

### Hugo recovery interview guide

#### Logistics:

- Email or call patient with response rate <50% to set up time or proceed directly with interview
- The interview likely takes 10-15 minutes
- Likely use Zoom to record interview

#### Before interview:

- Make clear that the intent is to learn from the interview and no hard feelings about not being able to complete the survey
- Make clear that honest opinion is most helpful for us to improve

#### Interview guide:

- What challenges or difficulties did you have in completing surveys?
- Did you know that surveys were emailed/texted to you? (How often do you check your email/texts?)
- What would have helped to engage you better? (better interface, better explanations of the study, why the study is important, other incentives, etc)
- Were there any technical issues with the surveys? (email/text didn't deliver, interface was not friendly, etc)
- Would reminder emails have been helpful?
- Were there too many questions?
- Did any questions feel irrelevant to you?