Appendix A - Focus Group Questions

1) **What is your initial impression about EMR (Electronic Medical Records System) implementation?**
   - EMR training
   - Past computer skills
   - Complexity of the system

2) **Tell me about advantages and disadvantages of EMR?**
   a. **Advantages:**
      - Quality of documentation
      - Prescription process
      - Orders and results
      - Referral issues
   b. **Disadvantages:**
      - Quality of documentation
      - Prescription process
      - Orders and results
      - Referral issues

3) **What have been the patients reaction to introduction of EMR?**
   - Patient doctor relationship
   - Time (waiting time)
   - Patient flow in the clinic

4) **What can be done to make EMR better?**
   - your suggestions

5) **Is there is something else you would like to add?**