

Appendix 1:

Semi-structured interview protocol used for interviews

1. Tell me a little about your background. What experience did you have in pharmacy before you became a regulated technician? What steps did you take to become regulated? Why did you decide to become a regulated technician?
2. Tell me a bit about your current experience working as a regulated technician in community practice. Give me a description of your day-to-day routines in the pharmacy. What are your responsibilities? How are they different than or similar to those of pharmacy assistants (i.e., unregulated pharmacy support staff).
3. How do you think pharmacies should best utilize the skills of regulated technicians? In your ideal world, how would technicians be integrated into community pharmacies?
4. In your experience, what has worked well to optimize your role in the pharmacy? What workplace practices, policies, training, workflow, physical design of the pharmacy or other issues have worked?
5. In your experience, what has frustrated our attempts to optimize your role in the pharmacy? What workplace practices, policies, training, workflow, physical design of the pharmacy or other issues have been less effective?
6. How would you describe what it means, as a regulated pharmacy technician, to be a “professional”? How was this different when you were an unregulated pharmacy assistant?
7. What advice would you give to pharmacists and employers to optimize the role of the regulated pharmacy technician?
8. Any other thoughts or opinions?

Appendix to: Salameh L, et al. Facilitating integration of regulated pharmacy technicians into community pharmacy practice in Ontario: results of an exploratory study. *Can Pharm J (Ott)* 2018;151(3). DOI: 10.1177/1715163518765892.