Appendix I: Semi-Structured Interview Guide

1. Please introduce yourself and describe your role at this facility.

2. Do you work with medications at the facility?

3. What do you do with medications? (eg. Order, request, administer, monitor?)

4. Which of these activities involves documenting information? Where is it documented?

5. Can you describe who you need to communicate with about things relating to a resident’s medication? Normally, would you write it down or talk to them?

6. Is there anyone outside the facility you would need to contact about residents’ medication?

7. How do you communicate with these people? In person, call them, fax them, etc.

8. Can you describe how medications are ordered in this facility?

9. What type of information do you need and regular access about residents’ medication?

10. What do you see as the role of the pharmacy in your facility?

11. What do you see as the role of the GP in your facility?

12. Have you worked in a RACF where they use paper records?

13. Have you used the new electronic system to administer medications?

15. If yes, has the new system help you to manage resident’s medication? How?

16. Has the new electronic system assisted you with communication to other health care providers, for example Pharmacy and GP?

17. Has the new electronic system helped you with documentation for resident’s records?

18. Do you think medication safety been effected because of the new system? How?

19. Do you think medications and the process to order, monitor, administer them is well organised and easy? If not, please explain how you would improve it.

20. Do you have any questions?