill, I have trouble getting it exactly all the time but morning and night not a problem, but for some reason the supper one I… I leave… [inaudible 00:47] what's that word? Saunter [laughs]
I: Yeah. Sometimes you take it a little early, sometimes you take it a little late
P: Exactly.
I: Okay.
P: …because sometimes if I have appointments or something then I have to take it a little bit later
I: Mhm
P: …if I don't have appointments and then I take it a little bit early. I try to take it roughly the same time but it doesn't work.
I: Okay.
P: Okay.
I: Alright, and um you kind of eluted to this but what do you think will happen if you don't take your medications on time?
P: For some reason I just have this funny feeling that like something is off…

I: Mhm
P: …and so on and I think like if you have that consistency that it seems to work better
I: Yeah.
P: cause before I used to have them all over the place when I took the pills but when I started with even originally bl-blister pack I did take them every day cause I was normally pretty time scheduled…
I: Mhm
P: …but I just seemed to, things were seemed to be more um level.
I: Okay.
P: And so on compared to before when I was like up and down all over the place.
I: Okay
P: Maybe it's just me but that's just the way I feel, I feel if I take everything at the same time it seems to work
I: Mhm
P: And so on, so yeah
I: Okay thank you. Um and what did you see as advantages when you were using the smart blister pack?
P: Well I did like the part when I'd if I did forget it would remind me, now we did have that little problem in the beginning,
I: Yeah.
P: And so on…
I: [Exhale]
P: And um, but them um everything seemed to work fine a-and now one night it didn't work at all, for some reason
I: Okay.
P: Because I accidentally set all my pills back to the um pharmacy because she wanted all the blister packs…
I: Yup.
P: Well, last time I sent them all to her to put, she was changing medication, so this time I sent them all to her well then, they were, the driver was supposed to bring them back but he never, so I never took my pills that night.
I: Oh.
P: But they brought them back the next morning and so on but the, there was no um…
I2: Reminder
P: That it did...
I2: Okay
P: Didn't get them.
I2: That you missed the dose, okay.

I: Okay.
P: And so on. Now sometimes I'll get a little green light and sometimes I don't
I: Oh okay.
P: I'm not sure why…
I2: So…
P: …ether way
I1: On the device?
I2: …that green light was more for the device connectivity
P: Oh okay.
I2: Yeah…
I: Yeah.
I2: …it wasn't a reminder for you
P: Oh no I didn't…
I2: Yeah okay.
P: … I knew that part, but sometimes it would work…
I2: You will see
P: …when I took the pills out and sometimes it didn't.
I2: Ah.
I1: Okay.
P: And so on.
I2: But did you find that reminder was helpful, like if…
P: Yes.
I2: Okay.
P: But then another problem I [inaudible] had, sometimes my phone works and sometimes it doesn't.
I1: Mm.
P: Like to tell me like notifications…
I: Yup.
P: Someday I can go all day today and I-It doesn't work, and I can go tomorrow…
I: Okay.
P: …but then the third day it works.
I: Okay.
I2: Okay.
P: No rhyme or reason, I don't touch it, but for some reason it doesn't always wanna tell me that there's a reminder. I had to keep checking it…
I: Mhm
P: But…

I2: What about the message that you were getting? Did you like that message, or did you have any comment about that message? You know how it was sending you those reminders?
P: Yes.
I1: Mhm.
P: No, I do like that cause it was nice and simple to remind you that you did forget which is great.
I2: What about the language of the message? Was it okay?
P: Yes.
I: Okay.
P: Yup I did like that as well.
I1: You didn't feel…
I: Okay.
I2: Okay.
P: Yeah.
I2: And the three messages, the number of messages, was that, okay? Or do you feel like there should be less, there should be more?
P: No, I think the three were good.
I1: Okay.
P: Except like I said…
I2: Yes, you did.
P: the one time [inaudible 04:05] [laughs]
I2: [laughs]
P: So [leave it 04:06]
I2: Okay, okay, okay.
P: But yeah, no I do like the three cause, like I said with my phone I might not hear the first two but I might hear the third one.
I2: Okay.
I: Okay.
I2: So, you had a blister pack, which…
P: Sorry.
I: No that's okay.
I2: …so you had a blister pack before which was a regular blister pack…
P: Right.
I2: …which wasn't reminding you or you were not using any kind of reminder, with this one you had a reminder function…
P: Right.
I2: … so how would you compare both of them?
P: Um the-- the n-new blister pack I just find it awkward.

I: Okay.
P: Um like you know when you're hanging on to it you got that the bar on the one…
I2: Yes.
P: …and then there like it's lopsided.
I2: Okay yeah.
I2: Yes.
P: And for me I kept losing my pills.
I2: Oh kay
P: Because it was lopsided it wasn't, I tried to get into the hole okay, but sometimes because it's…
I2: That, that
P: … heavier on one side, not the other the pills would come flying out.
I: Oh okay.
5 minutes
P: Sometimes I lost them [laughs], I'd hate to see what's under the fridge [laughs].
I2: Okay, okay makes sense.
P: But that's the only thing I found the real problem was…
I2: Okay, okay.
I: Mhm
P: … It's, I got used to it as the time went on, but I kept losing the pills.
I: Okay, okay.
P: Now sometimes I have a few extras, cause I had um, when they didn't finish one thing, they and started a new pill, but I still had something I could take if it did.
I2: You had some extra like in that previous blister pack…
P: Right.
I2: …which you used if you missed those pills.
P: That's right.
[Inaudible 05:27]
I2: Okay.
I: Okay.
P: And so on, but the only thing I found was it was just awkward, for me anyway.
I: Okay.
P: Okay.
I: Did you come up with any kind of strategies to help you take the pills out while you were working with the blister pack?
P: Well, what I did was I-i turned it so that the heavy part was on this side.
I: Okay.
P: And then I could punch it, pun- [inaudible 05:48] so ba-basically do it upside down.

I: Okay.
I2: Oh okay.
P: So that then I had more control with holding with my left hand cuz…
I: I see.
P: …the right hand was pulling the pills out.
I: Okay, that makes sense.
P: And so on. But yeah, when I had it the other way around oh dear [another story 06:00].
I2: Okay.
I2: Hm.
P: course then I to get the [inaudible 06:02] [laughs]. That was quite interesting [laughs]. But like I said that was only a little problem
I: Okay
P: And so on.
I: Okay, um.
P: And I think because I was used to, d-using the blister pack…
I: Mhm.
P: …previously I think that helped a lot too as well, cause then I sorta had an idea what it was going to, how to work it…
I2: Mhm.
P: …and everything else as well.
I2: Okay.
P: Yeah.
I: Okay. So, did you in terms of um, your, the learning experience do you, did you feel like it was hard to start using the new blister pack or?
P: No, I thought it was pretty easy.
I: Okay.
P: Like I said, I'd done it before, so I had an idea…
I: Mhm
P: …but I thought it was real easy, which is nice.
I: Okay.
P: With [inaudible 06:45] you don't like complicated things somedays [laughs]…
I: [inaudible 06:48]
P: …like the TV that's a complicated thing [laughs]
I: [laughs]
P: Sorry I get off track once and a while.
I: No.
[crosstalk inaudible 06:55]

I: So, I was going to ask um would you mind comparing your original process with your blister pack to your process now with the new blister pack, did you keep them in the same place for example, um?
P: Yeah, I did.
I: …what was your routine like with the new one verses the old one?
P: Well, I used to, like I'd get up in the morning do my usual and then I'd come out and take my pills and put it back right where it was…
I: Mhm.
P: …and the some with the new one as well and it just seemed if I leave it right in one spot it works fine. If I move it around, I forget where I put it.
I2: Okay.
I: Okay.
P: Not on purpose, it just…
I: Mhm
P: ...it's like everything else, like if I put something down, leave it there, don't move it, if [laughs] then it get lost.
I: [laugh]
P: [inaudible 07:39] But yeah so basically the same the same idea.
I: Okay.
P: Other than being the awkwardness.
I: Mhm.
P: And so on.
I: Did you end up, let's say if you had an appointment or something to go to did you take it with you as well? Or would you leave it at home?
P: I left it at home, but I would take the pills out.
I2: Okay.
I: Okay, so you would take your dose earlier then?
P: Right.
I: Okay.
P: Or I would um, um, you know take it in a little vial…
I: Yeah.
P: …and put the pills in it and then take it with me.
I2: Okay.
I: Oh okay.
P: So that way there were all in one spot and I would just have to open it up and take them. Like yesterday was an example of that, and so on.
I: Mhm.

P: I took all my pills in the morning, but I couldn't take the um, Janumet pill because you have to eat it with food. Well, I can't eat when I go out for an appointment, so I had it afterwards.
I: Okay.
P: So I just opened up the vial and away I went.
I: Hm, okay.
P: Yeah.
I: Perfect.
P: Generally it's the, it's the morning um Janumet that I usually have to do that with.
I: Okay.
P: Sometimes it's the supper but not very often. But I just do it the same way, just got used to it that way [laughs].
I: Okay, yeah [laughs].
P: And because I take so many of them it makes a difference cause this way, they're all in one spot.
I: Mhm.
P: And so on. Instead of, like before I would have some in, I'd have pill bottles all over the place, and then try to remember to call the pharmacy to order more or in when my next delivery was and cause I try to order the pills on the same day my deliveries come in…
I: Mhm.
P: …so that they don't have to make extra trips, ah sometimes that got all messed up and so on. That's why we went to the blister pack cause I was…
I: Mhm
P: …being overwhelmed with the pills [laughs]
I: Yeah, it's challenging to have to organize so many pills.
P: Exactly. And then they got most of them in the blister pack but then sometimes if I had to take a new one, they would just leave it out on the vial u-until I was ready to make sure that's the pill, I was gunna take for a while.
I: Okay.
P: Which makes sense.
I: Yeah.
P: And then eventually I did get all the pills into the blister pack except for a couple but that's okay. Then I just managed them the other way.
I: Mhm.
P: It's a lot easier to manage two of the manage, twelve or whatever how many I take [laughs]
I: Of course, yeah, okay.
P: Okay.
I: So now what comes, what else comes to your mind when you think about using the smart blister pack? Like what kind of feelings come to your mind?

10 minutes
P: Um, I did like it like I said…
I: Mhm.
P. …and it was um, it's nice and handy that it's all in one spot.
I: Okay.
P: And so on. And I, they put the list of the pills on the other side as well, on the paper…
I: Mhm.
P: …so that that way you know what exactly in there as well.
I: Okay.
P: But I did like that part. But I do like cause it's all in one spot.
I: Okay.
P: That you don't have to look for--
I: Don't have to look for.
P: And if I needed the um cardboard listing of all the pills, I can just rip it off and take it with me.
I: Yeah.
P: Where half the time I would have to sit there and write out every pill out [gasps] writer's cramp [laughs].
I: Awh [laughs]. Um and now what did you, what do the people around you think or feel or say when you were using the smart blister pack?
P: Actually, nobody's seen me use it cause there usually…
I: Okay.
P: …they're not here when I take my pills.
I: Okay.
P: And so on. So, they don't really see me using them.
I: Do you think they would say or think or [have anything 10:55]?
P: They would probably think it was a good idea.
I: Okay.
P: And so on. But like I said it's always the supper one I seem to…
I: Mhm.
P: …dilly dally at for some reason.
I: Hm.
P: I-I don't know if it's because I think the ones in the morning and night are more important because they're the ones with the-the um cholesterol and the blood pressure and everything else.
I: Mhm.
P: But the supper it's only the Janumet and another pill that I take.
I: Mhm.

P: But it sometimes just feels like ah it's only that one I t-ts [stay on 11:23] [laughs]. I shouldn't be like that but once and a while.
I: Yeah.
P: Yeah.
I: Okay. Um and now, now if you're taking your medications with that smart blister pack, um how do you feel it'll affect the people around you? Do you think it'll affect people around you?
P: Well I think it-it'll make me more level like it'll…
I: Mhm.
P: …I've-I would have those up and downs swings like I used to.
I: Yeah.
P: Not that they were big swings or anything, I'm usually pretty much the same all the time but once in a while it just, I-I assumed it was the pills cause I would take them at different times.
I: Okay.
I2: Mhm.
P: Sometimes I'd take them at eight, sometimes I'd take them at ten. But now I try to take them around between nine and ten. I allow myself an hour.
I: Mhm.
P: And that seems to work better that way.
I: Okay.
I2: Hm.
P: But I think that they noticed that it's pretty much level now…
I2: Mhm.
P: …so that I'm not flip flopping.
I2: So, is your health consistent?
P: Yeah.
I2: You're using the blister pack, okay.
I: Okay.
I2: Yeah, then it's this one or the one you were using before.
P: Before, right.
I2: Mhm, makes sense.
I: Okay. And um, w-how did-useful did you find the product-the product?
P: Um…
I: Or did you find it useful, I guess is the question?
P: Well, I do like the blister pack overall because it-then I don't have to think about which pills to take and get it all organized.
I: Mhm.
P: Especially with that many it's hard to, okay you gotta take these ones at this time, and this one at this time…

I: Hm.
P: …but you gotta take this one, this one, and this one here and it's just too much.
I: Yeah.
P: It's just, it's more organized…
I: Yeah.
P: …with the blister pack.
I: Okay.
P: Where before I was, opening and closing vials and trying to remember which one was which, and when I had to take them [inhales] it was a mess.
I: Yeah.
P: But now it's more organized.
I: Now when you compare, let's say your regular blister pack to the electronic one…
P: Right.
I: …did you find it was more useful than the regular blister pack or would you say they're about the same?
P: No, probably about the same.
I: Or less useful, what would you say?
P: Um, I wouldn't say it was less useful, I would say.... probably about the same.
I: Okay, alright.
P: Because they-they I got so used to the other one…
I: Mhm.
P: …so then the other one, this one just had the little extra with the messages and so on.
I: Mhm, okay so it was like a-a perk almost? [crosstalk 13:36]
P: Exactly, yeah.
I: Okay. And now what kind of skills do you think you need to use the smart blister pack?
P: Nails.
I: Nails?
P: [laughs], sorry. I have-I would have trouble getting my finger in-in the hole.
I: Okay. [inaudible 13:56]
P: Because I don't have nails.
I: Okay.
P: And it's very, sometimes I have to use my keys.
I: Ah.
P: And I would poke, poke it with the keys and then put my finger in and pull it back.
I: Mm, okay.
P: That's the only problem I found because it's connected with those little wires and so on…
I: Yup.

P: …that you were telling me, I-because you have to break it a certain way, sometimes the um, it would bend when I tried to get my…
I: You'd get your finger in.
P: …finger in, it would bend and then it's, I have to try to get it straight again in order to start all over.
I: Okay.
P: And so on.
I: That makes sense, yeah, okay.
P: But yes, since I don't have nails, things make it a little more difficult but then if I had nails it might be another story too, I don't know [laughs].
I: Okay. Um, do you think you'd need any kind of additional training to use the product or anything of that sort?
P: No.
I: No.
P: It's pretty much, you know straight forward and…
I: Mhm.
P: …you really can't mess it up.
I: Okay, okay.
P: And so on. Unless you throw it out the door or something [laughs] [slaps].
I: [laughs].
P: I wouldn't do that though, but you know.
15 minutes
I: [laughs] And ah would you consider using the smart blister pack in the future?
P: I would if it was less awkward.
I: Okay.
P: That's the only real problem I had with it.
I: Mhm.
P: Cause it wasn't, it wasn't the same on both sides, it was lopsided.
I: Heavier on one side, yeah.
P: Yeah, and so on.
I: Okay.
P: And for, I don't know, for some reason it was just, it just felt funny.
I: Okay.
P: I don't know if because I had used the regular blister pack for so many years…
I: Okay.
P: …and now I've gone to this one which is, different…
I: Yeah.
I2: Okay.

P: …and so on.
I: Okay.
P: But like I said it's hard for me in one way because like I said my phone doesn't always pick up messages.
I: Mhm.
P: Which isn't good either cause if you're gunna use it you have to be able to get the messages to remind you that you're forgetting.
I2: So that system you feel like, is not streamed very well.
P: Right.
I: Okay.
P: I don't know what it is with my phone like I said, sometimes it'll work, sometimes it won't.
I2: Mhm.
P: Which isn't good because with the smart blister pack you, need to have it working … [inaudible 16:00]
I2: Yeah.
I: Mhm.
P: …in order to make it, to make the blister pack work for yourself.
I2: Makes sense, okay.
I: Mhm it does make sense.
P: Yeah.
I: Okay. Um and let's say if you were going to purchase this product, let's say it was on the market and they fixed the concerns that you had with the product.
P: Right.
I: Um how much would you be willing to pay for it? Like what do you think the products worth?
P: Oh? Now that's a good question.
I: [laughs]
P: I never even thought of that.
I: [laughs]
P: Cause see all of my, all my um medications are paid by dis- [Name of insurance provider].
I2: Mhm.
I: Okay.
P: So I don't know if that would be included?
I2: So, so just, we'll give you a scenario so say for example if it's not covered by the insurance plan…
P: Right.
I2: …would you be, what would be the price that you would say is fair to pay for the product, and is it really worth that much? So you know…
P: Oh I see.

I2: On a monthly basis, like you know if you have to pay every month something do you think that there you can put a number on that or?
P: So I would have to have four a month.
I2: So for, so for example every month you get four of those.
P: Right.
I2: And with that, like you know you're getting the message so if there is a service charge or something like that, what would you put a number on that?
P: Oo, see for me it's hard because I have different expenses every month.
I2: Okay.
I: Mhm.
P: So some months I might have a little bit extra but some months I don't.
I2: So just a ballpark number, on an average.
I: Yeah.
P: Um, hm [laughs].
I2: Any number?
I: [laughs].
P: Well especially if-if it's four times a month, like maybe ten dollars or something?
I2: Okay [fair enough 17:38]
I: Okay, okay, yeah.
P: But like it depends like I said every month is different for more.
I: Yeah.
P: I don't know why but it just works out.
I: That's okay.
I2: That's fine.
P: Yeah. And I don't do any fancy stuff or anything else…
I2: [laughs].
I: Yeah.
P: …because you know you don't get a lot of money…
I2: Yeah.
P: …with that but they do cover the um…
I2: Medications.
P: …pills and everything
I2: Yes.
I: Mhm.
P: Thank goodness.
I2: Yes.
P: And so on. But…
I2: Okay.

P: …otherwise I don't know how I would ever afford my pills [laughs].
I: Okay.
I2: But cost would be the issue for you right?
P: Yeah.
I2: Like for example if it's not covered then that's something that you would consider of not using it? Right.
P: Exactly, yup.
I2: Okay perfect, yup, okay.
P: Cause the other one you don't have to pay for.
I2: Yes.
I: Yeah.
P: And then of course if I got the bl-the smart one, and then, but then I'd have to have my phone working.
I2: Yes.
I: Yeah.
P: So there's all these little…
I2: Okay.
I: Makes sense.
P: It's like a little flow chart, if this doesn't work you can do this…
I2: [laughs].
P: …if this doesn't, if it works you can do this, it's like [laughs].
I: Yeah.
I2: Perfect.
I: Okay.
P: Okay.
I: Thank you. Um, so…
P: Cause I know it'll probably take a bit to put them all together because of the material on everything.
I2: Mhm.
I: Mhm.
P: And so on.
I: Okay.
P: But it would be just something else that you would have to sorta, judge to how what you can do or can't do.
I: Okay.
I2: Mhm.
P: Like some months I could do it but other months I might not be able to.
I2: Okay okay perfect.

I: Yeah.
P: Yeah.
I: Okay.
P: Okay.
I: Thank you. Um…
P: [coughs].
I: …now what would make it difficult or prevent you from using the smart blister pack? So, for example um product characteristics, or um the technology within it, what would be some things that would, maybe stop you from wanting to use that product?
P: Um, actually I don't think there's anything.
I: Mhm
I2: Okay.
P: If just, if it was a little bit easier to poke.
I: To poke, okay.
I2: Okay.
P: Yeah, and so on.
I: Perfect.
P: I do like the part where it's clear though.
I2: Okay.
P: Cause when I do, when I get the blister pack, I check to make sure that every, every little bubble has all the same pills in it.
I2: Mhm.
I: Yeah.
I2: Okay.
I: Okay.
P: I don't know why…
I: It's okay.
P: …cause I know the pharmacy knows what they're doing, it's just, I don't know what it is [laughs]
I2: [laughs]
P: But I just check to make sure…
I: Yeah.
P: … but when I take the pills out, I check them all. I mean I count them.
I2: Mhm.
I: Yeah.
P: Because sometimes they escape.
I: Yeah.
I2: Oh okay, that makes sense

P: They're like a hamster, they escape sometimes. So, I have to make sure I've got exactly nine, if I don't have nine, I have to go looking [laughs]
[inaudible 19:55]
I: [laughs]
I2: So, do you compare it with the, um ah, information on the side…
20 minutes
P: Yes.
I2: …of the blister pack? You see how many you're supposed to take in the morning and then you count them?
P: That's right.
I2: Okay perfect okay.
P: Yup.
I: Okay.
I2: That makes sense.
P: So now I take nine and two and then I take five.
I2: Okay perfect.
I: Okay.
P: And I know the colours.
I2: Colours, okay.
P: Cause there's so many different colours [laughs].
I: [laughs]
I2: [laughs] Okay good.
I: Perfect.
I2: Um how did you like that thing where you know it was saying like breakfast, lunch, supper and it was coloured?
P: Right.
I2: Was it helpful in any way, or?
P: Yeah.
I2: Okay.
P: Yeah, because I always start mine on a Saturday.
I2: Okay.
I: Mhm.
P: And, I'd always have to start at the second row from the bottom.
I2: Okay.
P: But otherwise, I would just start at the top and then I'd be all…
I2: Okay.
P: …mixed up.
I: Mixed up, okay.

I2: Mhm.
P: Because then I'd be starting at the top which I shouldn't be.
I2: Okay. And the numbers at the back did they bother you? You know how the blister pack had like one, two, three, four, numeric numbers at the back. Did you notice them? Or was that not something that you noticed at all?
P: I didn't notice them.
I2: Okay, perfect.
I: Okay, that's alright.
I2: I-that's alright, that's perfectly fine.
P: Now I'm curious [laughs]
I2: [laughs]
I: [laughs] So it-if this was the blister pack it would have um lunch supper and then it have one, two, three, four.
I2: I'll show you-show you that picture.
P: Oh, those numbers.
I: We can.
I2: Yeah, we'll show you that picture
P: Well, the-it's very confusing.
I2: Okay yeah so…
I: Here, so if you take a look there…
P: Oh yes.
I: …it's got the numbers and the…
P: Oh, those numbers.
I: …the days of the week on that side, and then it ha-…
P: Okay. Well, see the problem with that is it-like me it didn't correspond.
I: Mhm.
P: Cause I would start with number twenty-one.
I2: Okay.
I: Oh okay.
P: And because it's, because of when I start taking taking them…
I2: Makes sense.
P: …yeah.
I: Okay.
P: I would start, I can't start at one cause it's the wrong date.
I2: So, if the numbers won't be there would that something that would be better or?
P: Well, it would help.
I: Okay.
P: And so on.

I2: Okay.
P: Cause for, like I said, but I just got used to, I know I have to start at twenty-one and then continue on.
I2: Okay.
P: Cause I do the bottom two and then start.
I: Okay.
P: But it would just look funny think, oh this is number one, no no no no no [laughs]
I: Okay.
P: Yeah.
I: Um now I had a question going back to cost of the product.
P: Okay.
I: Now let's say the product costs, let's say $30 a month.
P: Okay.
I: And it wasn't covered.
P: Right.
I: Um but you still wanted to use the product. Would you have like family members or someone for example who would be willing to pay for that product on your behalf? Is that something…
P: Um no.
I: No?
P: No.
I: Okay.
P: Unfortunately...
I: That's okay.
I2: Okay.
I: Yeah.
P: [laughs]
I: Because sometimes products like these are marketed towards family members.
P: That's right.
I: As a way of helping.
P: Yeah.
I: So that's why we were curious and asking that kind of question.
P: Oh okay.
I: Yeah.
P: Yeah, it wouldn't work at all.
I: No, okay.
P: Unfortunately, like I said but [laughs]
I: Um and now we kind of talked about this a little bit but um, how did you find like you, so you understood how to use the blister pack.

P: Right.
I: And you found it very easy to learn how to use it.
P: Right.
I: Um now how was the process of picking up the blister pack from the pharmacy and dropping it back off? Because from what I understand we had to a couple more trips…
P: Yeah.
I: …during the week.
P: Yup.
I: So how was that process?
P: Actually, it's not bad. It-um I would either call-they would call me and let me know that they needed the blister packs back. So, then they would send a driver out, pick them up, and then take them back.
I: Mhm.
P: They would do what they needed to do and then they would bring them back to me. Or they wait till Thursday morning and then brought them back on Thursday.
I: Okay.
P: And so on. So yeah, they look after me pretty good there.
I2: Okay.
I: Okay.
P: As well thank goodness [laughs]. But yeah, they just send the driver out and so on.
I: Okay.
P: To get over there.
I: Perfect alright, and um did you have any like stigma or fear related to using the smart blister pack.
P: No.
I: No.
P: Pretty simple.
I: Okay.
P: I like simple things.
I: And did you have any of them available support for using the smart blister pack?
P: No.
I2: Other than your pharmacy.
P: Yeah.
I: Yeah.
I2: Okay, okay.
I: Okay.
P: Just the pharmacy.
I2: Okay.

P: Like I said they look after me really well.
I2: Good.
I: Okay. And how do you think that the, using the smart blister pack helped with the interaction with your pharmacist?
P: Um, actually pretty good because then if I-if I knew there was something wrong, I could just call them up and say you know there's something missing or there's-there's this one too much or something has changed.
I: Mhm.
P: But generally, they put a little note on it saying, we're out of this for now so-your well we've changed you over to this pill.
I: Okay.
P: So, if they don't um if they don't tell me they may leave me a little note on the blister pack telling me that's what that changed.
I: Okay so…
P: And then eventually it goes back to normal again.
I: Okay.
P: Yeah.
I: So, did you find you communicated more with your pharmacist?
P: Yes.
I: During this process?
P: Yeah.
I: Okay. And um how would you describe your overall satisfaction with the smart blister pack?
25 minutes
P: Actually, it was pretty good, other than the awkwardness and so on.
I: Mhm.
P: Or the phone.
I: Okay.
P: And so on.
I: Okay.
P: But that's the only part I hated because I didn't-I didn't know if I did miss it if it'd why it didn't go off or any but that's cause the phone wasn't working.
I: Mhm.
P: Which is what I don't like, I but-I've taken it in, and nobody can tell me what's wrong with it.
I: Hm, okay.
P: So, it's like well what's the point of having a phone if you can't, you know…
I: Yeah.
P: …hear it ring or text or whatever but.
I: Huh.

P: Very strange.
I: Hm, okay.
P: That's the only problem I had with it.
I2: Okay.
I: Yeah, is that it's…
P: [inaudible 25:35]
I: …connected to the phone.
P: Yeah.
I: And that, either the phone's not reliable or it's not necessarily sending those messages.
P: Exactly.
I: Okay.
P: Cause I hadn't got any messages at all for like-like the last part of the-of the program. And but I don't know if that's because, well I was taking the pills on time except for the one…
I: Yeah.
P: …night that I, accidently sent them back.
I: Yeah.
P: But I never got any messages…
I2: Okay.
I: …and I even checked to make sure, cause I'm think oh no it's gunna start telling me all those messages again.
I2: Mhm.
I: Yeah.
P: But it didn't…
I: Okay.
P: …it didn't send anything.
I2: Okay.
I: Okay.
P: Then I was worried, but I was still okay cause I knew they were coming the next morning. [plastic sounds 26:13]
I: Yeah
P: And so on, but yeah.
I: Okay, okay. And so, was your experience with the, using the photos for the study? I don't think…
I2: So…
I: Cause you…
P: The photos?
I2: We can to your house, and we took your pictures, like you know…
I: Yeah.

I2: …with your hands and like also where you store your medication. How did you find that process like?
P: Oh…
I: Yeah.
P: …I remember you taking picture of the pills, I don't remember of the hands.
I2: No, we did take pictures of your hands [laughs].
P: [laughs] Sorry.
I2: That's okay.
I: That's okay.
I2: That's perfectly fine, like…
P: [laughs]
I2: …how did you find that, was it like something like you know you were kind of, you know, you found that was relevant? You found that was kind of like you know, um not nice or relaxed or you felt pressured or like, how did you find that?
P: Well to me it didn't matter either way but because I keep them all in the same spot all the time it was fine.
I2: Okay.
P: Only because I can reach everything there.
I: Yeah.
P: And so on. But other than that, like I don't usually move them around.
I2: Okay.
I: Okay.
P: Like if I put them in the-you're not supposed to keep, you know you sh-years ago you kept your pills in the bathroom.
I2: Mhm.
P: Well, I can't reach up there.
I2: Oh, okay.
I: Mhm.
P: So, the only place I can reach is there where it's out of the way and they're not gunna get spilt or anything.
I: Yeah.
I2: Okay.
P: Or knock them off and I run them over with the wheelchair.
I: Okay.
P: That's not good either.
I: Mhm.
P: Let me tell ya [laughs]
I: [laughs] Awh okay.

P: But um usually it's pretty good if I leave it in one spot.
I: Okay.
I2: Okay.
P: And so on. But yeah.
I: Okay, and how was your experience with the house visits? So, with having like the, [Researcher name] and I think [Researcher name] came the first few times, coming into the house and chatting with you?
P: Oh, that was great. Cause then they could give me the inside on everything, and they explained everything well and-and like I say [Researcher name] showed me how to you know use it and so on.
I: Mhm.
P: So, it was good.
I: Okay.
P: And like I said I guess I used it before, I sorta had an idea.
I: Yeah.
P: Other than making sure I just connected all the little wires.
I: Okay.
P: That was in there [laughs]
I: Excellent. Um I think those are all of my questions then. [Researcher name] did you have any other questions that you wanted to ask?
I2: No, I think that was pretty much it, yup.
I: Yup.
P: Yeah
I: Alright, I'm going to stop that.
[turns off tape 28:31]

[second recording 00:00]
P: Everything's pretty much straight forward.
I: Okay.
P: Um.
I2: Mhm.
P: Like I said I've gotten used to the blister pack so I do like it.
I2: Okay.
I: Okay.
P: I don't think I could go back.
I: Okay.
P: You know the old way.
I: To the vials, right?

P: Yeah, because…
I: Yeah.
P: …every pill is different of course. You gotta take half of this one or three of this one or one of this one ugh, it's much better the way it is in the blister pack.
I2: Okay.
I: Yeah.
P: Cause I was talking to my nurse about it one day and that's what she suggested, to you know get a hold of the pharmacy and-and set it all up, so that's what they did.
I2: Okay perfect.
P: But cause like I said my stove was always covered with pills…
I2: Mm.
P: …and then to keep track of it all ugh.
I2: Okay, good.
P: Not that I have, I don't do much in the mornings and stuff but jus-the last thing you wanna do is think about, what pills you take…
I2: Yeah.
P: …and what not to take [laughs]. Cause you don't wanna take the wrong pills at the wrong time.
I2: Okay.
P: So, with the blister packs it's a lot easier that way.
I: Okay.
I2: Mhm okay thank you so much.
P: You're welcome. [00:56]