Location: Home of PT-009
Date: Feb 25, 2020
Time: 2.00 p.m.
Attendees:
Participant: PT-009
Interviewer: XXXX
Observer: XXXX
Name of Transcriber: XXXX
Transcribed on: Feb 25, 2020
Checked by: XXXX
Checked on: March 10, 2020

I: Okay, so my first question is… what do you… so my first question is gonna be about you taking your medication on time, so what do you think will happen if you will take your medications on time? Why is it important?

P: Um, well, most of my medications I have to have a consistent dose….

I: Okay

P: in order for them actually do work properly,

I: Okay

P: Um… and…… it keeps me in a regular schedule if I…

I: [cross talk] If you take them on time

P: Take them on time. [laugh]

I: OK, Ok, perfect. And what will you…. What will you think will happen if you don't take your medications on time?

P: Oh, I know what happens, then I get off track and… I… then…. I can't eat because I haven't taken the medications first and then I have to wait and then I am…. I'm… you know closer to the next time and then I'm supposed to eat. So, it, it kind of messes up my day…. [laugh]

I: Ok, Ok, Ok. Fair enough. Um What do you see… so you have used the smart blister pack for 8 weeks

P: Yes

I: Do you… What do you see as like advantages of using the smart blister pack?

P: Umm. It is very simple to use, and they are easy to access. Somebody, like I have trouble with my fingers, so it was really nice to able to just grab it and pull the covers off, much easier than any other medications I've had before or other kind of packaging so… yea.

I: OK, and what do you think as a disadvantage?

P: Um… They take up more space than I am used to.

I: Ok

P: Just because of the binder (connectivity device). Yes

I: the binder, Ok

P: Other than that, there were no disadvantages.

I: Ok. Good thank you. Um. What else comes to your mind when you think about using your smart blister pack? Like does anything else comes to your mind?

P: Umm. So, I can't, well when I first started getting ready to book my trip, I was concerned about whether or not I could travel with them on the airplane.

I: Ok, ok, so that was that a concern.

P: Yes, and it turned out that the timing was OK.

I: Ok, ok. Um. What do the people around you like you know, your family or anyone else, your friends, they will think or feel or say about you using a blister pack for your medication intake?

I: Um… I think they will probably be more… Um satisfied that I that I won't mess up my my prescriptions. I do get forgetful, and I do get mixed up and sometimes I take the medication and then I can't remember if I've taken it and with that, I didn't have any question as to whether I took it or not, so

I: Ok

P: Um and so yea, I think they were, their minds were a bit of ease that they knew I was taking them when I supposed to be taking them, not missing.

I: You did not f-feel any negative about coming from them that you were using a blister pack, anything like that?

P: No actually, my stepdaughter didn't mind even stopping off at the pharmacy for it and dropping the empties off at the pharmacy.

I: Ok good

P: I think she was quite pleased to be able to help with that

I: Ok

P: And yea

I: Thanks so much. Um… If you take your medication using the smart blister pack, how will it affect people around you? So you just mentioned your stepdaughter, so do you think that if your using the smart blister pack for your medication does it impact people who are around you? Or no?

P: Umm. Well, I don't think it impacts them in any way, simply because I live alone. But um I know my daughter was concerned about medication. If I wasn't feeling well, she didn't say "did you take your pills today" cause she knew that I would be taking them regularly.

I: Ok

P: So, yea

I: Good, Ok. Um… So how has the use of the smart blister pack affected the way you take your medication as compared to the previous method that you were using?

P: I was more apt to take it on time and to keep that schedule

I: Ok

P: Than I was previously

I: Was it because of the reminder that you were getting? The reminder function?

P: Yeah. Oh yeah. Yeah

I: So, you found that a little helpful?

P: Yea yeah

I: Ok

O: Were there any other reasons why?

P: Um. No, I think that was it.

I: Ok, ok. Um. How useful was the product? Did you find it like most useful, least useful, cumbersome, irritating?

P: It was more useful than what I have tried before um… a bit cumbersome with the size of packaging.

I: Ok, Ok, good. Um. What skills do you think you need use the smart blister pack?

P: Just to be able to... to... to... look at the dates and…. and…., what the pharmacy had the days of the week down the side

I: Ok

P: and that was great and…. That's all you really need to remember is what day of the week it and... and um…

I: Do you think you needed any additional training? Like we provided you, we came, and we showed you how to use it and then we gave you that information sheet

P: Yea no, it works very basically, so there's not a lot.

I: Ok, ok.

P: Problems with it

I: Thank you so much. Um. How would you describe any problems that you had for your medications through the smart blister pack? So, for example, you said it was easy for you to take it out.

P: Very easy

I: You didn't see any problems with that, removing the medication or anything?

P: No

I: Um. how about the label or reading the label on the smart blister pack?

P: Very useful, and it was, it was large enough print too so if I was not wearing glasses then I would still be able to see it [laughs].

I: Ok. And um. The reminder function? Can you give us a feedback about that?

P: umm… I didn't really notice one way or the other because I've been fairly regular with my medications. Um Like I said it was more… the idea of... of not needing to worry about "did I take it" or "didn't I take it".

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

P: Oh Yeah.

I: Yea? And why would you use it?

P: I liked it; I liked the fact that it was so easy to use. And... and that once I figured out okay "where I am going to keep this" [laughs]

I: Ok

P: So, yea it was quite easy to use, yea yea.

O: and where did you end up keeping it?

P: I ended up keeping it in my kitchen, on the counter right against the wall near the light switch. So, it was close to… where I would come out to get water or whatever to take pills.

I: OK, ok, ok. Good. Ok. Um What would make it difficult or or what would make it difficult for you not having the smart blister pack? So say like you know would the cost be an issue for you if…?

P: I don't think so.

I: Ok

P: No, no, I think it will be worth to have it.

I: OK. Do you have any idea in your mind how much it should be that you can easily afford?

P: I have no idea.

I: Ok

P: I I know that I have a drug plan so fortunately for me it covers a fairly high filling fee

I: Ok

P: and that probably would account for for quite a bit of it.

I: Ok. So, if they would not cover it? How much would you [cross talk] [inaudible] how much would you think should be OK for you to pay for the device?

P: I have no idea.

I: Ok

P: I have no idea what it would cost. [laugh]

I: Now, what would you think will be the best cost?

P: What can I afford?

I: Yea

P: Ummm….

O: like if you had to price it…

P: If I have to price it, I wouldn't probably won't spend more than $50

I: $50 a month or a week?

P: $50 a month.

I: Ok

P: Yea

I: Perfect, fair enough. Do you think training, you had enough training or do you think that training extra training would be okay for you to use the blister pack or?

P: Oh, no. The training you gave me was was fine. Yea.

I: What about the likes or dislikes about it? You said earlier the size was too big what do you think that if the size was a smaller it would be better for you or not?

P: I think it would be better because um... I have a place on my wall to hook up the the ones and the ones I was using before were light weight enough to hook up on there, but this was a little bit bulkier, a little bit heavier so I didn't want to, didn't want to damage it [laugh]

I: Anything else that you didn't like or disliked about it that you were kind of, I wish I would have a better than this?

P: No, actually I can't think of any way to improve it either.

I: Ok. What about the internet connection? Or you know, did you feel like you were not getting any messages or something like that?

P: No, No

I: Ok

P: I was pretty I was pretty good for being on time most of the time anyway and I didn't have an issue with missing pills. For a change.

I: Ok Ok.

O: did you find that maybe you were late and didn't get a message at times, or…?

P: Um A couple of times I didn't get a message, yea, and I was like oh I didn't get a message about that. And…when that was usually when I was at um I spent the day in the hospital, [laugh]…… in emerg and didn't get a message. And but I knew I didn't have any pills with me so um when... when it came time, I came home I had missed the whole day was like twelve hours in the hospital so.

I: You think like having some kind of a ability to have that extra dose with you, while you are out?

P: A travel dose. yes.

I: Ok, ok, So that is something that you would like to consider be a better thing. Ok.

O: So, then you didn't actually take the device and bring it outside of the house?

P: No, I left it here. And um I didn't need to take it anywhere with me. Um. Couple times I got my supper meds a little early because my daughter was taking me out for supper.

I: Ok, Ok.

P: And so, I had to put them in my pocket [laugh]

I: But you think that a…

P: a little travel thing

I: would be OK.

P: Yea

I: Um. How would you describe your ability to manage your medication through the smart pack? Like you understood completely how to use the blister pack. Do you think that was a learning thing for you?

P: No, it was not difficult to use it

I: Ok, Ok. How about remembering to arrange from the pharmacy the pick-up and stuff like I know [pharmacist name] worked with you.

P: He did, he did…I got bit mixed up at the end of this…. Like on the weekend, 'cause I had started getting sick again and I called them umm… on Monday to say I'm going on vacation and I'm going to need some of my medications in separate containers. And he said your blister pack is done. and I said no well I've got another one here and he said oh I've miscounted so he's he didn't have them ready. And when I called him today to see he must have misunderstood because he thought you had enough to take on vacation. And Then I went oh that was my fault because I had them in two separate bags and I thought I still had a new one and yea…[laugh]

I: But you kind of like, you know had system that you were using when you were kind of getting them every week?

P: Yes, There was a plan in place so that um… Most of the times my daughter could take it and drop it off. sometimes she couldn't pick it up so that they delivered it to me, which they've delivered my medications before. So yea.

I: Ok, So, did you needed a help with this task? You said your daughter sometime did help you

P: Um she helped me yea.

I: Get them

P: because I'm not driving, yea so, yea

I: okay and then the pharmacy will deliver if..

P: and then they deliver them for me yea

I: Ok. Um did you feel and kind of stigma related to smart blister pack use? I know you were already using a blister pack so you are used to that routine but anything?

P: No …no. And I didn't mind that because I am used to um technology for the most part.

I: Ok

P: And um I'm not as good at managing it now as I used to be. I used to do it for living. But now I don't so ... But No, in fact I think if anything, its probably um **[apartment door opens]** would put more people at ease if they have it

I: Come on in

[Participant's daughter entered the house. Interview was paused for this moment and re-started – New video file].

I: So, How would you describe any available social support, I think I have already asked you, so you said you had the social support from your daughter

P: Yes

I: Ok

P: And even if she hadn't been able to, the pharmacy did one week, they did pick up the empty one and bring in the new ones.

I: Ok, Ok, Perfect. Um How so how do you think that the use of the smart blister pack affected your interaction with your pharmacist? So did you feel any change?

P: Um Not really, I think… we had pretty good system for um… refills……. and things like that with the pharmacy to begin with so

I: Ok

P: I think, they didn't seem to mind doing them at all, so…. [laugh]

I: ok, good. So How would you describe the overall satisfaction of using the product?

P: Oh, I was very satisfied with it, oh yea, I liked it.

I: Ok, and then I will ask you a couple of questions about photos, remember we took a couple of photos

P: Yes

I: So I'm just going to ask you a couple of questions about that. How did you feel about it when I took those photos?

P: Oh. It didn't bother me.

I: Ok, Ok.

P: Yea, I'm not self-conscious.[laugh]

I: Ok [laughs] Ok, was it useful, like the paper, the information sheet we gave you... was it?

P: Yea, it was. Yeah.

I: Is there something else you would like to see, on that, like more information? any other form of information?

P: No. Umm…. Anybody that might not be as as familiar with the internet and stuff like that might need more assistance but no I was fine.

I: You were fine

P: Yeah.

I: Ok perfect. Um. Did you use those photos during the study like the sheet?

P: Just the first, just the first couple days, just to look at it.

I: Ok, and was it helpful, the steps?

P: Oh, yeah.

I: Ok, ok, ok. Um. Would you consider using the photos in the future, for example if you are using a smart blister pack in future would you like to have instruction sheet or any kind of of like instruction?

P: Probably….

I: Video or something like that, that you can actually go online and see?

P: Well probably just a sheet that I can keep handy with my other medical notes just as reminder in case I got muddled up. [laughs]

I: Ok, ok, perfect. Um How was your experience with the home visit? Like me coming to your house?

P: It was great. [laughs] Oh, it was great.

I: Were you worried, did you feel pressured, or did you feel like relaxed?

P: Oh No. no relaxed. Yea yea.

I: Ok, perfect. Am I missing something? I think I have done all of the questions. Thank you so much. I am going to turn this off now.

[New recording]

I: Is there Anything else you can think of, about the whole experience, or about the product?

P: Um, I really think that that would be very useful to be used in nursing homes, for nurses that give out medications. Um, I know I used to have an aunt in the nursing home and you would see the nurses struggling with this carton which ones were which pills for which person. I think something like that, they would probably appreciate the the ease of use and the reminder for them. Yea. Oh, he's had his medications and oh, no she's not. So yea.

I: Ok, perfect. Thank you so much

O: That's a great idea. Did you have any other feedback that you wanted to give us?

P: Um that was the only thing that I did think of

I: Anything else that you think would um improve the blister pack? Or… the process? Or… anything else?

P: No, actually I found them very easy to use, I liked it.

I: Ok, thank you so much. And you were OK with the reminder function? You didn't have that problem that it keeps sending you messages or anything?

P: No. it was ok.

I: No, ok perfect.