

An initial interview guide has been developed and will be frequently reworked based on participant responses.

Pre-constructed questions to direct the interview include:

1. To start, state your job, what training is required for your job, and how long ago you finished your training.
2. What are the most common symptoms that people come to your medical store to treat? What are the most common medications that you dispense? What are the most common antibiotics that you dispense?
3. If people in your community are sick with a mild illness, where do they go first for healthcare? Are there enough doctors in your community? What is the certification of the doctors in your community?
4. How often do people come to your medical store without a prescription, tell you their symptoms, and ask for treatment? Do you feel qualified to provide this medical advice? Where did you learn this information? What do you do if you do not know the answer to a medical question?
5. How often do people come to your medical store without a prescription, and directly ask for an antibiotic medication by name?
6. How do you decide whether or not to sell antibiotics to someone without a prescription? Does severity of the illness matter? Does the type of antibiotic matter?
7. What advice do you usually provide to someone who purchases a medication at your medical store?
8. How often do you sell less than a full course of antibiotics (for example, only 2 or 3 pills)? Why?
9. Do people ever tell you that they cannot afford to buy a full course of antibiotics? How often does this happen? What do you do if this happens?
10. In a previous study done by other researchers, some pharmacists in New Delhi said they felt pressure to over-dispense medications, including antibiotics, to clear stock that is about to expire. Do you ever feel pressure to sell antibiotics that are about to expire?
If yes: Where does this pressure come from (personal needs, managers, etc.)? How often does this occur?
11. Has anyone had additional training since beginning your job (ex. health workshop, lecture, etc.)? Would additional training on new topics like antibiotic resistance be helpful, or unnecessary? Why?
If unnecessary: How do you learn about new diseases, drugs, or problems like antibiotic resistance?
12. Do you usually return expired stocks of antibiotics? Why or why not?
If no: What do you do with excess antibiotics that are about to expire?
13. Explain the process to return expired medications. How difficult is this process?
14. Is antibiotic resistance a problem in your community? Explain.
15. Does your medical store usually run out of stock of a certain antibiotic? Why or why not?
If yes: What do you do when this happens? (ex. sell different brand, sell different medication, send patients to another medical store, etc.)