

## APPENDIX A: Phone script

Hello, my name is [NAME], and I am a Co-Investigator for the ICARE study you and your clinic participated in. As part of the study, a clinical pharmacist from the University of Iowa collaborated with clinic physicians in order to improve health outcomes for patients. We now hope to conduct an interview over the phone with 3-4 patients from that clinic so we can identify ways to improve mental health services in rural care settings. I received [an email or a postcard] indicating that you may be interested in participating in this interview over the telephone. The interview will take about 30-60 minutes. You also may be asked to participate in a follow-up 30-minute interview for clarification of questions that arise during the analysis of interview data. If you are interested in participating in a follow-up phone interview, you will be asked to leave a phone number and best time of day for phone contact.

Participation in this interview is completely voluntary. Is this interview something you may be interested participating in?

*{If YES}* Do you have some time to do the interview now? Or we could set up a later time to do the interview if you don't have time now or wanted more time to think about participating.

*{If NO}* I thank you for your time. Have a good day.

Let me go over some things before we begin.

If you have any questions, please feel free to ask me. Also, if you don't want to answer any questions just let me know.

With your permission, we will be recording this interview to ensure we accurately record what you say and so we can review your responses.

All information will be kept strictly confidential. I will use a random study ID number to identify you once we start recording.

Do you have any questions for me before we begin?

OK, I will begin recording now.

Hi, this is [NAME]. I am speaking with participant #\_\_\_\_\_.

Today's date is \_\_\_\_\_.

Thinking back on your interactions in health care clinics, please answer the following questions.

*[interview questions]*

## APPENDIX B: Example interview questions

Interview guides were developed iteratively to probe for missing information.

### Questions about patient's mental health service utilization

1. Have you ever been diagnosed with anxiety or depression?
2. Do you recall a provider ever asking you about your [anxiety/depression/mental health]?  
What about your mood?
  - a. *{IF YES}*
    - i. How did he or she ask?
    - ii. When go to visit your healthcare provider, how often does he/she ask you about it? Every visit? Every few visits?
3. How is easy for you to talk about [anxiety/depression/mental health] with your provider?
4. Think about how your provider addresses your healthcare needs. Do you feel your provider thinks [anxiety/depression] is important to address?
  - a. *{IF PATIENT HAS DX}*
    - i. Do you think they spend enough time addressing your [anxiety/depression]?
5. Are you currently receiving any kind of treatment or therapy for [anxiety/depression] or any other mental health or mood issue?
  - a. *{IF YES}*
    - i. How satisfied are you with your current treatment?
    - ii. Are there things you wish your provider would do differently regarding your mental health care?
      1. *{IF NO}*
        - a. What do you like about their approach?
  - b. *{IF NO}*
    - i. Have you in the past?
6. Was there a time you needed care for [anxiety/depression] symptoms but could not or did not receive any?
  - a. *{IF YES}*
    - i. What would have helped you during that time?
7. Overall, what do you think would improve treatment of anxiety/depression for people experiencing it?

### Healthcare priorities

8. Think about your healthcare needs and priorities. On a scale of 1-10, how important or urgent is treating your [anxiety/depression]?
  - i. Why did you pick that numbers verses a [higher/lower] number?

- ii. On a scale of 1-10, how important or urgent is treating your physical healthcare?
9. Do you have other health issues that trouble you a lot?
  - b. *{If YES}*
    - i. How do you balance those with addressing your mental health?

**Patient preferences/conclusion:**

10. In an ideal world, what would you look for in a mental health provider?
11. What would help you manage your [anxiety/depression] the most?
12. If you needed help with your mental health, who would you like to call?
13. Where would someone in your area go if they wanted help for their mental health?
14. Do you have any advice for patients struggling with a mood disorder?
15. Finally, do you have any recommendations for providers treating patients for [anxiety/depression/mood disorders]?