

Appendix 2 Topic Guide

Main topic	Possible issues for exploration
Demonstrate integrated system	<ul style="list-style-type: none"> answer and discuss any questions which arise from the demonstration
Familiarity	<ul style="list-style-type: none"> what systems are they currently working with for patient records and for receiving pathology/radiology results have they experience in working with patient acquired data in this practice or elsewhere
Advantage	<ul style="list-style-type: none"> does the software offer a relative advantage (over the current standalone system) what benefits are readily apparent does it appear simple to use do they think the software offers the opportunity to experiment with how it's used what other advantages are apparent
Disadvantages	<ul style="list-style-type: none"> what are the apparent disadvantages of the system what are the risks perceived in implementing this software what are the medico-legal issues in implementing this software what other concerns would they have about this system
System design	<ul style="list-style-type: none"> would it be preferable to have the patient recorded data added to their medical records (as in this system) or to have patient details on the Telehealth website- explore medico-legal aspects of these options how frequently would they like the data to be uploaded what kind of data and what detail of data would they like e.g. every value, an average, or a summary sheet (what would be required in a summary) is numerical or graphical data preferable would they want alerted of abnormal/especially high risk values what data quality aspects are important to them Do they have concerns of speed of access of information what other aspects of the design would they prefer or change
Compatibility	<ul style="list-style-type: none"> how relevant is the system to the practice staff how compatible is the software with the values, norms and perceived needs of the practice staff how likely would they be to adopt using this system how malleable is the system in terms of allowing users to adapt and refine to their own needs and circumstances how might this system affect their delivery of care and their consultation/communication would it be useful to have this information more at hand when consulting with patients – are there any drawbacks

	<p>to having it more accessible (patient expectations)</p> <ul style="list-style-type: none"> • how might this system affect their work schedule/ work load both within and out with consultation
Service agreements	<ul style="list-style-type: none"> • what items would be important for them to include in service agreements e.g. data limits, alerts, processes for follow up, tracking of data
Training and support	<ul style="list-style-type: none"> • what training would be required to adopt such a system • what range of support would be required to help with the adoption of the software
Confidentiality	<ul style="list-style-type: none"> • what concerns might there be of the confidentiality of data
Recommendations	<ul style="list-style-type: none"> • what recommendations do they have for the system