Location: Three-Way Audio Call
Date: May 21, 2020
Time: 10:00 AM
Attendees:
Participant: PT-012
Interviewer: XXXX
Observer: XXXX
Name of Transcriber: XXXX
Transcribed on: May 12, 2020
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O: [00:00] Here we are, okay so it is now running.

I: Okay so [name 00:05] I'll start the questions now. So, my first question is regarding taking your medication on time, what do you think will happen if you take your medications on time?

P: Uh what do I think will happen? Well would be nice and uh, uh the idea I think would be, uh I think, okay my own personal opinion is I think if you can take your medication on time, you make better use of the medication because ah, as soon as your body kind ah empties, you're refilling it again and I think that's a good thing because I think it makes the medication stronger and, and better for a person. That's only my opinion I'm not a doctor [laughs], I'm smart though, oh I'm smart.

I: Yes, you are [laughs].

P: [laughs].

I: Um…

P: I'm joking

O: [laughs].

P: Go ahead.

I: I love that about you.

O: Mhm.

I: Um so my next question is, so what will happen if you will not take them on time?

P: Well, I think there's a lapse in it, if you do-, safe, I don't know. It's like um, how can I put it. Okay it's like a small baby. When they get hungry, they start crying at that time and after a

while if their hu- little tummies are hungry at seven it's like a, like a clock on a wall, it's seven o'clock I'm hungry get my food. And I think it's the same with taking medications.

O: Hm.

I: Okay.

O: Okay.

I: Hm interesting. Um so my next question is about the blister pack, the smart blister pack that you were using. What do you think-

P: Ohh you're the one that's guilty for that eh?

I: [laughs]

O: [laughs]

P: Alright

I: What do you see as some of the advantages of the blister pack? Or disadvantages?

P: Uh the-uh, I think it's a good thing. Uh I see a good thing in it because the reason I see a good thing in it is because, uh some people, including me, as you get older your mind is not as quick and you forget, or else you don't take it and then you wonder have I, have I taken my medication or so on. So, it clearly tells you uh by your own looking at it uh, have I taken medication yeah today's Tuesday and the pills are gone so you didn't take them on Wednesday.

O: Mhm.

P: You know. So-

I: Okay

P: I-it kinda alerts you-

I: Okay.

P: Um that's the one thing I-I think is a good thing about it. Cause if everything's in a bottle, uh you know and until the bottle is empty you don't know you've taken them-the right day or not.

I: Mhm

P: Um I think another thing too for older people uh, inclu- but I'm young so don't look at that you know.

O: [laughs]

I: [laughs]

P: But any way, uh for older people who have a difficulty in, in getting to their medication and having them all lined up in a row the way you have them and the blister pack (Mhm) I think is a better thing because I think they won't uh double up on one and, and not take the other one, you know-

I: Okay.

P: If that makes sense, I don't know if it makes sense, or that's the way (Mhm) I think about it anyway.

O: Okay.

I: Okay.

P: I think it's having apple pies all in a row and one has got raisins in it and unless you really look for the raisins, you're gunna need to [laughs] [inaudible 03:52] right?

O: Yeah.

I: Yup.

P: Well, this is, it's right in front of you, you know-

I: Okay.

P: So, I think it really-, I think it simplifies things for- for people.

I: Perfect, okay. Ah what about any disadvantages? Did you see anything like you know that-?

P: Oh yeah, do- do I have to give you a list of that too.

O: [laughs]

I: Yeah, why not?

P: You're making me work hard here. Okay um it would be nice if the- if the sheet was uh smaller, I'll tell you why.

I: Mhm.

P: If you have to take it with you anywhere, say you're going over night some where's. It would be nicer if the sheet, if the-th-the-the-th sheet was smaller but I understand that it's not gunna be easy to do because-

I: Okay.

P: -the moment you're-you're, the moment you make it smaller you're also compacting it.

I: Mhm

P: That could be a problem. Uh-

I: Okay

P: -but the uh, other than that I think it's a good thing. Another thing too, uh-

I: Mhm.

P: When you're old, and I'm not there yet but I'm going to be [05:00] soon. You have, to look at, first of all if you're, if you're looking for a phone number (mhm), like you have you're, I know they've put the medicals inside, they've got the-the pharmacy and the phone number and all these important, which is nice to have. Now if you are an elderly person and you are um have any kind of disability you're have trouble finding that so um yeah hopefully the-that you would hopefully think that that person would be able to just go to a book, open the book and bow, there's the phone number, there's the cards that you needs to pick up or he to phone the drug store or whatever.

I: Okay so you-

P: That-the-the number is so small, th-the thing I was look-, one day I was just thinking, hm I better go and get my, my index thing to phone the drug store (Mhm). Not because I wanted any of the pills that was there, I wanted something else.

O: Mhm.

P: And I was going to phone them and when they stopped us from going to the drug store, except for-, and now I asked them would they deliver uh- a bunch of stuff for me to my home and they said yes of course just tell us what you want and. So, anyway, um that was the reason I was looking for their phone number (Okay). Not because they're nice people because they're not.

O: [Laughs].

I: [Laughs].

P: But I just wanted a whole bunch of different stuff okay.

I: Okay so you think that-

P: Somethings were for me and hm?

I: Um so you think that the paper on the side should have like information in a bigger font or something like that?

P: I think it should be larger.

I: Okay.

P: But you're young yourself, you're probably cute and beautiful and young and you got sharp eyes-

O: [Laughs]

P: You know, and you look at your paper and you see them (Okay). I look at the paper and I see nothing but grey, white, red, and blue.

I: Mm.

O: Okay.

P: So what I'm saying is it would be a nicer item for, not just for some but maybe for a lot when they lift up the cartridge and they look, wow it's right in front of them, it's well pronounced for them to-to be able to see. Rather than have to run around get a magnified glass, go to a window, get under a lamp, under the bed, wherever to try and [Laughs].

O: Awh.

I: Okay.

P: You know what I'm saying?

O: Mhm yeah.

I: Yeah, it makes sense, it makes sense (Yeah), perfect. Okay so-

P: Not everybody, not everybody is uh able to, not everybody is uh goes to a desk and opens a book ah-book and, oh there's all the numbers nice and neat and in a row waiting for them. There's people who-who [Exhale/inaudible 07:49], you know, maybe sitting under the table they can't find it but anyway the thing is when they do have that book there they could open it and oh right away there's my, you know, my important information, and at that time in-in many peoples life that's very important, that's the only thread they have between their house or their little apartment or their room or where ever they are living, to the outdoors, in a sense (Mhm), is that and the phone.

O: Mhm.

P: You know.

I: Okay perfect. Uh so my next question is that um using the blister pack did it change any way, the way you were taking your medication? Like your routine?

P: Uh I- you'll have to repeat that, what did you say?

I: So, when you were using that blister pack, did it change your medication intake routine by somehow?

P: Uh I'm having trouble-

I: The way you were taking your medications?

P: Just a minute.

I: Okay.

P: I'm having trouble reading you, I don't know why, it's very quiet in here but go ahead.

I: Okay. So, my next question is um when you were using the blister pack did it change your- the way you were taking your medication?

P: Uh yes, I was- it made me more alert to the fact that my medication was waiting for me.

I: Okay.

O: Okay.

I: And uh-

P: I mean really waiting for me like hurry up and get out there, or get- [laughs]

I: Okay so (Yeah) did you store it somewhere different or did you store it the same place where you were using your old one?

P: I have to ask you to repeat again, I'm sorry.

I: No problem. Yeah, no problem. So, did you keep the blister pack in the same place where you where you were keeping your old medications or did you find a new place?

P: I-I found a new one a little bit-uh much better. The-the little ball, the little container is um bigger.

I: Okay.

P: Uh I did mention to your um protégé that you have, that came here to see me [10:00] um the um, when you list the page, I found that, it was kind of backwards. They had (Okay) breakfast for dinner, and dinner for breakfast. That was just my thinking.

I: Okay.

P: Um but uh the last time it was changed and I found it very nicely because when I get up in the morning, I don't want lunch staring at me (Mhm) or dinner, I wanted breakfast to stare at me.

I: Okay.

P: So, when I got up in the morning and I looked at the sheet I wanted to see breakfast (Okay), and then lunch and then sup-dinner, so and it was the other way around but that was seemed to be resolved with the new pack (Okay). The next pack that I got, which was very good, that was easier and uh in order- it's, it was less um, less intrusive in a sense that when you look at the package you saw your pills right under breakfast and your other, your other pills follow suit and when you turned the page, when you turned the thing over and you're trying to get the, the medication out it's a blank (Mhm), it doesn't say breakfast, lunch, or supper, and I was (Okay), and I was thinking to myself, Mhm. Although I didn't do it, I just noticed it (Mhm), I could be taking uh if I had lunch, if I had breakfast, lunch, supper, and dinner all lined up there my four little boxes were full of pills, be-because they're not because I don't take a lunch uh medication uh I would be uh digging into lunch rather than breakfast and if my pills were different (Mhm), at different meals uh that would, that's why I mentioned the door.

O: Mhm.

I: Okay so the-

P: Mhm

I: You think that they should label it on the back too the same way, right? Like breakfast, lunch, and supper, both wi- side, right?

P: Yeah, yeah.

I: Okay.

P: Because the-the back is blank eh-

I: Yeah, the black is blank.

P: And the front is- yeah, yeah.

I: Okay perfect. So, I'll get- where did you keep your blister pack?

P: And again, I'm having trouble, I'm sorry about that it's not, it's you (No, nobody), it's me on my end.

I: Um, where did you keep your blister pack?

P: I think my machines are working, try me again I'm sorry.

I: Okay no problem. Where did you keep your blister pack?

P: Uh wow that's annoying I'm sorry, let me get away, just get a minute, let me get away to a, near a someplace where It's uh, there's no noise in my house at all but I'm gunna go in, where there's more opening close to the (Okay), close to the outside, maybe my signal is better, hold on.

I: No problem.

P: Alright try me again now I'm in the lounge go ahead.

I: Okay, so where did you keep your blister pack?

P: Oh, where did I keep it?

I: Was it a special place?

P: Uh oh yeah, where did I keep it. Well I have a place on uh in my kitchen area, that a shelf where I put my medicine in and um I kept it there uh but then at the end uh I have extra room in um on a table right near my door and I noticed that- that I thought hey if I put it there it'll be easier for me to get not that either place is difficult, I guess I'm just getting lazy and I just put it there cause it's easy for me to reach.

O: Mhm.

I: Okay, okay. Um so what else comes to your mind when you think about using the smart blister pack?

P: What comes to mind?

I: Yes.

P: It's very organized (Okay), and it makes you feel um very competent as a person that you just go to the- go to it you're know that it's your- the day, you're you that it's the time you're supposed to take it and you just take it (Okay). You don't have- I found that easy (Okay). The- I, I found it easy uh, cause sometimes I used to think to myself, hm I don't have to do too much, too much work to get to these pills cause they're right there in front of me (Mhm). Now I mean if you have a problem with your hands where, okay, I have one little tiny, I'll tell you exactly

how I think of it (Mhm), a miserable little tiny pill, it's so small that I think a bird wouldn't choke on it if he tried to swallow it.

O: [Laughs]

I: Mhm.

P: But anyway, it's in my pack. The only thing is when I was pushing the bubble down to get my pills out, of the package I would always lose it.

I: Oh okay.

P: It didn't matter how much I tried; I'd always lose that little pill. And I wasn't very happy with that pill, I had a few words for it sometimes, [15:00] but it didn't seem to affect it any.

O: [Laughs]

P: But then I realized when I got the new blister pack, uh the pill didn't grow any, it still the same little misery but it-it's sits in between your fingers and unless you're very cool and you got, you know you can really can spot it (Mhm). Uh then I when I got the new pack it's um, I broke the paper in the back, it was easier to break the paper in the pack and it gave me uh a little hollow uh chamber that was where all my pills were sitting in, if you get my drift.

O: Mhm.

I: Yes, yes, I do, okay.

P: I-I all of a sudden, I had a little well there where my pills were push- were in because I didn't have to push the-the plastic right through, because if I-

I: Okay.

P: The other one I pushed the plastic through to get to the pill and it was um a misery this little one that kept running away from me.

I: Okay.

P: So, the-the new package the blister is bigger, it's uh seems to be square, uh like a well you know, it-it held the pills in even though I was tearing the-the paper off. That-that I like.

I: Okay.

O: Okay.

P: Okay.

O: Um.

P: Um.

I: How do you think that people who were around you, like you live with your husband right?

P: Yup.

I: How did he feel about using the smart blister pack? Did he comment on anything?

P: How did he-, how did he feel about it?

I: Yup.

P: Um if it keeps me happy-, if it keeps me happy, he's delighted [Laughs].

I: Oh okay [Laughs].

O: [Laughs].

P: But but he did say that it's um, it was very organized.

I: Okay.

P: And he thought it was very neat and proper. It was um, it was um, he-he thought so, but he did tell me that and it's not often to get a compliment from him because he's very difficult, I have-

I: Okay.

O: [Laughs]

P: A very difficult time with him I have to keep beating him up to get him to do it [Laughs].

I: [Laughs]

O: Ah [Laughs].

I: Okay so what do you think that how useful the product was? Did you find it like most useful, least useful, was it irritating, cumbersome, what did you feel?

P: Ho-ho-hold it, I'm losing you again, I'm sorry.

I: Okay.

P: Could you repeat?

I: So how useful the product was?

P: How do you-do I think the product was?

I: Like how useful it was? Do you find it-

P: Oh exceptional. Yes, it is (Okay) honestly and truly. It's exceptional because for many reasons it's, it's neat, it's tidy, it's um very uh clean because the pills are not rolling around [Inaudible 17:57].

O: Mhm.

I: Okay.

P: They're not rolling around like [Inaudible 18:00] and you're not chasing them.

I: [Laughs] okay.

P: Don't mind my sense of humor. Uh it's, I've been known to, I've been told that I have a weird sense of humor, so anyway [Laughs].

O: No [Laughs].

I: [Laughs] Okay, okay.

P: You know, so it's very tidy, it's very neat, it's very clean because uh you know you're not, like you're not, you don't have to worry about skilling them or, or the uh, if you're, if you're gunna go take pills and you don't, and you're not like some people I know, uh you don't wash your hands, your pills are not- maintained very clean and therefore the bottle isn't contaminated and, those are all the things I feel okay.

O: Mhm.

I: Okay, good um-

P: But don't expect everybody to feel like me because I'm weird okay.

O: [Laughs].

I: [Laughs] Okay um what skills do you think you need to use the blister pack?

P: What do I think I need?

I: Yeah, like any skills, like any additional training? Ah do you feel like that you need anything like that?

P: I got most of your conversation.

I: Okay, so my question is what skills do you think you need, like do you need any extra training to use uh the blister pack?

P: Oh any-, what do I think I need extra?

I: Yes.

P: In the, in the blister pack?

I: Yes, like any, do you need a-additional training?

P: Oh no I don't think so, I think it's, it's very self-evident the way it is. You have to kind of get used to it.

I: Okay.

P: But I, I think most people, unless they're totally unable to, can get used to it very easily and feel very competent that they're getting the right measurement on their, on their medication.

I: Okay, um so my-

P: You know.

I: [20:00] Okay my next question is you did describe about that little tiny pill that was running away.

P: Oh yeah that little sucker.

I: Yeah. Did you have any other problem when you were taking the medication out from the blister pack?

P: Uh no.

I: No?

P: That was the only one.

I: That was the only one.

P: That's because, because, I'll-I'll tell you truly (Mhm), if my uh, if my hand would be like a bowl, I wouldn't have had any trouble.

O: Mhm.

I: Okay.

P: But it, it isn't, it's just an ordinary old hand and sometimes it's, you know, it doesn't behave good so.

I: Okay [Laughs]-

P: That's-

I: Did we-

P: Go ahead.

I: Did you, did you use any kind of like fork or knife to pull the medication out, or no? Just used your finger.

P: I'm lucky, I'm lucky I didn't have to.

I: Okay.

P: But uh I know some people with they have different things (Mhm) wrong with them, their hands would be less able to grab on to the pills and you know, yes, I-I think if you have that kind of problem a little spoon or a little, I think you'd have to have a, kind of a little spoon or something like that because I don't know if a tweezer would even be good for some people it might be but one thing about the tweezer the moment you relax you lose the-the item.

O: Mhm.

I: Mhm.

P: But the spoon might also be okay if it was curved in a way that once the pill was in the spoon, you'd have to turn it upside down to get it out (Okay) because I know, I know for a fact, a- actually I could tell you the honest truth, I played with that one day, [inaudible 21:49] I- very little thing, something-, sometimes I have nothing to do, so I have to keep busy [Laughs].

O: [Laughs].

I: Okay.

P: So, I was thinking mhm...., I wonder how I could work that, how that would work if my finger were so uh unable to-to reach to get the pill. Uh and I um, I was using- at first, I was using a little piece of wood that I had, and I was figuring out and it didn't work (Okay). It just slid on the- it would, it just slid on the side. And then I had a little plastic spoon, I probably got it free from [Name of restaurant] I don't know not sure (Mhm..). But anyway, I was using the tip of that to see, and it would have worked very nicely I think except the-the spoon was a little bit too large for the pla- for the opening-

O: Mhm.

I: Okay.

P: And then pull the thing as you brought up the spoon it would kinda pop and as it popped it usually- the lighter pills would be gone.

I: Okay.

P: You know.

O: Mhm.

P: Just just I played with it, I didn't really (Okay), you know I was gunna take a straw and suck up [Laughs].

I: Okay [Laughs].

O: [Laughs].

I: Um-

P: Ah lordly you sure make a difference out you know for me.

O: [Laughs].

I: [Laughs] Okay um were you getting a reminder message [P's name 23:16]? For your medication?

P: Uh repeat again?

I: Were you getting a message on your phone that it's time for you-

P: No, no they didn't do nothing like that for me, they weren't very nice to me at all.

O: Awh.

I: Okay so no message was- there wasn't any-

P: No, I never got the message no.

I: Okay.

P: I just had- I just got, got to it and I gotta be honest with you there was a couple of mornings where I didn't get to the right time because-

I: Okay.

P: -I ha-, I um took like, well, I had some, I had a, I have a problem with my eye sight which is a sometimes um, I have to do different things for it and, and sometimes I had to get onto the phone and was time to take my pills and other time I (Okay) have trouble with my ears. I-I'm like an old Chev and pulling a part piece by piece.

O: No.

P: [Laughs] Okay.

O: Awh.

I: Um okay so do you think it would be a better thing if you would have gotten that message? Just for a reminder?

P: Um two ways of looking at it. Yes, for the person if, if that was one of the things that they forget to take their pills.

I: Okay.

P: Secondly, it wouldn't be too pleasant if you were, like myself I live in a, I live in a fairly large, not a very large house but I wanted one with twenty-five rooms but my husband wouldn't let me have it.

O: [Laughs].

I: [Laughs].

P: Uh I live with my husband that, I thought a few times, [25:00] oh it's time for me to get my pills I better get them in case the phone ring. This was in the early days, but the phone didn't ring-

I: Okay.

P: -or didn't ding or anything, and I was kinda happy because at that time my husband was still kinda snoozing, and I thought you know that would've woke him up I think.

O: Okay.

I: Okay.

P: But I wasn't sure.

I: Okay.

P: It's like a- it's like somebody coming to the door you know (Mhm), if you're you know. Somebody comes to the door you're, you're the bell rings well everybody's alerted to it and that's what reminded me of that.

I: Okay.

P: And I thought, well that's one good thing, I can take my pills and, but then as he got used to me, he be saying to me, did you take your pills today? And of course, I would say yes and I'd turn around and say are you taking yours? And he's said yes, so. [Laughs] We're both on the same page.

I: So, you guys are each other's reminder then, right?

P: Yeah, well they, you know we happen to be able to do that, like one of us couldn't remember.

I: Mhm.

P: The other one would have to do it, yeah.

O: Yeah.

P: Like I'm just being remi-, I'm just being told right now that my front door is being opened. I don't know who is there but I better lo- I better like the person that's coming in or else.

O: [Laughs].

P: You know what I mean?

O: Yeah.

I: Okay.

P: It's, it's an invasion of somebody else's, uh space or whatever you wanna put it, however you wanna put it. So yes, it's a good thing and no it's not a good thing if it's gunna be invasive to other people.

I: Mm, okay. Uh so my next question is would you consider using this pack in the future?

P: Oh yeah, I think so, it surely is better than, it's better than using a bottle or a, you know that to take. And it's a handy item (Mhm) and uh um I'm often wondering uh that, wondering ri- right now I haven't been going any where's cause the government of [Name of the country] has kept me in jail all this time.

O: Awh.

P: Because of the virus.

I: Yes.

O: Mhm.

P: But if I was going in my normal way, I would have gone to uh, I might have gone to [Name of the place] for three or four days. I might have taken a plane and gone to [Name of the place] or, or [Name of the place] or whatever, or maybe to the [Name of the place] to my home there or you know.

I: Mm.

P: So I would be going somewheres-

I: Okay.

P: -and th-, and that to me, the only thing I'm thinking of that is if I'm going someplace and I'm staying for three weeks or three months or two months or, I'd have to take an awful lot of pills with me at one time.

I: Mm.

P: Like, do you understand? Now it does, not everybody's in that situation some are just at home all the time.

I: Okay.

P: You know?

I: Okay.

P: But that's was one thing that crossed my mind actually I talked to my husband about it. I asked him, um when we go to [Name of the place] for three months, I wonder how I'm gunna manage these cap- these pills and he, like his usual brilliant mind works in one direction, don't worry about it when we get there we'll change it.

O: [Laughs].

P: That kinda left me hanging there, you know? But uh I had- I haven't gone because I haven't had to uh, things happen you know I'm here and I'm going to be here I hope for a little while.

O: Mhm.

P: Um unless things happen and I, but most of the time that's the only thing other-, I did think about it a few times, what if it, it's, if these um people you're selling, these-these pills to, what if they wanna go away for (Okay) fifteen days somewheres or, well fifteen days is not bad because you've got that in a pack but-

I: Mhm.

P: -if you had-

I: More than that, yeah, okay.

P: Yeah it's just food for thought-

I: Yeah.

P: -it doesn't mean it has to be, I'm just thinking it through.

I: Nope, that's a great, uh that's a great tho-, uh thing that you've just mentioned. So my next question is uh what would make it difficult for you to use the blister pack? So for example do you think that cost will be an issue if you have to pay for it?

P: If I have to pay?

I: Yeah.

P: Well uh for me to pay for it uh, no it wouldn't bother me a lot because it's okay but there's many, many that would be a real issue.

I: Okay. Uh so you feel like how much should it be that people would be okay? Is there a number that you can put it on?

P: Oh I never even thought that [30:00], I never even gave it a thought about the commers part of it.

I: Okay.

P: I understand, I'd understand the cost.

I: Okay.

P: A few things you have to think about. When you're filling this, is this a person that's every, every month sits there and drops these little things in a box?

I: Mhm.

P: Or is it a strip that you can take off a machine that it's loaded in and away it goes, uh and it's run, you know. That's all cost, cost, cost and-

I: Yup.

P: -when you, when you're looking at commers and dollars you're not looking, you're looking at the cost, is the cost worth, worth-

I: Of course, okay.

P: You know.

O: Mhm.

I: Okay.

P: I mean, I think for the, I think for that I'd have to open my own-, I'd have to open, or go work at your factory and organize it and get it ready and then (Okay) double check it and get everybody to give me their thought and then I'd make my mind up.

I: Okay.

P: [Laughs].

I: Fair enough. What about-

P: You know. So, it's for-, it's really is food for thought.

I: Yes.

P: It-it-it is, it-it's a good idea. Is the idea of value cause if you don't make two cents on every and every dollar you spend, well I would get out of business but-?

I: Mhm.

P: You know you have to make profit in order for, for business to-to to be able to compete, to be able to go on.

O: Mhm.

P: Oh, and by the way, I'm really against getting medication from, medication that's made in another country.

I: Oh.

P: I think we should have, [Name of the place] should have their own medication made in [Name of the place].

I: Okay.

P: I am, I'm not a difficult person to get along with but when I buy something that I think is important like your medication, your food, it is very, very nice if it's made in your country.

I: Yes.

P: And when I'm in [Name of the place], I don't look for [Name of the place] food.

I: Mhm.

P: I'm in [Name of the place], I take [Name of the place] food. When I was in [Name of the place], I didn't look for [Name of the place] food.

I: Mhm.

P: I bought [Name of the place] because the [Name of the place] were growing the food that we were using and there was nothing wrong with it and it was delicious. [32:20, end of recoding]

P: [00:00] Ah, I'm not saying that because we have this problem and they say it started in, in [Name of the place] and all these problems. I don't know where it started, I'm not in that field.
O: Mhm.
I: But I do know that I'm very annoyed when I have to be told by the drug store we can't supply you with this because we can't get it (Mm), into this country right now.
I: Yeah.
P: I'm a-, I'm annoyed at that-
I: Mhm.
P: -and I came back home and I told my husband I should go and give everybody in [Name of the place] a blast because they are working for us.
I: Mhm.
P: We are not working for [Name of the place] and they wouldn't like me in [Name of the place].
I: [Laughs].
P: You know.
I: Okay.
P: So I better not go.
O: [Laughs].
I: Okay.
P: You might have to come see me in a different jail.
I: [Laughs].
O: Awh.
P: That would not work and I'm too old to be going to jail [Laughs].
I: Okay [Inaudible 01:03].
P: So-, and, and I'm being honest with you, uh my own, for me that to me this what I think, I think this is wrong and I don't know, and I see-, I hear you got an accent, It's a nice accent by the way. What country were you uh born?
I: I'm from [Name of the place].

P: Oh beautiful. I just uh follow the real nice story on [Name of the place] um the last couple of days, three days ago and uh I'd-, my husband joined me to watch it. It was a very, very nice story about the life of the r-, I'm not talking about the life of the dictators and the (Huh), the, the people like that we have in [Name of the place]. They are honest straight forward everyday people; they believe in what they have been brought up to believe. They believe in their families and children. I think that film and I can't to this minute remember the name exactly, should be shown all over. It was a fantastic movie. I don't know who did it but it came over the Netflix.

I: Oh okay.

P: And uh it was absolutely beautiful. There was uh about five or six different times you had to watch, it was beautiful.

I: Oh.

O: Oh.

I: Thank you.

P: So nice, so very, very nice. They, the people that had nothing, how kind and how generous they were.

I: Thank you so much.

P: And you know. And I-I, and how, really how the, you know hard life must be for them. So I don't care where you're born or who, it doesn't matter to me, besides I've got some good friends that are [Name of the place] - from [Name of the place]. They made a nice business here in town.

I: Okay.

P: They um, they started off with a variety store, they done well. I'm very-

I: Okay.

P: I'm very happy to. So, it doesn't matter to me, it's the person.

I: Okay.

P: Isn't where you're born. You wouldn't wanna know where I'm born. I was born I think it was under the bush somewhere, but anyway.

I: [Laughs].

P: The point is, it's not where you're born.

I: Mhm.

P: It's the, your-your, inner core, your belief that you have. If I'd believed that I'm better than everybody else, then I'm not much better than the dog on the street, but if I believe that I share the same kind of life, that a lot of other people, and if I have a little bit more and I could share it with somebody else then why not, you know.

O: Mhm.

I: Mhm.

P: But it's, that I guess as I said I'm old, I'm tired and maybe I'm different, I don't know. I know I'm different, I've been told.

I: [Laughs] okay, so I-

P: Anyway.

I: I'm gunna ask you the next question [P's name 03:55]. So um do you feel like uh there was anything to do with like use of technology or handling the device, that will prevent you from using the blister pack in future?

P: No, not really.

I: Okay.

P: It's a very nice organized. Very nice, it's very nice for older people to be organized and, and it, it assures them that they're getting the right pills and-

I: Okay.

P: Assures them that their medicine is straight. They-th-th, when a nurse hands you a little cup with your pills in it you feel good because yes, she is, she's the one that decided and looked and saw that your-, she's giving you the right pill and therefore I felt the same way about the little packets.

I: Okay.

P: Mine you a couple of times when I first got them, I double checked to make sure whoever picks the, put them all together wasn't trying to play around with me.

I: Oh okay, okay.

P: [Laughs].

I: Um how-

P: I was checking them, I was checking them (So you checking them, good) saying if I just find [05:00] one outta line-

I: Okay.

P: -boy will I ever tell em.

I: Okay.

P: [Laughs].

I: Um how do you feel about uh managing your medication? Like did you um, like you had to call the pharmacy or did they have a system for you to deliver or pick it up? How did you handle all that situation?

P: I um had no problem at all with this pharmacy. Um getting my medication. Every, every so many days when, when, when my prescription was coming out and I had to have a new one, within two or three days I could call and say I'm picking up my medication on Friday or Thursday and they said fine it's re-, it'll be ready for you, or it's ready for you whatever and if I had any questions about anything, I would call them and they were very glad to, to, to he-, you know to answer me.

I: Okay, okay.

P: You know.

I: Did you need someone help?

P: Did I need what?

I: Someone's help? Did your husband help you with any of these tasks or were you okay to handle it.

P: No. No, no, my husband never, never ah help-, my husband never had uh, never needed to help me uh with the pills, they were all organized, they were all done. Uh when I was um, couple of years ago, three years ago maybe, when I was quite ill. Uh when I was, I didn't have the pack, I'd just had pil- a lot of pills in different bottles. Uh couple of times I had to ask my husband uh could he help me and he would.

I: Okay.

P: Decide because I had so many bottles around me and I wasn't feeling the very best. But after I got better um I was okay again but this was a much nicer way to manage your medication.
I: Okay, okay. So you have like your husband as your social support then, right? Like in any kind of medication issues, you have that available for you.
P: Oh yeah, yeah definitely.
I: Okay. Was there any stigma or fear related to the use of blister pack? Like did you feel any kind of fear or did you have any stigma, that why am I using it, something like that?
P: Oh no, no I did not feel any kind, anything like that. I felt uh, actually I felt very happy um you know, very then I thought it's such a wonderful idea (Okay), that um and I'm, I'm thin-, I was thinking out, thinking out, and whenever I was thinking about anything like that, I wasn't just thinking about myself, I was trying to think of putting myself in a different position where you know, uh and I was thinking uh it must be nice because if you're sitting all alone and it's morning and you have to take your medication and you're elderly maybe you're not as coherent as some people are, you know, and you're sitting there and you're thinking, ah it's breakfast time I'll take my medication. And at least, I think you feel very compatible instead of having little blocks, little uh uh area where it's ah all your pills are lined up for you, and more than likely you're the one that lined them up to fit like Monday, Tuesday, Wednesday, you know. And uh and if you're trying-, and I think, you'd feel much better knowing they're already pre-packed.
I: Okay.
P: They're ready for you.
O: Mhm.
I: Okay.
P: I think that is valuable. I think, I think that the [Name of the country] government or the medical profession should look very seriously at this and maybe make it so that uh it would be available to mul-, to to [Name of the country] whether they can afford it or not.
I: Okay.
P: If they can afford it that's a different story, but it-
I: Okay.

P: For those who can't, I think it would be really nice for them to have that.

O: Mhm.

I: Okay um-

P: You know.

I: So my next question is, did you uh feel that there was any change in your interaction with your pharmacist or pharmacy team during this time? Or was it like before?

P: Oh yes very much different uh-

I: Oh how so?

P: -first things first um when I was called, when I called and say I'm, I'm out, I'm nearly out of my medications, [Inaudible 09:30] can I stop in tomorrow is it okay, and they would say sure [P's name 09:34] come on in. When I got in, I just say if the person behind the counter didn't really know me-

I: Mhm.

P: -and that doesn't take long usually they know me after they've met me two or three, because, times, because I'm so you know, so wonderful.

O: [Laughs].

P: They know me the moment the doors open. Anyway [Inaudible 09:53], yeah I think they, they mol-, I think they know me because they're glad to say oh boy here she comes let's get rid [10:00] of her quick.

I: [Laughs].

P: But anyway. Uh once they didn't know me or didn't know my name. Once they got the, the ones that knew me would just wave and say hi and so on, but that was fine, but if she didn't the person behind, I'd had to explain I come here every two weeks to pick up all my medication and this is my name and they say oh yeah, yeah, yeah. And you know, couple of times they asked me to pay for it and I'm in I said no I'm not paying for 'em, I paid for them already-

I: Okay.

P: -and they didn't really believe me, but I figured somebody would, would clue them in.

I: Okay.

P: Anyway, [Laughs] just making [thought? 10:38]-

I: Okay.

P: -making [thought? 10:40].

I: Okay.

P: Uh no, no they were very nice and I liked the little pharmacy-esk, over the big one.

O: Mhm.

P: The reason uh I think, it's uh a little more personal. Now I don't need anybody to entertain me, I entertain myself, hell I entertain them all but anyway.

I: [Laughs].

O: [Laughs] Okay.

P: When it comes, some people are quiet, not too sure, they, they want they're like invisible to others and I think when they have a little pharmacy, if they can go to it and the people are friendly to them, it kinda makes their day.

I: Mhm.

P: It's, it doesn't just become a visit to get their medication, it, it becomes a, a visit, a friendship-

I: Mhm.

P: -and they feel good about the whole thing.

I: Okay.

P: And maybe I talk too much.

I: No I don't think you do.

P: I think I do.

I: [Laughs] Okay so my next question is how do-

P: Boy you got a lot of questions.

I: Oh just two more left, you're all done.

P: [Laughs].

O: [Laughs].

P: Okay.

I: Just two more questions. So how would you describe your overall satisfaction with the, pack?

P: With the pack?

I: Yes.

P: Oh I, I think the pack is great, I wouldn't wanna do without it.

I: Okay then my next question is uh do you remember we came to your house and we took the different photographs um of you, you uh, also we took photographs of your hands when you were taking the medication out during the training.

P: Yes.

I: How did you like all that?

P: How did I like it?

I: Yeah, when we were taking the photos-

P: I like the, I liked the pack uh the bigger pack that you, that the lightest pack we had because that little uh little piece of uh, I'll say cardboard.

O: Mhm.

P: At the back, you know where, you're at the numbers one, two, three, four, five, six?

I: Mhm.

P: You know what I'm talking about.

I: Yes, yes I do.

P: Okay. It's so you break it up and you pull it back and you get, that was very, that's very, I think that's nicer than the other pack we used to have. We had a just a plain paper-

I: Okay.

P: -we kinda had to dig it out. So uh that one is a, a much nicer one. I don't know what, what is the purpose of the numbers one, two, three, four, five, cause they, is that just to remember there's thirty days in a month and everybody should have an empty hole?

I: Yes I believe so.

P: Is that the reason-

I: It was the number of doses.

P: Yes so-

I: Number of the-, so you take your first dose or second dose.

P: Yes.

I: But what I'm trying to ask you is how did you like when we took the photos? You know remember when we took your photos? We took the-

P: Did you like me you mean in the photo?

O: [Laughs].

I: No did you, how did you like the whole process when we took those pictures of you, like when you were taking the medication out. Did you find that was good or did you not like it?

P: Oh yeah, it didn't bother me.

I: Okay, and did you- did you use those photos? Like you know uh during the s-study? Did you go back to that paper, how to take the medication out or no?

P: I never had the photos.

I: Oh okay, okay.

O: Oh.

P: I never had any papers or anything given to me to show what me, t-that was sticking them out or anything. The young lady was very, very nice and uh, and uh she showed me, you know I said uh like I just, I didn't even have to tear the papers out the back, they just push it with your finger and it pops out if your-

I: Mm.

P: -if your finger is in working condition of course.

O: Mhm.

P: And-

I: Okay.

P: You know, and uh so she was fine, I mean when she showed me I, I hey I learned quick-

I: Okay.

P: -you know I'm a quick learner.

I: Okay.

O: Hm.

I: You understood it very well that day.

P: Yeah she showed me very nicely and was, I had no problem but I never had any pictures to show me how or-

I: Okay.

P: You know.

I: How was your whole experience with us coming to your home? Did you feel like it was comfortable, were you worried, did you feel pressured? Like how did you like it when we came to your house, h-home [15:00] a few times and we spoke?

P: Well, uh I welcome most people in my home and so uh I definitely would welcome them. They weren't intrusive, they weren't uh pushing their way in. They had made an appointment; they were both very cordial. And wonderful young people, and, and uh I'm an old woman and when I see somebody young and beautiful, I want to tell them because they are and I'm glad to see them. I don't wanna, I didn't have to feed them or do their laundry uh, I wa-, just wonderful company and for uh twenty minutes, an hour, an hour and a half, they could come again, I liked them all.

O: Awh.

I: Okay.

O: [Laughs].

I: Um-

P: You know. They were not intrusive, they were, they didn't push their way in. They were wonderful.

I: Okay thank you so much. So is there anything else you would like to share? My- all my questions are done. Is there anything else that you would like to share, feel free to let us know right now?

P: Uh not that I can think of, you're the boss. Its your power pack.

I: [Laughs].

O: [Laughs].

P: And you should ask the question. All I can do is try to be receptive and uh answer you the best way I can and if I don't answer it just the way, the way you like it well too bad for you.

I: [Laughs].

O: [Laughs].

P: My answers. They were your questions and now it's my answers I'm putting back at you lady.

O: [Laughs].

I: Perfect-

P: You know.

I: -thank you so much. So-

P: I enjoyed, no I enjoyed your-

I: Sorry.

P: -your, your talking to me and uh I enjoyed your consciousness that you're trying so hard to do something good and I'm so glad that you're in, on our side of the, of the fence. That you are here in Canada and you're improving our life.

I: Thank you so much. So uh our interview is done, I just have a few more thinks that I- [17:00 end of recording]