

NCC COVID-19 Study Interview Guide for Patients

A. Introduction

- Interviewer introduces themselves
- Explain the aims of the project
- Explain that the interview will be recorded
 - ◆ Ask for permission to voice record
- Explain what will happen with the data
 - ◆ Interview will be transcribed for analysis
- Confidentiality and anonymity
- Participant is free to stop or pause at anytime of the interview
- Ask if they are comfortable to continue with the interview

B. Interview questions

1. What do you understand of the current health situation with COVID-19?
2. How do you think COVID-19 is transmitted?
 - a. Examples of route of transmission; droplets, air-borne, physical contact
3. What are some of your concerns or fears about COVID-19? What worries you the most and why?
 - a. Describe specific problems or disruptions you experienced related to the COVID-19
 - b. Are there any specific concerns you may have when visiting NCC for treatment or follow up?
 - c. What about your family – what concerns if any they may have?
4. How has your experience accessing and receiving healthcare changed since the COVID-19 outbreak?
 - a. How much have you used health services since the outbreak?
 - b. What changes have you noted/observed when you access health services (what is different, what has not changed; what for better or worse)
 - c. What challenges have you faced in relation to your health treatment in context of current health situation with COVID-19 (e.g. appointment; treatment)

5. How do you feel about accessing care in the current health situation with COVID-19? Probe emotions and why.
 - a. Examples of emotions; anxiety, worry, regret
 - b. Would you prefer if your treatment is deferred? Why is that so? Probe on how they feel about such delays.
6. How confident are you of NCC's screening/safety process? How do you feel when going through the screening process?
 - a. What scares you; what do you find reassuring or helpful in these procedures
 - b. What else / other measures may help you or other people that need to continue medical treatment in this situation
7. Given that you have to access healthcare, what are your hopes and needs and how can we best support you?
8. How likely do you think it is for you to contract COVID-19? Do you think you are more likely to contract COVID-19 than other people? Tell me more.
9. Do you think that COVID-19 is a greater threat/more serious for you in relation to:
 - a. Other infections and cancer related complications
 - b. H1N1/seasonal flu
10. What kind of precautionary measures have you taken to reduce your risk of contracting COVID-19?
 - a. Examples of precautionary measures; stocking of medical supplies, avoiding going out (if they have done some degree of social distancing/isolation, probe about feelings - how did this impact your life/treatment etc)
11. How likely do you think it is for you to recover from COVID-19 if you contracted it? How likely do you think you will recover from COVID-19 in comparison to other people?
12. You are faced with your own health diagnosis/condition - how do you manage/cope with this? To what extent has the COVID-19 outbreak changed your approach or outlook?
 - c. Examples of source of coping; family, friends, HCPs
 - d. Examples of problems with coping; unable to cope, unable to access source of coping

Thank you very much for your feedback. We have come to the end of our questions but we would all be keen to hear if there may be anything else we haven't managed to discuss today that you think is important to share?

C. Wrapping up

- Ensure that the participant had the opportunity to tell you everything they think is important
- Ask if they have any questions; clarify doubts, check emotions.
- Explain again what will happen to the data
- Thank participants
- Reimbursement

NCC COVID-19 Study Interview Guide for Caregivers

A. Introduction

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- Explain the aims of the project
- Explain that the interview will be recorded
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- Ask if they are comfortable to continue with the interview

I will ask you several questions related to your experience since the COVID-19 outbreak. We are keen to hear your thoughts/concerns and experience as well as how you think this may be affecting your loved one.

B. Interview questions

1. What do you understand of the current health situation with COVID-19?
2. How do you think COVID-19 is transmitted?
 - a. Examples of route of transmission; droplets, air-borne, physical contact
3. What are some of your concerns or fears about COVID-19? What worries you the most and why?
 - a. Describe specific problems or disruptions you experienced that may be related to the COVID-19.
 - b. Are there any specific concerns you or the patient may have when visiting NCC for treatment or follow up?
 - c. What about others in your family – what concerns have they discussed with you?
4. How has your experience (and the patient's experience) with accessing and receiving healthcare **changed** since the COVID-19 outbreak.

- a. How much have the patient and/or you used health services since the outbreak?
 - b. What changes have you noted/observed when you or the patient access health services (what is different, the same, better or worse)
 - c. What challenges have you faced in relation to the patient's (or yours, if applicable) health treatment in context of the current health situation with COVID-19 (e.g. appointment; treatment)?
5. How do you feel about you/the patient accessing healthcare in the current health situation with COVID-19? Probe emotions and why.
- a. Examples of emotions; anxiety, worry, regret
 - b. Would you prefer that the patient's treatment (or your treatment) is deferred? Why is that so? Probe on how they feel about such delays.
6. How confident are you of NCC's screening/safety process? How do you feel when going through the screening process?
- a. What scares you; what do you find reassuring or helpful
 - b. What else / other measures may help you or other people that need to continue medical treatment in this situation
7. How likely do you think it is for **you** to contract COVID-19? Do you think you are more likely to contract COVID-19 than other people? Tell me more.
- a. What about for **the patient**? How likely do you think it is for your family member who gets treatment to contract COVID-19? Do you think they are more likely to contract COVID-19 than other people?
8. Do you think that COVID-19 is a greater threat/more serious for you (/the patient) in relation to:
- a. Other infections and cancer complications for the patient
 - b. Seasonal influenza/H1N1
9. What kind of precautionary measures have you (and the patient) taken to reduce the risk of contracting COVID-19?
- a. Examples of precautionary measures; stocking of medical supplies, avoiding going out (if they have done some degree of social distancing/isolation, probe about feelings - how did this impact your life/treatment etc)

10. How likely do you think it is for you to recover from COVID-19 if you contracted it? How likely do you think you will recover from COVID-19 in comparison to other people? How about **the patient**?

11. You, as family, are faced with patient's health condition that can be challenging. How do you manage/cope with this? To what extent has the COVID-19 outbreak changed your approach or outlook?

- a. Examples of source of coping; family, friends, HCPs
- b. Examples of problems with coping; unable to cope, unable to access source of coping

13. As it is essential that you and your family members access healthcare for treatment, what are your hopes and needs and how can we best support you

14. Thank you very much for your feedback. I have no more questions on my end but we would all be keen to hear if there may be anything else we haven't managed to discuss today that you think is important to share?

C. Wrapping up

- Ensure that the participant had the opportunity to tell you everything they think is important
- Ask if they have any questions; clarify doubts, check emotions.
- Explain again what will happen to the data
- Thank participants
- Reimbursement