Location: Three-Way Audio Call
Date: Mar 25, 2020
Time: 3:00 PM
Attendees:
Participant: PT-015
Interviewer: XXXX
Observer: XXXX
Name of Transcriber: XXXX
Transcribed on: March 25, 2020
Checked by: XXXX
Checked on: April 3, 2020

I: [00:00] Perfect.

O: And it's running.

I: Okay. So, my first question for you is um what do you think will happen if you take your medications on time? What is it that makes you um take your medication on time?

P: Um, my brain probably. [Okay] Like you know, I just, you just get used to doing it on time um... but I understand that as you older and older and older, um you know it, this memory part might disappear. Right now, I'm fine um I feel, I used this-this new apparatus that same way as I used my own, my old pill container and it's worked out well.

I: OK perfect, um so what do you think will happen if you will not take your medications on time?

P: Well, you're [laughs] what would happen if, well first of all if you don't take them on time, um I suppose if you're only out a few, a little bit it won't matter but if you're going to miss day after day, um then [Mhm] if you don't take it, it's not going any good. [Okay] I mean the doctor has prescribed-prescribed it for you to take for a reason.

I: Okay perfect. So, you used that smart blister pack for last eight weeks, um [Yeah] what do you see as advantages of using that type of pack? Did you see any advantage or any disadvantage?

P: Um well there was once, ah okay um, I noticed it several times I was notified even though I had taken my pills um, and uhh once I wasn't notified March 8th even though I hadn't taken ev-evening meds until about 1:20 in the um morning. Um I woke up to go to the washroom and realized I hadn't taken them so took them then. Um [Okay] but m-my only, you know I-I have no qualms about using it, using the apparatus, my only thing is, it is of little value if you don't

have an I-Phone. [Okay perfect okay] Now trying to rely on[Husband name] you know um was not the answer. [Okay] And I-you really need to have an ah, one of your own I-Phones [laughs]

I: Okay.

P: And you know, and um yeah. Um that-that is my, you know, I didn't find them awkward, I um I thought I lost a pill once, but I found it [laughs] it had jumped into another compartment when I was taking it out, but you know, there was, it was [Okay], I think I…

I: So, can you, you just said that it jumped out so did you have any trouble opening up those uhh pockets or was it easy for you to…

P: Not, not really. Um sometimes the first one on the top left um was hard to do but um it wasn't impossible so um, and I don't know why the first one on the top left would be any different than any of the others but um, that was…

I: Did you use any kind of um you know knife or fork? [No, no] To kind of [I just used, just used my finger] pull it out? [No I just used my finger].

I: Okay okay.

P: Yup yup

I: Do you feel like using the blister pack changed your medication in take routine, like the way you were using your medications before, did it change anything for you? Or not?

P: No, it didn't because I, you know, what I was using before um was very similar. Um [Okay], oh the one thing it did change is every two weeks I have to fill up my-my own container, you know. [Oh] So I didn't have, I didn't have to fill up these containers so that did change.

I: Okay. Um where did you store it? Like your blister pack. Did you store it in the same place where you were storing your other um, your previous dosset box or did you store it someplace else?

P: No, I stored it in, the-my top dresser drawer.

I: Okay. Was there a reason that you choose that location or was it just kind of…?

P: Well, it-it was too large to-to go where I [Okay] normally put my other one [laughs].

I: Okay perfect okay. But it didn't change your medication administration routine, like…

P: No

I: …you were using the same way you were doing before, okay.

P: Right yes, yup.

I: So, what else comes to your mind [05:00] when you think about using a smart blister pack, the one that you just used? If someone co-, if something comes to your mind.

P: Um I…

I: Like were you hoping [I can] to get something extra out of it? Were you expecting some different some different kind of outcome?

P: No but I can see a time in my life where it would be better, you know. Um, you know, um if I if I was not just relying on my own memory, um right now I'm still able to rely on my own memory.

I: Okay.

P: So maybe if, you know um, maybe somewhere down the line I will, would you know definitely need something like that and something that would tell me that I hadn't used my medication [Okay] I hadn't taken my medication. But for right now, um it, it, it was fine I just used it like I used my own one.

I: Okay um, I know it was just you and your husband living in the house [Uh-huh], but um any other person around you um think or they say something to you about using the blister pack?

P: No because nobody else would have seen it.

I: Okay okay.

P: I took, I took it away with me, I was away for two days [Oh okay] and but my son and daughter-in-law didn't see it [Okay]. I just left it in the room where I was so, yeah.

I: How was your experience with taking it with you? Did you find it was okay size was it too big?

P: Um it no, it, it was fine. Um mine comes apart um so therefore if I was only going to be gone two days, I would maybe take three or four of them, I wouldn't take the whole week, the whole week. But still [Okay] that's, that's minor you know that [Okay]. That is minor yeah. [Okay] Um it'd be, and I'd assume that um, had I been going away here, um for two weeks, um two of them would have been made up for me you know [Okay] you know.

[inaudible cross-talk 07:30]

I: How useful the… Sorry, sorry go ahead.

P: No it, if you understand what I mean by that, you know like, um because say only, you know it only can once a week when I needed it um [Uh-huh] but if I were, been out of, if I had been up at the country or something I would have needed to have it come [More than one], more, yeah yeah, more than [Okay okay] yup.

I: Um how useful you think that the product was? Do you feel it was most useful, least useful, was it cumbersome, was it irritating?

P: Ah no I d-, I-I didn't find that it was irritating or anything like that, ah it-it's served its purpose. Um ah, yeah no it's served its purpose and I can understand that you know, that eventually it would be needed [Okay] I just probably don't need it yet [laughs]. But no um.

I: Okay thank you. Um what skills do you think you need to use the smart blister pack? Did you feel that you needed some kind of a skill maybe like additional training or?

P: Um no, not-not, not really you know. Like you, you could see ads on TV where they used blister packs and you see the women just tearing it off knowing that it, she's got the, her mornings, you know, pills in this little package. Um I don't think that, you know, I don't think it…

I: Okay, you were okay with that training? [Yes] You did mention that you should have your own device, [Yeah] you shouldn't rely on someone else's device like a smart phone or anything.

P: Yup, yup, yup.

I: Okay okay. Um did you have any problems during your medications through the blister pack? So you did mention about it that um you dropped one tablet and you thought that [Yeah] you missed it but then you found it [I found it yes, yeah], okay um. [It's just, it had hopped into the one above it] Okay, [Mhm] and um what about um reading the label? Like you know the label on the side of the blister pack [10:00]? [Yeah] And the label on the back? Was it okay?

P: Okay what, the one at the top um, not the one telling you the days, was in, was incorrect for me. Was correct the first time, [Okay] but then it was, then in was incorrect for the next seven times because [Okay] it said morning, noon, and night and I, I, it just so happened it should of, if the first one said 7 o'clock [Okay] um after, after breakfast and e-,and evening.

I: Okay okay um how about the label from the pharmacy that says what medication you have, was that ay helpful for you? The one on the side, the one that was stick on the side.

P: Um hm.

I: Or did you pay attention to it?

P: No I didn't, it didn't, it [Okay] wasn't one of the things that I even looked at. Just a minute…

I: Okay.

O: Mhm.

P: Okay. Now where should I look?

I: You know on the side where there is a pharmacy label that is printed from the pharmacy inside the blister pack.

P: Inside the blister pack, yeah.

I: One the left side.

P: Okay, yeah, yeah uh-huh, uh-huh okay I see it now, it didn't, it wasn't one of the things I even, yeah. [Okay] That I even looked at.

I: No problem [Yeah]. Um and um my next question is about the reminder. So you know [Uh-huh] the text message you are receiving? Did you have any like concern about it? How did you like the language? How could we make it better?

P: Um how, how could you make it better? Well you see I never actually heard it [Okay] because [Husband name] would just tell me about it.

I: Oh okay, okay.

P: [Laughs] So I don't know. Um [Okay] as I said, um just the times that I recorded um [Mhm] that it, you know I came when I had already taken the medication [Okay]. Um but I had only taken it about an hour previous to that and the other one, um was when I wasn't notified even though I hadn't taken it, yeah.

I: Okay, okay perfect. Um would you consider using this pack in the future? And why or why not?

P: Um, only if I had an I-Phone.

I: Okay.

P: Yup [Okay], then I would consider taking it. Yes using it.

O: And why is that?

I: What would make it difficult-

O: Oh.

I: Sorry.

O: Sorry.

I: Go ahead [Observes name 12:46]. No go ahead.

O: And I'm just wondering why is that? So why only if you had an I-Phone, would it be another phone that would change your mind or um?

P: No but I don't have an I-Phone [Mhm], and so I was getting, I was getting my information from my husband [Mhm], [Okay] and we're not al- we're not always together [Laughs].

O: That makes sense [Mhm]. So if you had your own I-Phone today [Yup] would you then want to continue using the product?

P: Ye-yes, I would [Hm]. The other problem is um I, with the pacemaker and my ear [Mhm], that I have to use, I'm not supposed to use an I-Phone.

O: Mm okay.

I: Okay, okay.

P: [Laughs]

O: That makes sense.

P: So that was another problem [Laughs]. But that [Inaudible crosstalk 13:33].

O: Okay.

P: Yeah.

I: What would make it difficult for you, using this product in the future? So, for example, would cost be an issue?

P: No, no um [Okay] we have a good drug plan, um…

I: How about if the drug plan won't pay for it? So how much would you pay for it?

P: Huh, jee I hadn't even thought of that. Um okay…

I: So if they will, they have to charge um say a monthly subscription fee, say for example like you pay your phone bill every month [Uh-huh], if there would be anything like that, can you um like would there be an amount that you will feel comfortable, that yeah this is what it's worth for?

P: No um uh, I-I don't, I haven't a clue what, what the running you know, what a running charge would be [Okay]. Wha-what, wha-what what do pharmacies do now?

I: So right now it's a prototype [Uh-huh] and we are um just checking it out in the market but they are planning to put a subscription fee for it [Uh-huh okay] per month, just like you pay for your cell phone or if you have any kind of internet connection [Uh-huh], because of that connectivity. So we were just trying to find out from people like you know, how much do you think [15:00] is a fair cost if there would be a subscription fee? Like would it be $20, $50, $100, $10, [Yup] for like per month.

P: Yup um, {SP} with, and would with that um fee [Mhm], um ho-would the pharmacist automatically um, if um, if they ran out of the pill would they get in tough with your doctor [Yes], and have your prescription renewed, and they would do all of that?

I: Um yes we can say that, if that is the scenario then…

P: No I'm just wondering, I'm you know, I'm just wondering would that be something that the pharmacist would do?

I: So I think [Like] the pharmacist would continue to do what they are doing right now [Uh-huh]. So you know how they contact their doctor if you're running, I'm out of refills and stuff.

P: Yeah but I always phoned saying I'm running out.

I: Oh okay, you were just [Like right now] wanting, you don't have to phone that, phone them anymore.

P: Uh-huh [Right], uh-huh, uh-huh okay

I: Yes okay.

P: Okay. So many questions [Laughs].

I: [Laughs] That's okay you don't have any number in mind that's perfectly fine don't worry about it

P: [Laughs].

I: Um do you think that um there would be um more training, the training enough?
Or do you think you would have gotten more training or that is something that would prevent you from using the device in the future?

P: Um no I felt I, know you, I thought the training was fine [Okay], but you know, and if like um, you see how does it, I like I, I take um um hm, I have to remember what it's called, once, once

every six months I take a shot, how [Yeah an injection or pill?], an injection for osteoporosis yeah. How is that going to fit in? Um and it's…

I: It probably won't because this device is only for oral medications.

P: Oh okay, okay, okay [Yeah but]. So, it's not gonna work, work for that.

I: Are you thinking that you need something that will remind you of your injectable too? Is that something you have in mind?

P: Well, it just so happens the company phones me a month before [Okay, that's perfect okay]. So-so I already get that message [Laughs].

I: Okay perfect.

P: Prolia [Okay] that's what it is [Laughs], prolia.

I: Okay, how about any kind of like you know, issues with the connectivity, like network or internet connection? Is that something a problem for you or the use of technology, I think you did mention that you can't use a smart phone because of the pacemaker you have?

P: Yup, yup, yup.

I: Okay, okay that makes sense. So [Yeah], my next question [I have an I-Pad], yes sorry?

P: I have a I-Pad, that's all.

I: Oh okay, okay [Because I] that's all you can use.

P: Yup.

I: Okay thank you. Um I'm gunna ask um the same question again, I know we did talk about the cost, but do you think that for example if you say that, you know what I'm not gunna pay for this, would any member, any of your family member consider paying for it for you? Would that be something that they would consider?

P: Uh, no I would pay for it myself as I got older [Okay], how's that? Yeah [Good]. No, I, no I um, I um.... No if I, if I needed and was still on, of, of, still had my mind with me, um I would pay for it myself. My sons I'm sure would, would pay for it if I was at that, yeah [Mhm okay]. If I wasn't ab-, capable of doing it myself.

I: Okay.

P: Yes.

I: Thank you. Um I just have a few more questions left so [Laughs].

P: Uh-huh.

I: So, tell me a little bit about how um managing your medications from the blister pack, like for example you used to um, you know, um before you were filling up your dosset box or you were calling the pharmacy for um-uhh refills, so that all need a process in our brain to function, like to arrange all that thing [Yes], um [Yeah] so did, did you had any trouble, or did you need someone to help you with like remembering to arrange for the blister pack from the pharmacy or understanding how to use it?

P: No, no um we just don't know what to do with the, the four we have here now.

I: Oh, okay so just keep them with you…

P: [Laughs].

I: …and once the situation is okay with COVID [Uh-huh], we will get them from you.

P: You know how big the…

I: [Inaudible 19:59].

P: … [20:00] you know how big this place is eh? [Laughs]

I: I know, I know.

P: Anyway, they're in the laundry basket [Laughs].

I: Okay [Laughs]. Okay um, was there any kind of stigma or fear related to the use of the smart pack? Did you have any kind of sigma or any fear [No] that you found, okay [No, no, no]. Um did you, um have any available social support that was um, for your using the blister pack you mentioned your husband that he was actually telling you, was that…

P: That he would, he would, he would be the one that would tell me that I hadn't uh you know. The, the, the one or two times that it came in incorrectly [Okay] I had to, you know, I had taken them so [Okay] but, but no. Um it's just that I wouldn't wanna have to rely on somebody [On someone else okay] yeah, yeah.

I: How do you think that using the blister pack affected your interaction with your pharmacist? Did it change at all or? Did it change a lot?

P: No, no, not uh, not at all exactly [Laughs]. Um when I went on the blister pack, I no longer used my own uh container [Okay] and I put my container somewhere and do you think I could find it?

I: [Laughs].

P: No, and so my pharmacist had to order, had to send up another for me [Oh okay]. So [Laughs] and I thought for sure I got it on uhh Monday and I thought for sure that will do it. So I'll fine it now, I have gone through this place, I just you know, [Male name 21:56] said he saw, he thought he saw it, and he said it, I thought it was in the usual place [Okay], but what that meant, you know, he's never been able to help me find it either.

O: Oh no.

I: Okay.

P: But I'll tell you every cupboard and every drawer has been gone through uh, I actually don't know what happened to it [Okay]. In fact I even phoned, I even phoned down to the pharmacy to say, did I send it down with my medications [Okay], or did I take all of them out and put them in the right uh box, uhh pill box you know [Okay]. Anyway so [Okay], I still don't know where it is…

I: [Laughs]

P: …but uh I got a lovely new one sitting right here in front of me because I've just finished filling it for two weeks [Laughs].

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

P: It was fine for me, it was fine, yeah.

I: Um [Yeah], uh how did you exper-, like you know when we can to your house and we took pictures of your [Mhm], um medications [Mhm], and we took pictures of you use-, like uhh opening up the, the, taking the medication out of the blister pack how did you like that experience?

P: That's fine but what happens um, what would of happened had I, um gone off a pill or I got a new one? What would you have, would you have had to come back and take picture again and things like that or what would have happened then?

I: No I don't think so because we just wanted to find out where were you storing your medications [Uh-huh], and how you were using your systems. So we were [Oh okay] not looking to study about if there has been any change [Oh okay, okay]. We won't, yeah, yeah. Um did you

feel like that it was useful? It was relevant, irrelevant, or cumbersome, when we came to your house?

P: No. Oh I thought it was useful [Okay] to find out about it yes, and how you know, how to use it and the fact that you wanted to make sure that the, the side part stayed you know, connected to the blister pack itself.

O: Mhm.

I: Okay.

P: You know things like that, you know [Okay], you know. That was, all of that was useful.

I: Okay. Did you use that paper? The sheet we gave you, uh that had like you know, step one, step two, step three, to use the blister pack during the study, or no?

P: No I didn't.

O: Okay.

I: No okay. Um how did your [I knew, you know I knew] … Yeah go ahead.

P: What, no I knew what to do you told me you know. You showed me how to do it [Okay]. Mm I tried it with you and so no it just [Okay], yup.

I: Do you think [I didn't] … you would need it if you were using the blister pack on a regular basis in the future, would you consider using any kind of instruction sheet or any kind of video?

P: Um [20:00], probably not at this age.

O: Okay.

I: Okay.

P: Th-, that I'm at, um like when I took um {SP} Fosamax and I had to give myself a needle every day for uhh 18 months um, I had a video for that and it was very helpful [Okay] and I tried it on an orange with the nurse sit, you know sitting next to me and that was very useful [Okay] but you know, just doing this um I still have enough faculties that I you know, didn't need anything else.

I: Okay, okay. How was your experience with the home visit? When we came to your house. Did you feel like you know, was it comfortable? Did you feel worried? Did you feel pressured? [No] Or did you feel relaxed?

I: No, no, noI, I felt very relaxed

O: Okay.

I: Perfect. Um is there anything else that you want to share with us about your experience with the blister pack?

P: Mm {SP} no not really um, except the importance of having the I-Phone [Laughs].

I: Okay makes sense.

P: That was, that was a thing that really really, you know, otherwise I was quite fine.

I: Okay. Um so our interview's done.

P: Uh-huh, would you...

I: Um I just have a couple of more questions for you. [36:37]

Interview ends