

Appendix 1 Interview schedule

Thank you for agreeing to be interviewed for this study. In order to make sure you understand the purpose of this research, we are going to be asking you questions today based on the idea that you have either used a recording device to record a clinical visit with your physician, therapist, nurse, or health provider or plan to use one in the future.

Over the next 15-20 minutes I will be asking you several open-ended questions related to your experiences recording a clinical visit. You may stop at any time, without consequence. The information you share will remain anonymous and will be accessible only to members of our research team. Before we begin, do you have any questions for me?

Patients who have recorded covertly

- 1) Please the time when you recorded a clinical visit
- 2) Talk a bit more about what lead you to record that visit
- 3) Before recording your visit, did you seek permission from anyone at the clinic or from your (physician, nurse, therapist, etc.)? If yes/no, who did you ask and what was their reaction?
- 4) How did your (physician, nurse, therapist, etc.) react to your recording
- 5) In what way has this recording helped or hindered your experience as a patient.
- 6) In your opinion, how might recording visits be useful or beneficial for patients?
- 7) What might be some perceived challenges to recording a clinical visit? How have you overcome these challenges or seen past them?
- 8) You are one of seven participants who agreed to be interviewed and one of 19 respondents who said they had covertly recorded their clinical encounter. What do you think kept those other 12 respondents from agreeing to be interviewed? Is there something about those who covertly record from those who don't?

Patients who would record covertly

- 1) Please tell me more about why you would choose to record a clinical visit
- 2) What might some reasons be for not asking permission from your doctor
- 3) In your mind, what might be the benefits of recording a clinical encounter?
- 4) If you were to record your clinician, how might you do it?
- 5) What might be some fears patients have about recording?
- 6) How might the act of recording benefit you as a patient, and how do you think your provider might react
- 7) You are one of 26 participants who agreed to be interviewed and one of 45 respondents who said they would covertly recorded their clinical encounter. What do you think kept those others from agreeing to be interviewed? What are potential differences among those who covertly record from those who don't?

Patients who would record openly

- 1) Please tell me more about why you would choose to record a clinical visit
- 2) What might some reasons be for not asking permission from your doctor
- 3) In your mind, what might be the benefits of recording a clinical encounter?
- 4) If you were to record your clinician, how might you do it?
- 5) What might be some fears patients have about recording?
- 6) How might the act of recording benefit you as a patient, and how do you think your provider might react
- 7) You are one of 21 participants who agreed to be interviewed from a total of 43 respondents who said they would openly recorded their clinical encounter. What do you think kept those others from agreeing

to be interviewed? What are potential differences among those who might openly record from those who might covertly record?

Patients who would not record

- 1) Can you talk about why you choose not to record your clinical visit?
- 2) Describe a situation where a clinical recording might or might not be useful?
- 3) I'd like you to explain what the patient provider relationship means to you.
- 4) What might be some fears patients have about recording?
- 5) How might a provider react to a patient recording their visit? Would this change if the provider was asked ahead of time?
- 6) You are one of 10 participants who agreed to be interviewed from a total of 38 respondents who said they would not record their clinical encounter. What do you think kept those others from agreeing to be interviewed? What are potential differences among those who might record from those who wouldn't?

Appendix 2 **Details of interviewees included in this study, by category (n=17)**

Demographics	Would ask permission (n=7)	Would secretly record (n=5)	Would not secretly record (n=2)	Have recorded secretly (n=3)
Gender				
Male	0	3	1	3
Female	7	2	1	0
Other	0	0	0	0
Age				
18-40	1	1	0	1
41-60	3	4	1	1
>60	1	0	1	1
Education				
Degree or higher professional qualification	7	5	2	3
Language other than English spoken at home				
Yes	1	0	0	0
No	6	5	2	3