

Appendix

Semi-structured interview questions

Information Seeking Behavior & Needs

Goal: to understand rationale for MSeHA use from the provider perspective and to assess accuracy of the five categories for rationale for MSeHA use developed through observation.

1. Could you describe what prompts you to look a patient up in MSeHA?
2. How does MSeHA help you in providing care to the patients you look up?
3. Based on observation at multiple sites, we've developed five categories to describe why people use MSeHA. Here are the five categories: not trusting the patient's narrative, communication challenges with the patient, getting around site technology problems, patient mentions a visit to another hospital, and facilitating referrals processes.
 - a. Does this list describe why you use MSeHA?
 - b. Is there anything you would add to this list?
 - c. Which category do you think describes your most frequent reason for using MSeHA?
4. Is there information you'd like to see in MSeHA that you don't think is there right now?

Impact of MSeHA Use

Goal: Understand outcomes of using MSeHA from a provider perspective and to assess accuracy of the six categories out outcomes of MSeHA use developed through observation.

1. Do you think having access to information through MSeHA has changed how you provide patient care? How?
2. Based on observation at multiple sites, we've developed six categories to describe what happens when people consult MSeHA. Here are the six categories: no data of interest available, disclosing information the patient has not shared, saving time & speeding up care, facilitating treatment decisions, avoiding duplicate tests, identifying drug seeking behavior.
 - a. Do you think this list describes the outcomes of using MSeHA?
 - b. Is there anything you would add to this list?
 - c. Which category do you think describes the outcome of MSeHA use you see most often?

General

Goal: Wrapping up interview and gathering any other open-ended comments interviewees would like to share.

1. Is there any other feedback you'd like to give re: MSeHA?
Examples: data types you'd like to see in the system, sites you wish participated in MSeHA, usability issues