

## **Interview Guide**

### **Section 1: Your Experience of Hospital Visit**

Have you visited a clinic or hospital in Japan? If yes, how was your experience at that time? If no, what is the main reason of you to avoid visiting clinics or hospitals?

Please tell me more about the details of your experience when visiting clinic or hospital in Japan.

What were the difficulties you had encountered to find a clinic or a hospital?

### **Section 2: Choosing Hospitals**

Is there any information that you wished to receive prior to visiting a clinic or a hospital in Japan?

What is important to you when deciding which clinic or hospital to go to?

Is a word-of-mouth (information from your friends and relatives) important in choosing which clinics or hospital to go to?  
How do you utilize word-of-mouth information?

Is language a barrier to you when visiting hospitals in Japan? What type of support do you want to have?

### **Section 3: Your Religion and Healthcare**

What are the things forbidden in your religion concerning receiving medical treatment at the clinic or hospital?

#### Section 4: Your Worries or Concerns

What are your worries or concerns if you have to visit a clinic or hospital again in near future?

#### Section 5: Healthcare Cost

Are you subscribed to any type of health insurance in Japan?

If yes: Was the medical expense (30% of the total cost when covered by National Health Insurance of Japan), expensive for you?

If no: May I ask why? If not subscribed to any insurance, did you have to pay 100% of your medical fees?

#### Section 6: Self Care

What are the things you do when you feel sick, other than visiting hospitals?

#### Section 7: Use of Pharmacy

Did you ever go to Japanese pharmacy and bought medicine without prescription for the cure of your ill symptoms?

If yes, for what purpose? Were you satisfied?

If no, what are the reasons that you do not want to buy medication from Japanese pharmacy?