

Supplementary file 2

Semi Structured Interview Guide

Patients

1. Can you describe how you found out about the fact that you had diabetes?
(Probe: what symptoms had been noticed, what was patient's age, what was his/her reaction to the diagnosis)
2. Please describe what all you did in terms of seeking care once you found out about your illness.
(Probe: where and when he/she sought care, whether care sought from places other than SN, any home management done and for how long)
3. How long have you been suffering from diabetes and what have you learnt about its effects on your health?
(Probe: is he/she aware about importance of controlling blood sugar, healthy diet, exercise, regular health checks, the potential negative consequences of diabetes, and impacts on lifestyle)
4. From whom/where have you learnt about your disease and how useful has this been?
(Probe: what he/she thinks about the nature of information given, was it easy to understand, difficult to follow, who provided the information, any reading material given, how useful was it)
5. Can you describe how your health is now and what steps you are taking to protect yourself?
(Probe: how he/she feels about his/her health status, whether he/she comes for regular health checks, how often, any medication being taken, any changes in life style)
6. Are there any specific health problems that you are facing as a result of diabetes?
(Probe: specifically any vision related problems, how/he she is managing this, what advice if any has been given by the health care professionals)
7. What do you know about diabetic retinopathy?
(Probe: what information has been given, what has he/she understood from the information given about what all need to be done to protect his/her eyes, how important does he/she believe this is)
8. Have you ever undergone screening for diabetic retinopathy, when was your last screen?
(Probe: regularity of screening, whether he/she comes regularly as required, what difficulties he she faces in undergoing this, what has been helpful in undergoing screening)
9. What suggestions do you have to get patients to come regularly for diabetic retinopathy screening?
(Probe: how often is acceptable, where would be ideal, what could encourage patients to come regularly)

Semi Structured Interview Guide

Health Care Providers

1. What categories of health professionals are available to care for patient with diabetes at your institution?
(Probe: Primary care, physician/dietician, endocrinologist/Ophthalmologist, Ophthalmic trained nurse)
2. What health promotion and patient education strategies you use for diabetes patients?
(Probe: Clinical services, supportive services at community level)
3. What will be your primary prevention and screening process you follow for Diabetic retinopathy?
(Probe: Primary prevention: change in life style, diet, use of home monitoring like glucometer)
(Probe: Screening for other conditions like nephropathy, neuropathy)
4. What type of informations are taken for DR patients?
(Probe: Do you take history about other complications, about other treatment for eye and diabetes)
5. What will be the understanding about patient's behavior towards diabetes and DR?
(Probe: patient understanding and acceptance of their illness poor compliance fear)
6. What information about individual patients are recorded specifically for DR patients?
(Probe: Risk factors, complications, previous examination, treatments and follow-up)
7. What communication methods are followed currently to have follow-up eye examination?
(Probe: Personal record books, text message such as reminders)
8. How are the interventions for people with DR financed?
(Probe: Funds by govt, private insurance, out of pocket/NGO)
9. What is your opinion about follow-up of Diabetic retinopathy patient?
(Probe: Are they coming regularly as advised, Do they come only if they have symptoms)
10. What reasons usually patient reports for the poor follow-up?
(Probe: Financial problem, Travel, Long waiting time, have they taken any steps to reschedule it)
11. What strategies you feel would make a better follow-up for DR patients?
(Probe: Concession, travel expense, reschedule appointments, free top up)