

Multimedia Appendix 1. Interview Guide

In-Depth Interviews About Online Portals – Discussion Guide

Today we're going to talk about you/your family's health and how you manage you/your family's health, including how you use technology in your everyday life. I appreciate your honesty in sharing your experiences.

1. Current Health Situation (15 minutes)

- a) How is your health these days?
- b) How active would you say you are in managing your own health?
- c) Are there specific things you are doing to try to stay healthy?
- d) How do you get the facts you need about your health? Your chronic conditions?
- e) Are there any other types of information or people that you trust about your health?
- f) Do you have a family member or a friend who helps you with your health?

2. Healthcare (15 minutes)

- a) Do you have a regular doctor?
- b) Tell me about what it was like at your most recent visit – how did that go?
- c) What has your interaction been with other people in the clinic like nurses?
- d) What happens if you have a question for your doctor in between your office visits?
- e) How do you feel about calling your doctor in between visits?

A lot of people like to get questions about their health answered on the Internet, so now we are going to shift and talk about that for a minute.

3. Technology (25 minutes)

- a) Do you have a computer? Mobile phone?
- b) How do you use the Internet?
- c) (If applicable) Which device do you use to go online *most* often?
- d) A lot of people say they need their son and daughter to get them on the Internet, or that they can only do a few things on their own. How about you?
- e) What kinds of things do you do online?
- f) Tell me about what a typical week looks like in terms of using the Internet.
- g) Some of these sites require a log-in and password. Tell me your thoughts about that.

- h) We talked about health information earlier. Do you use the Internet to look up things about your health or the health of someone in your family?
- i) Some doctors and nurses are now emailing with patients or providing medical information to patients via the Internet. How do you feel about that for you personally?
- j) How would you feel about seeing your test results online?
- k) How would you feel about viewing your medical history online?
- l) How would you feel about refilling your medications online?
- m) How would you feel about scheduling an appointment online?
- n) The reason I am doing this study is because SFGH is developing a website called an online portal that will have access to patients' medical information and allow emailing with doctors and other providers. I am trying to understand how we can improve this and make it the best for our patients. (Show screenshots.) What are your thoughts about this?
- o) Which of the following portal features would you use?
 - a. The portal overall
 - b. Lab results
 - c. Secure messaging
 - d. Appointment list
 - e. Visit summary
 - f. Prescription refill
 - g. Other
- p) If your doctor or someone else in the clinic recommended this website, how would you feel about that?
- q) What else about this online portal website would be useful to you?
- r) Do you think that using an online portal website could replace an in-person visit with you doctor?
- s) How would you feel if this website had information about general health or diabetes topics, like videos for healthy eating or exercises to do at home?

4. Closing (5 minutes) – I am happy to answer any of your questions that we didn't get to earlier.

- a) Do you have any other questions?