

Supplemental Material 1.

Semi structured interview guide – EyeGuide Exit Interview

Introduce yourself and say:

You are participating in a 2 year study about the eyeGuide education program. You took many surveys, kept your glaucoma medication in special bottles, had in-person sessions with [counselors] and had phone check-ins with [counselors]. We want to hear your opinion about your eyeGuide sessions with [counselors], both in-person and over the phone.

Interview Questions:

1. What were your experiences participating in this program?
2. What did you think of the website (show the website)?
 - 2.1. Which were your favorite parts of the website?
3. Did you ever go back and login to the website on your own?
 - 3.1. (If showed someone else the website) Which parts were you most excited to show them?
4. Where, if anywhere, did you post your printed plan page ?
 - 4.1. Did you find it helpful to refer back to the printed plan page?
5. What did you think about the phone calls? (You had about 5 phone calls with [counselors] in between visits)
6. What was your experience hearing your adherence number during the phone call?
7. What parts, if any, didn't you like about the program?
 - 7.1. What were some of your barriers to participating in the program?
 - 7.2. What were some barriers to participating in the phone calls?
 - 7.3. What was the most difficult part about participating?
8. What was it like to work with [counselors]?
 - 8.1. What qualities made it easy (or hard) to work with [counselors]?
 - 8.2. How, if at all, did your eye drop use change after participating in this program?
(Program parts include: The education session, being able to ask [counselors] questions,

writing questions for your doctor, knowing your adherence level, having alerts on your bottle, having text message or voice message reminders when you forgot a dose)

- 8.3. What element of the program was most helpful in making this change?
- 8.4. What aspect of having [counselors] as someone to talk to during this program influenced your change?
- 8.5. Did you find yourself using [counselors] outside of the planned times or sessions?
9. If we could do the return visits or even the first visit over the phone so that you wouldn't have to travel to clinic, how would that be for you? [Would you prefer it?]
 - 9.1. (If person said they would prefer to have it over the phone ask: How about not getting to meet with someone face to face?
 - 9.2. (and also ask) Would it be better if meeting with [counselors] was part of your scheduled clinic visit?
10. Do you have any other feedback for us on how we could improve the program in the future?
11. How, if at all, would you like your family to be involved in either the sessions or at home?
12. Is there anything else that I missed that you think we should know about your experience participating in the program?