

INTRODUCTION

Thank you for meeting with us. We really appreciate your time.

My name is **XXX** and this is **XXX**. We're students from Academy Xi and today we will be asking you a few questions to assist MediGo gain a better understanding of the support doctors/health care professionals currently provide to sleep apnea patients. This should take no longer than 30 – 40 minutes.

Please note that participation is voluntary, and at any point during the interview you may:

- choose to withdraw
- decline to answer any question
- take a break when required
- ask us questions

In addition to taking notes, we would like to record this session if that's OK with you. Your answers will remain anonymous, will only be shared with the Project Team, and will not be used beyond the scope of this project.

Before we start recording, may we confirm your consent to participate? Do you have any questions?

[Start recording]

BACKGROUND

1. Tell us a little about yourself and your practice.
2. How long have you been working with patients who suffer from sleep apnea?
3. Did you have to undergo any special training in order to diagnose and/or treat sleep apnea?

DIAGNOSIS AND TREATMENT

Goal: To understand how patients commence their sleep apnea journey and what information and/or support is provided during their initial consultation.

4. What are the types of sleep apnea that you diagnose and/or treat most often?
Prompt: What are the common symptoms being presented?
5. How are sleep apnea patients currently being diagnosed?
Prompt: What and how is this information being presented to them?

6. What are the most common reactions patients have to their diagnosis?
Prompt: Is any support being provided to aid patients' understanding?
7. What types of treatment and/or equipment is currently being used for sleep apnea patients? Why?
8. Do you assist patients with setting up and/or testing equipment? Why?

PERCEIVED BARRIERS

Goal: To understand why patients are either compliant/non-compliant.

9. In your opinion, what are the barriers to sleep apnea diagnosis and treatment? Why?
10. In your opinion, why don't people who suspect they suffer from sleep apnea seek treatment?
11. In your opinion, why don't people who have been diagnosed with sleep apnea follow through with treatment?

PATIENT EXPERIENCE

Goal: To understand what information is readily available and where patients are referred to find information.

12. Are you able to tell us about how or where people who suffer from sleep apnea find information and/or support regarding:
 - 12.1 Diagnosis
 - 12.2. Consultation (with GP, Sleep Consultant or other Healthcare Professionals)
 - 12.3. Sleep study
 - 12.4. Equipment
 - 12.5. Follow-up treatment

PROCESS

Goal: To understand what the current user journey is and if there is anything that can be done differently.

13. In your opinion, what is the hardest part about the current sleep apnea diagnosis, consultation and treatment process?
Prompt: What are you currently doing to make it easier?
14. If you could change one thing about the current diagnosis, consultation and treatment process, what would it be? Why?

SCHEDULING

Goal: To understand what happens after the initial consultation and what timeframes patients currently face.

15. How do you currently go about scheduling consultations with sleep apnea patients (initial and follow-up)?

Prompt: What are the main pain points? Do you have any work-arounds?

16. How do you currently go about scheduling sleep studies?

Prompt: What are the main pain points? Do you have any work-arounds?

17. Do you think an on-line booking platform would enable timeous connection between people who suffer from sleep apnea and healthcare professionals?

Prompt: What features would you like to see in such an app?

WRAP UP

18. As a Doctor/Healthcare Professional, what support do you wish you had in place to enable better treatment outcomes for sleep apnea patients?

Thank you for taking the time to answer all of our questions. Your responses have been very insightful.

Before we wrap things up, do you have any questions for us, or is there anything you would like to add?

May we contact you in the future if we require additional information and to conduct user testing?

Thank you again and have a good day.