

Appendix 1:

Semi-structured interview prompts and responses with coding

Semi-structured interview question/ prompt	Sample response (transcript excerpt with demographic description of respondent)	Coding
Tell me about your background – how you became a regulated pharmacy technician, what steps you took, what the experience was like?	Female 42 yo: Well, I had to do this so I could keep working at the hospital. That's the only reason, so I could keep my job. I didn't really have any interest in it, they weren't going to pay me more or even pay for me to get regulated so it's just a hoop, a burden I had to get through I guess.	Social valuing
Tell me about your work in the pharmacy field. What are the roles you've had, the responsibilities you've had?	Female 44 yo: I love it, you know. I mean the patients, my pharmacy team, they're great. I do a lot of the initial triage, determine if there's a problem to call the pharmacist, help patients with you know small questions and things. I get a lot of respect.	Social valuing
For you, what have been the major differences between being an assistant/unregulated technician and being a regulated pharmacy technician?	Male 33 yo: Literally nothing, no difference. Well, one difference – I do more, like tech check tech and more responsibility but no more salary, no more respect. It's been a lot of money, a lot of time and I don't really get anything out of it. Except I guess I get to keep my job (in the hospital). Kind of frustrating but oh well. It's just to keep my job, not for anything else.	Identity splinting
How have people you've worked with responded to you since you've become a regulated pharmacy technician? What about patients? What about people in your personal life – family and friends?	Female 50 yo: It really doesn't seem to matter to anyone else. I don't think other people – like the public, even pharmacists – actually get what it means to be regulated, how much work it was, the exams. I didn't expect, I don't know, something big, but still you expect something. Like a raise, or some kind of acknowledgement would be nice. But no one, not even my husband really gets what it means.	Social valuing
Overall, what have been your impressions/feelings about your transition to being a regulated pharmacy technician?	Female 26 yo: To tell you the truth it's been a bit disappointing. In (community college) we were always being told about what it would mean to be a professional and we were having all these new opportunities and things. But to me it doesn't look like much has changed, mainly because I think pharmacists are afraid of us? That's what I've heard – they think we will take their jobs.	Environmental opportunities
Do you feel, in this role, that you are a professional? What does being a professional as a regulated pharmacy technician mean to you?	Female 25 yo: I try to. I mean we do have pretty major responsibilities with drugs, peoples' health, getting it right. That is scary but important. I think when we realize that the mistakes we make could kill someone, and we can stop other mistakes, that's when you really – I don't know, feel what you do matters, it's an important job. But honestly that's pretty rare that feeling. Mostly you feel like just you're doing a job.	Social valuing and Identity splinting
What do you think pharmacists feel or believe about the professionalism of regulated pharmacy technicians?	Female 36 yo: Some pharmacists really get it and respect and value us and that's great. But a lot, I think a lot don't really understand what we can do and they just want to keep us in our place, you know. It's weird because, well they (pharmacists) are always complaining that's what doctors do them, and here they are doing it to technicians.	Social valuing and Environmental opportunities

Semi-structured interview question/ prompt	Sample response (transcript excerpt with demographic description of respondent)	Coding
Are there situations where you don't feel like you are a professional? And situations where you feel others do not treat you as a professional?	Female 31 yo: I always try to behave professionally – that's just who I am – but honestly it doesn't have anything to do with me being regulated now. It's more my personality. I honestly don't think whether you are regulated or not is a big factor in being professional in behaviour.	Identity splinting
What about times where you feel like you are a professional? And situations where you feel others treat you as a professional?	Female 39 yo: There are times that nurses especially don't quite know the difference between what I do and the ward pharmacist does. They will ask me questions and I know the answer and that's why I'm now a regulated technician so I can answer them right? That makes you feel really positive about the whole experience and about what I do.	Environmental opportunities
Any other observations or thoughts you'd like to share about your experience becoming a regulated pharmacy technician?	Female 41 yo: It seems like pharmacists – the pharmacy profession – well, they want us but don't want us to succeed. They keep us in the same roles, same salaries you know, but then complain we aren't doing what we can. I feel we (RPTs) are ready to go, ready to launch but if they don't let us, then we are just going to keep doing the same and being the same.	Environmental opportunities, Identity Splinting and Social Valuing

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