Location: Home of PT-013
Date: Mar 3, 2020
Time: 11.00 a.m.
Attendees:
Participant: PT-013
Interviewer: XXXX
Observer: XXXX
Name of Transcriber: XXXX
Transcribed on: Mar 9, 2020
Checked by: XXXX
Checked on: Jun 6, 2020

I: [00:00] First of all thank you for participating in the study. Uh so I have a couple of questions for you, feel free to answer them whatever way you like. So my first question is um what do you think will happen if you take your medications on time? Why do you take your medica- if I'll ask you the questions what is it that makes you feel that I should take my medication on time?
P: Because it's… it's the way the, the um the doctor prescribed them… and you don't know if you don't take them in time, maybe it will affect your system one way or another, maybe not? But it is always better to take them at the same time because really…. they said, you know, I think it is better to take them at the same time, uh, but if you forget a little bit, if you forget, maybe an hour or two, I don't think, uh I think you should take them anyway-

I: Ok

P: but uh if you can take them all at same time I think it's good because it gives you 24 hours, you know, all the time the same I don't know.

I: Ok

P: Do you think that makes sense?

I: Sure, that perfect. Ok my next question is, so I think I just asked you what do you think will happen if you take your medications on time, so what will happen if you don't take them on time?

P: Well, depend on your medication. Some medication you probably if the doctor said you have to take them in time, uh, like a blood thinner that [Inaudible 1:36], that I think it's important to take them in time, but if I have a high blood pressure pill, uh…..maybe a couple of hours maybe not change again, like I said before, but it's very dependent on time.

I: Ok ok perfect. So now let's talk about the blister pack. Ok so you were using your own system before-

P: Yes

I: you had a Dosette box that you were using, uh yes, so what do you think as an advantage or disadvantage of using a blister pack, something like this.

P: That depends on the person mind. If a person forget all the time, ummmm, again, if they don't forget to call her, because I can tell you something, one I forgot, I don't know why. My blood pressure, I thought of that 12 hours later, nobody called.

I: Ok

P: Who calls usually do you know?

I: So, the message, like you didn't receive the message?

P: No, no and another time I was a bit late too-

I: Ok and you didn't get the message.

P: No

I: Ok

P: Then, like I said, for me [Inaudible 2:33], if you know you are you are dedicated to your pill (ok), but if somebody is not dedicated to their pill (ok) and they forget to call them (ok), this is good (points toward the blister pack)

I: This is good, ok perfect. And, what do you think is a disadvantage? Like-

P: Uh

I: Did you find anything with this thing that you feel like was a disadvantage?P: Depends, with me I know how to take it out but [husband's name] for example, he has problems with his finger.
I: Ok
P: I don't know if that's too deep (points toward the blister pack cavity)? But again, if it was a little less deep (oh ok) maybe it would be better? (ok) Because it would be easier to take. This is deep and I know people don't have that many pill to take. Do you agree with me on that? If it was not that deep, it would be better (ok, ok). And if you learn how to take that off properly, this is fine, I think it's great. Just the problem here is I think it is a bit too deep.

I: Ok perfect thank you. Now my next question is um how did using the blister pack change your medication intake routine. So, you had a system before-

P: yes

I:-did you change it in any way?
P: No, not for me.

I: Not for you, ok

P: I just take it and, you know-

I: Ok ok perfect. Um where did you store the blister pack? Did you-

P: On this table here (ok). Because I sit there (ok) and what happens I want to remember. The time I didn't remember was in the Kitchen table and [husband's name] said you pass there every day, ok I said it's not in front of my eyes, I forget! Because a pill is not a main thing for me. I take them because I have to take them (ok). You know, then I put them where I can see them most of the time.

I: Ok, ok so it didn't change your medication routine?

P: No.

I: Ok ok. What else comes to your mind when you think about using a blister pack, like does anything else comes to your mind?

P: Yes it's like if I don't take them they're going to call me! [laughs]

I: Ok, ok

P: then you know I say oh my god my pill! (ok) They're going to call! Then if I'm afraid they're going to call I take them right away.

I: Ok, ok so was that-

P: That's what you do, you have to take your pill right.

I: [laughs] was that a good thing for you or a bad thing?

P: It would be very good for somebody who is, that don't care about their pill (ok), because they have to take them (ok, ok). And I think it would be really good for somebody like that.

I: Ok perfect.

P: And they don't really care one way or another…they go out and take it when they come back, oh no, you know you have to take it no because they will call.

I: Ok perfect, ok. Um what do the people around you think or feel about using the blister pack? So, I know you live with your spouse, with your partner um (yeah) and he was also using the same pack (yeah), but did you did you kind of felt anything because you had another like you know you have something which is like a small system (yeah) but this is pretty big. Did you feel something about it or was it ok?

P: It's ok (ok). It was ok. And I know that's a program that you want to improve something. Then, it was ok (ok). And if I had to do that all the time, it would be fine.

I: It'll be fine

P: Just put it there (points toward the coffee table)I: Ok ok perfect. Um how has, so I think I have already asked you this question that because it did not affect the way you were taking your medication, it was the same as before-

P: Yeah that's right.

I: Ok ok. How useful the product was? Like did you find the product most useful, least useful, was it cumbersome was it irritating?

P: What do you mean by this?

I: Like the device (points toward blister pack)

P: Not for me, no (ok). It was fine. You know, you know that's a program. If you had that all the time, no. When when we are taking pills, you know—It was ok for me.

I: Ok did you find that it was irritating? That getting that message again? Or was it ok for you?

P: Fine

I: Ok ok and you didn't find the device is like cumbersome, it's big, or it's over there or something like that

P: It's big yes, but you cannot do anything else can you? (ok) Is that any other way? No, it's not that big (ok). It's just put in a place that's not like…..

I: Ok ok perfect ok. What skills do you think you need use the blister pack? Did you need like you know, were you ok using it? Or did you need any kind of additional training or?

P: Oh no… no …no, just press the button. [laughs] No that was, it was fine, I don't need any training for that.

I: Ok so we came and we told you-

P:You just have to be dedicated to take your pill because you know it's important for you and in the meantime they are nice enough to call you to tell you you forget your pill and some people really need to take their pill.

I: Ok perfect ok. [7:48 end of recording] [00:00] How would you describe any problems to manage your medications through this blister pack? So for example, was it easy for you to remove the medications from the pockets?

P: [Inaudible 00:12] Because like I said it's a bit deep (ok). You know, it's a bit, if it was a bit less deep (ok). Maybe if they were putting instead of an inch, maybe half an inch (ok). Depends on your pill of course. I think it would be just so easy to take it out.

I: Ok ok. Um How about reading the labels, like you know they have labels over here-

P: Well that's good like that (ok), because you are you know, even for me it's good because some of them I forget what day it is (ok). And I say ok, that's Tuesday today [laughs].

I: Ok ok. Did these numbers at the back bother you by anything or?

P: No, because, it doesn't bother me, but if somebody used only one or two, would they make it just depend, maybe later on they need, I don't know. If somebody using two pills (ok) maybe they should have only two…..

I: Oh ok, instead of four, like four slots there should be only two slots? Ok, ok perfect. P: exactly that's right. that's right

I: What about the labels, the pharmacy labels on this side, was it helpful for you in any way or no?

P: I never read it [laughs].

I: Ok, that's perfectly fine.

P: Because they give me whatever they-yeah.

I: What do you think about the reminder message, the text message, you were getting? Was it helpful in any way? Did you have any issues or any problems with it? I know you mentioned twice-

P: Yeah, I never talked to them because they never called when I—Twice they didn't-

I: Ok, ok so they just didn't send you the message twice

P: No, nothing I never heard the phone yeah.

I: Ok but then they were sending you messages on a regular basis? You were getting the message? Or you-

P: Nothing

I: Ok you didn't get any message

P: No

I: Did you read the message when it gets to you, like you know did you-

P: Answering machine?

I: No, the text message on your phone?

P: I never had any.

I: Ok so you didn't have that message

P: Not at all

I: Ok not at all. Um would you consider using the blister pack in future?

P: I don't need that now (ok). But if I had losing my memory or you know when you get older, just you know whatever, uh, yes, I would.

I: You would ok and why would you use it?

P: Because it reminds you, you have to take your pill (ok). You know, you cannot forget when you know they might call you if you don't take your pill (ok). This is a almost like an obligation to take your pill.

I: Ok ok perfect thank you. Um what would make it difficult for you from using the blister pack? So say for example, do you think that cost be an issue for you if you have to use a blister pack?

P: What did they charge you for that?

I: Um, how much would you pay for it? So right now, because it was a study program right we didn't charge, but say for example, if it is available in the market for you to get, would you consider cost as an issue? If there would be a cost?

P: If you have to had to, I would not.

I: You would not use it ok.

P: No no, I mean if it was an issue for me to remember to take my pill, I would certainly pay for it.

I: Pay for it, and how much would you pay for it?

P: Well, it depends. Like uh, maybe—

I: So, if there's a monthly fee say they say ok—

P: $20 a month?

I: Ok perfect.

P: Like $5 a week?

I: That makes sense, ok um. And my next question is um do you think you need more training for this system or do you think that the training was ok-

P: That was great.

I: Ok so training would not be an issue for you?

P: Not at all.

I: Um how about the likes or dislikes of the product, like was there anything in this product that you didn't like-

P: No (ok). Was fine (ok). Was great (ok)!

I: Ok and what about the connectivity, or the network or the use of technology? Like you know, like-

P: That's good (ok). That's very good right? (ok)The way they use that.

I: Do you consider that as a problem for you not using the package or you would be ok?

P: No, I would be ok with it. I think it's pretty good.

I: Ok ok. Um now how would you describe, so when we um when we have a system for our medication we have a, we use our brain to kind of like, for example you have your refills and you keep an eye on that-

P: Yes yes

I: How would you um how would you describe how was your ability to understand the use of blister packs? Did you understand it well enough?

P: Oh yeah (ok). Yeah yeah.

I: Ok and what about like remembering to call the pharmacy that it's time for you to pick up your new blister pack?

P: That's a thing though that I don't know if that's will be…. like sometime you deliver them (ok) sometime you pick them up (ok). Then if it is somebody who can't go out that's will have to be delivered all the time (ok). Right, and I think like now, like what you did, the pharmacist keep an eye on you they will have to exchange that (ok), if you have the program will they do that? Or the customer will have to call?

I: ok so you think that would be an issue if the pharmacies will not keep an eye on that?

P: Exactly.

I: OkP: I think it will be (ok). Because maybe some people couldn't bother (ok) or something (ok). Or they forget or they say tomorrow… you know what I mean? I think they should keep an eye just the way it is now.

I: Ok ok that makes sense.

P: And about delivery, they will have to deliver that to the people though (ok). Because not us because we can go.

I: Did you need any help with that picking up from the pharmacy or calling, reminding him that Ineed or—

P: No, no, it was always ready. [Husband] would ask when he would want me to pick up the pill (ok) and if he said Tuesday then we would bring the other one (ok), you know. And one time or twice they delivered, but if it was a bad weather we would have ask to deliver (ok) and it was no problem.

I: Would you think that, so right now during the study period that was like you know the pharmacy was helping you out with delivery and all that stuff-

P: Yes yes

I: but do you think that is something you would need some help with if they won't be able —

P: Not us (ok) but the people who are um unavailable to think (ok) for themselves (ok), you know what I mean

I: Yeah ok

P:They are forgetful or something

I: Ok for them it will be-

P:, or if they cannot get out of something... they don't want to fall or you know

I: Ok perfect, ok. Um was there any fear or any kind of stigma related to the blister pack? Did you felt anything like that, like you know that why am I using the blister pack or why someone else is making the blister pack for me, did you feel anything like that?

P: No …not me, no. No but-

I: Because you were pretty independent doing your own medication right?

P: Exactly. Exactly.

I: So how did you find that change, before you were doing everything by yourself, now someone else is taking care of that part. Was there anything like any-

P: Well, for me, it's about you know I don't have to put my pill in there, but for some- it's ok at this point (ok). But maybe for somebody who has always to do that, maybe they like that to be done for them.

I: Ok ok ok perfect. Um did you have any available social-, so I think I have already asked, so you said that your pharmacy was kind of a support system and then your husband was picking it up for you so you had that support system. Um how about if I just give you, if you don't have him going over there or the pharmacy keeping an eye, would you kind of be able to manage all that or would you need some help?

P: Well, depends if you use your ordinary pill [Inaudible 7:59] that. (refers to calling the pharmacy to refills Rx) you will have to take care of yourself anyway. You will have to call right?

I: Yes

P: Then I think it will be about the same process (ok). Because if they don't take care of you with that thing, they call you, you know you need pill (ok). Then you call the pharmacy to prepare them (ok) or you can have delivery or whatever (ok). I think is... that's what it is right?

I: Ok. Um how did you think that using the blister pack affected your interaction with your pharmacist? So you were dealing with your pharmacist in a more frequent way.

P: Yes.

I: So how did it affect your interaction with him?

P: That's good! That's, you know, every time I go to pharmacy I need something [laugh]…. [Inaudible 8:45] but no it's good. Well, we have a good pharmacist here (ok). You know you have to remember that. And you know it's a small pharmacy and we have special service (ok). I don't know if you go to a bigger store, I won't name names you know, but it might be you'll have to wait online or whatever, but that was pretty good to us. This yes.

I: Ok ok. Um so how would you describe the overall satisfaction of the whole-

P: That's very good (ok), very clever. Very clever for people who really like don't take their pill, I'm telling you. This is……they don't, they cannot forget to call them though (ok). Who calls usually?

I: So it's the system that actually sends the message. The computer system.

P: You know what would be good? I don't know if- I have an idea. If somebody don't take their pill (yeah), if there would be a bell

I: Oh ok

P: or a ring (ok) then they don't forget….

I: Ok on the device?

P: That's right!

I: Ok, ok ok good.

P: Does that make any sense? She said gee there is a bell coming (ok), that's my pill!

I: OK, so instead of that text message, if there is a reminder on the device that will be helpful?

P: Yes! And ring until she opens it (ok) and take it (ok). And she'll have to take the pill because she's tired of the bell or the ring!

I: [laughs] ok perfect

P: Does that make any sense- can they do that?

I: We will take all your suggestions back.

P: Because you know that would be great, then that would save a person. Who calls usually?

I: It's an automated system, so the computer actually generates the text message.

P: OK, well instead of that, it could go there (ok). And you don't have to worry about the computer or call—it would be perfect (ok) for people …. forgetting to take their pill… ohh the bell.

I: Ok perfect.

P: And as soon as they open the little square…….. the bell stops (ok). Can they do that?

I: We'll see.

P: They can do everything eh. And like I said, just that and also make it a little not as deep.

I: Ok, the pocket has to be a little less deep.

P: Yes, then it will be easier with your finger instead of going down.

I: Did you, like I know you didn't have any problem, but did you see him use any, like a spoon—

P: He'd use a little spoon. You see, how did you know that?

I: No I didn't know I'm just asking did he use anything

P: We have little coffee spoons, very small, then he would take that because he said he has a little bit more pill than me. Me, I was ok (ok). But him he'd take a spoon, you're right!

I: Perfect ok

P: Then if it was a little less deep then maybe people would not need a spoon because it goes right there

I: Ok perfect

P: and as soon as they open it (ok)—uh what ….. yeah what did I wanted to say But anyway……you open it you know that

I: Did you have any trouble while you were taking your medication like you know so you did like this or?

P: No, I never did.

I: You never did, you just left the here and then scooped them out?

P: Yes.

I: Ok perfect, thank you.[11:52 end of recording] [00:00] Remember I came to your house and I took photos of medications and with your hands. How did you like that process? How did you feel about when I took the photos?

P: That's fine with me. You know……If I was very concerned about my old hands I would say, well, who would say that. No, I'm fine with this.

I: Ok, ok

P: You know, maybe if someone is very conscious, they would say why do you have to take my hands…. are you going to print it… you don't know what people think. But me, I trust you and

I: Ok perfect thank you. Was it useful, did you feel like it was useful, was it irrelevant, relevant, was it cumbersome, the whole process of taking the photo?

P: Oh no it was good because now I'm more concerned about taking my pill in time. You know that was good.

I: Ok and did you use the photos during the study, you know that paper I gave you, the sheet with your hands

P: No, I didn't.

I: Ok, ok. Do you think something else would be-

P: What was it for?

I: It was how to use a blister pack. So it had step one, step two, step three

P: Oh, ok……Ok, I'm sorry I didn't—
I: Ok no that's ok. Do you think that there might be something else more useful? Like maybe a video clip or something like that that you can see if you're using the blister pack or?

P: No, I think it's easy enough. Do you think people would forget to use that?

I: I don't know.

P: You never know. But no, for me it was fine.

I: Ok perfect, would you consider having something as a resource if you're using it in the future? Do you need some kind of information, like a sheet or?

P: No, no with me no. It's pretty easy. [Inaudible 1:43] You just have all your days. Like you know that…. wait a minute now (picks up the blister pack) …….you know at breakfast, they tell you here lunch time, then you take your pill. Here they say breakfast. Usually they do lunch right?

I: Oh this one I think is for him-

P: Oh…… that's yours—ok ok, then it says lunch it's lunch, bedtime at bedtime. And Wednesday, Thursday—you cannot have it more than easy then that…

I: Ok ok. How was your experience with the home visit? Like we came to your house, how did you feel about it? Were you comfortable, were you worried, were you pressured or relaxed?

P: It was fine. Well, very relaxed because you're very personable. You're very personable and you know how to deal with people. You are not like some people, I don't know... but I think it was perfect for us.

I: Ok is there anything else you would like to add. Anything, any comments, any suggestions, anything you want to record

P: No, just like what I said before, put a little bell instead it would be so great. Because if the people don't answer the phone or anything, this would be always there!

I: Ok

P: But that will have to be connected to your phone I guess eh. Or the computer. Not a bell, just a ring.

I: Um that they, I don't know we have to figure that out. Not all the time.

P: Yeah maybe not, maybe just on the computer

I: So bell would be a good idea you think

P: Yes. Not a bell just a ring

I: Do you think just a sound, or do you think if something will blink, would that be a good thing?

P: No, I think a sound because if you are not close to it you don't see the blinking. That's almost for nothing right?

I: Ok perfect, well anything else you would like to add?

P: No, I think it was very pleasant to deal with you. A very good experience, very and I think people some people will really need that. Did you go all around and-?

I: We are interviewing more people right now, so we will see—

P: Oh, I see, you will let me know…..because I think it's a good thing. I don't know who invent that but that's very good… can they use that in a nursing home?

I: Um they haven't tried it but do you think that would be a good idea?

P: Depends, if the nurse give the pill-

I: Ok

P: -to the patient, maybe not.

I: Ok

P: Because it can be a pile of things**.** But if the, if the person for example is in an apartment in a nursing home that would be great. Because those people would forget most of the time. And maybe the nurse visits once a week and will say did you take your pill and if they have that with the bell, I think it will be very good.

I: Ok perfect

P: For people who have apartments I don't think just nursing home for people who live all together (ok) because it will be (ok), you know too much of a pile (ohh ok). It will be, oh expect if he has- No, I think I don't know (ok). That's something you will have to see if it is a good idea but because if the nurse has to go always to a **shelf** (yeah) to pick up that[blister pack], maybe it's more work for them (mhm ok ok). Or in another way, they will know what to give to your customer (ok). You know what I mean? (yeah) If they have a patient and they have to look at what they have to give them they just look at ok, there is a pill already in that and you just take them. [ok perfect] Less work for the taking for the nurse.

I: Ok hm that's a very good idea ok.

P: Right? Because if they have to look and say did I forget to give the pill, if they have one of those [blister pack] or keep them in their bedroom (mhmm ok), in their room on the shelf or something. When they go and visit once a day or whatever, when they take their pill, that's [blister pack] on the shelf, then they can give them their pill right away.

I: Ok perfect

P: Does that make any sense?

I: Yes, it does. Ok, well thank you so much, I highly appreciate all the feedback you have provided and it was very nice dealing with you during the study.

P: You too, great. [6:20 end of recording]