Interview guide
‘Patients’ perspectives and expectations in osteoporosis care’

Caroline Verdonck, MD
Ruben Willems, PhD
prof. Liesbeth Borgermans, PhD
1. **Guidelines for the interviewer**

Before the start of the interview:

✓ Make sure the informed consent form is signed.
✓ Assure confidentiality
✓ Clearly state to the patient that there are no wrong answers

2. **Interview questions**

**SCREENING**
1. When and why were you screened for osteoporosis?
2. What did you expect at the moment of referral for (DXA) screening?
3. With your information, what could have been done differently to get the diagnosis earlier?
4. More in general, if you had the keys in your hand, in what situations would you screen for osteoporosis in society?

**DIAGNOSIS**
1. In what setting and by whom did you receive your diagnosis of osteoporosis?
2. Could you think of another way or another setting or person that would have been a better option to receive your diagnosis?
3. What did it mean for you to hear the diagnosis of osteoporosis?
4. In what way did you expect osteoporosis would have an impact on your life?
5. Did you have the feeling that you were prepared to receive the diagnosis of osteoporosis?
6. What would have helped you to cope better with the diagnosis at the time you received it?

**INFORMATION EXCHANGE**
1. Which kind of information did you expect to receive?
2. Who do you expect to provide you with such information?
3. How would you like to receive such information?
4. When in the patient journey is the right time to receive such information?
5. Is there any other information you would have liked to receive? Please elaborate on which information, from who, how and when you would like to receive this.
6. Was osteoporosis merely presented as a risk factor or a disease?
7. In what way would that make a difference for you?

**DELIBERATION**
1. Are there any (other) treatment that you did expect to discuss? And with whom?
2. What would help you to ensure the continuation with your osteoporosis treatment?
3. A problem often encountered in osteoporosis care is the discontinuation of medical treatment. What could be reasons for you to discontinue your medication?

**DECISION MAKING**
1. To understand your patient journey in full, which treatment advice did you receive and which decisions have been taken?
2. Who should take the ultimate decision regarding which treatment should be started up?
3. Which treatment decisions do you prefer to take yourself?
4. Which treatment decisions do you prefer the healthcare professional takes for you?

FOLLOW-UP PART A

For patients who have received one or more follow-up visits with a healthcare professional already. In case you have not received a follow-up visit yet, please proceed to “FOLLOW-UP PART B”)

1. How did your follow-up visit go?
2. Did you have any expectations about the follow-up visit? Which were they?
3. Which expectations were fulfilled and which not?
4. Did you expect to undergo testing? If yes, please elaborate on which tests, why these are important to you and which explanation you received about them.
5. Did you expect to receive a medication review? If yes, please elaborate on why this is important to you and whether this happened or not.
6. Did you expect to discuss lifestyle? If yes, please elaborate on why this is important to you and whether this happened or not.
7. What are the most important issues for you that you would like to have discussed during a follow-up visit?
8. In an ideal situation, which healthcare professional is best fit to discuss these important issues with you?
9. How often would you like to have a follow-up consult and why?

FOLLOW-UP PART B

For patients who have not yet received follow-up visits with a healthcare professional already. In case you have already received a follow-up visit yet, please proceed to “STAKEHOLDERS”)

1. What do you expect from a follow-up moment?
2. What are the most important issues for you that you would like to have discussed during a follow-up visit?
3. Do you expect to undergo testing? If yes, please elaborate on which tests, why these are important to you and which explanation you would like to receive about them.
4. Do you expect to receive a medication review? If yes, please elaborate on why this is important to you.
5. Do you expect to discuss lifestyle? If yes, please elaborate on why this is important to you?
6. In an ideal situation, which healthcare professional is best fit to discuss these important issues with you?
7. How often would you like to have a follow-up consult and why?

STAKEHOLDERS

1. Who are the most important healthcare professionals in your patient journey? Please elaborate on why and what their roles are.
2. Did you seek more help next to regular care to manage your osteoporosis? If yes, please elaborate on which help and why.

3. How do you like to see yourself as a patient? Please elaborate on whether this matches reality.

4. Could you describe the necessary conditions for good self-management?

5. Can informal caregivers help you cope with osteoporosis? Please elaborate on how and which impact they have for you?

6. Have you thought about seeking support of peers? Please elaborate on what kind of support, why and whether you could find this or not.

**CONCLUDING QUESTIONS**

1. In general, how did osteoporosis impact your life?

2. If this was a perfect world, and you were able to improve care for patients with osteoporosis, which are the three most important things you would like to change.

3. Although we have tried to discuss the whole patient journey, there might still be other things you would like to mention. Please feel free to write these down here.

**THANK YOU FOR PARTICIPATING IN THIS STUDY!**