

In-depth interview guide for drug providers' perspectives on antibiotic misuse practices in eastern Ethiopia

The medicines and their usages

1. Please tell me briefly about the range of medicines that you sell. Which are most popular?
2. Would you explain the sources of the various medicines that you sell?
 - How do you receive these medicines from your suppliers?
 - Do suppliers deliver to your premise?
3. Why do you prefer purchasing drugs from the sources you mentioned?
 - Probe for quality, cost, credit facilities, packaging/box/container, incentives, etc.?
4. What is your experience with getting the supply of the various medicines you want?
 - Probe for availability, shortages, etc. specifically for antibiotics.
5. Where are most of the drugs you sell manufactured?
 - How do you feel about the quality of medicines from various origins?
 - Which origins are most popular?
6. Please tell me your knowledge of the medicines you sell (i.e., what they treat, side effects, etc.?).
 - Are there certain medicines that you would like to know more about?
 - What is your best way of learning about medicines?
7. Which medicines do you provide to people who have coughs and colds?
 - What determines the duration of the medicine use that you provide?
8. Would you explain what antibiotic drugs are?
 - What proportion of all the medicines that you sell are antibiotics?
 - Which are your five most commonly sold antibiotics?
9. For what illnesses/diseases do you often sell antibiotics?
 - What factors influence the choice of antibiotic drugs?
10. How do you usually verify the expiry date of antibiotics you sell?
 - What do you do with medicines that have passed their expiry date?
11. Please tell me about your experience with unused medicines by clients.
 - Probe whether clients bring medicines back to the premise.
 - Which medicines are most commonly brought back; and what do you do with these?

The clients and antibiotic dispensing practices

12. Would you explain how the dispensing process works here (i.e., from the time a client arrives to when they leave with their medications)?
13. How do clients request certain medications without prescriptions?
 - Probe self-medication or verbal recommendation of health workers?
 - Which clients usually do this (e.g., male, female, young, old)?
 - Please describe the most common diseases that clients treat on this basis?
 - How do clients specifically ask for antibiotics?
 - With what local names do they usually ask for various antibiotics?
14. Please tell me any reinforcement for medicine sellers in this community that motivates selling unnecessary antibiotics to clients.
 - Who is a pressure source for this reinforcement (i.e., clients, suppliers, etc.)?
 - What do the sellers do in such situations?
 - Probe whether they go ahead and sell the medicines.
15. What information do you provide clients concerning the antibiotics you sell?
 - Please tell me any questions that clients usually ask you.
 - About allergies?
16. What concerns do your clients ever report about the various medicines you sell them?
17. Would you explain the antibiotic practice of medicine sellers in this area?
 - What they do if the client does not have money for the full dose?
 - What they do about the client's intent of taking more doses than needed?
 - How do you see about the acceptance of these practices in this area? (details)
18. Please tell me any concerns that sometimes force your clients to fail to take their full doses of antibiotic treatment.
19. How do you usually approach clients who ask for a specific antibiotic drug?
 - Ask if they have used antibiotics before and for what conditions/diseases.

Antibiotic resistance

20. Would you tell me what antibiotic resistance is, how it is triggered, and what its implications are?
 - Is there anything on this topic that you would like to know more about? (details)

21. What would be the best way to inform people and medicine sellers about proper antibiotic use and the dangers of antibiotic resistance?
22. What should be done to improve rational antibiotic use and decrease antibiotic resistance in this country?

Regulatory issues (*only for business owners or in-charge health workers)

23. *What are the regulations that you have to follow for selling antibiotics?
 - Prescriptions?
 - What challenges do you ever encounter in following these regulations?
24. *How do you see the knowledge of most sellers about regulations for selling antibiotics?
 - Please tell me whether they always follow these regulations. If not, why not?
 - How do authorities check the compliance of sellers with these regulations?
25. *Would you explain any penalties for sellers who dispense antibiotics without prescription?
26. *How do you see the sufficiency of the current regulations to control inappropriate antibiotic drug use?
 - If not, how could things be improved?
27. **What would happen to your business if antibiotic sales declined due to closer compliance with regulations on dispensing antibiotics? (**only for private sector providers)
 - Would this be a problem for you or your business?
 - If yes, how?
 - What would you suggest as a means of resolving this problem?

We have finished the interview. Thank you for your participation!