

2. Qualitative Interview Guide

User Experience: Interview Guide for Patients

Note to interviewer: This section is a semi structured, open-ended interview. Use the questions here to guide the conversation. Probes are provided to help you explore the questions with the participant and to provide some bearing on what is important to explore in the conversation. Your questions may branch into other topics not covered in the interview questions. This information is important as well and it is ok to depart from the interview questions in order to explore these elements. Before ending the interview review the questions provided here to be sure you discussed all of the topics outlined.

Thank you for taking the time to speak with me today. We are interested in learning about your experience with the platform. The information we learn from you and others will be used to guide our approach to further refining the virtual platform.

This interview will be audio-recorded to ensure that we do not miss any of your responses or feedback. There is a possibility that you may experience emotional distress when discussing your experiences with genetic testing. Please inform us if you would like to skip any questions, pause the interview, or withdraw at any time. You can decline to answer any of the questions and to stop this interview at any point in time.

1. What did you like about the platform?

Probes:

- *What parts were easy to use?*
- *What parts were easy to understand?*
- *What did you like about the way the information was presented?*
- *What was your favourite part of the platform?*
- *What was your favourite feature?*

2. How could the platform be improved?

Probes:

- *What would help you understand the information better?*
- *What could be changed to make using the platform more enjoyable?*
- *How was the pacing or timing of the information presented? Any suggestions for improvement?*
- *What other information would you want to have?*
- *What other features should the platform have?*

3. Overall, what did you think about the volume of the information presented?

Probes:

- *Was it too much? Too little?*

- *What would you have wanted more information on?*
 - *What information did you think was unnecessary?*
4. What did you think about how the information was presented?
- *What was clear? What wasn't clear?*
 - *What improvements would you suggest? Examples: too much text, needs more visuals*
5. Did you learn enough about the genomic testing from the platform before getting the test done?
- Probes:
- *What information was missing? What would have been helpful to learn?*
6. Did you learn enough about the genomic testing results from the platform?
- Probes:
- *What information was missing? What would have been helpful to learn?*
7. What would likely get in the way of you and others using patient platform?
- Probes:
- *Are the barriers specific to the patient platform (e.g., requires computer access, literacy too high, too difficult to use, not accessible)?*
 - *Are the barriers specific to the patients or health professionals (e.g. lack of awareness, limited knowledge/skills, poor attitudes, concerns, incompatible with current practice, lack of confidence)?*
 - *What would make someone likely to use the patient platform and include it in the process of genomic testing?*
8. What can be done to make it easier for patient platforms to be included in the process of genomic testing?
- Probes:
- *Are there health policy or organization documents to justify implementation (for care givers)?*
 - *Who needs to "approve" the patient platform?*
 - *What can be done to overcome identified barriers?*
9. What were some of the benefits of the platform?
- *Examples: limited need for in-person encounters, faster access to clinician, written record of testing protocol and results*
10. What were some concerns with the platform?
- *Examples: Wanted more "human touch", technology issues*
11. What suggestions do you have to improve the platform?
12. Do you have any more feedback for us about the patient platform or the topic in general?