

Interview guide ePA4all: People with hearing impairments

Overarching research questions:

- How do people with hearing impairments experience access to and use of the ePA?
- What barriers arise when using the ePA, and what support needs exist in digital communication with the healthcare system?
- What specific requirements do people with hearing impairments identify for an accessible and user-friendly design of the ePA?

Thank you for taking the time to speak with us. Today, we would like to hear about your personal experiences with the electronic health record (ePA). As discussed, and with your consent, the interview will be recorded so that we can carefully analyze your statements afterwards and incorporate them into our research. Your responses will, of course, be treated confidentially and analyzed in anonymized form. There are no right or wrong answers. We are interested solely in your personal perspective and experience. If anything is unclear or you need a break, please feel free to let us know at any time. When you are ready, we will begin the interview:

Research question: How do people with hearing impairments experience access to and use of the healthcare system?			
Main question / narrative prompt	Key aspects	Probing prompts and clarifying questions	Follow-up and steering questions
Could you tell me a little about yourself and your health situation?	Introduction and warm-up Chronic conditions, continuity of care Use of digital technology in everyday life Contact with different levels of care (general practitioner, specialist, hospital)	How do you currently experience your healthcare, for example in medical practices, hospitals, or therapy? How do you usually communicate there (lip-reading, sign language, writing, interpreting service)? Are there situations in which communication worked particularly well or was particularly difficult? Which digital services do you use in everyday life (apps, emails, online appointment booking, chats)? What experiences have you had regarding the accessibility of digital applications?	Could you tell me more about that? And then? What was that like for you? How do you see that? Could you elaborate on that, please? Could you give an example, please? What exactly do you mean by that?

Research question: How are people with hearing impairments informed about the ePA, and how accessible is this information?			
Main question / narrative prompt	Key aspects	Probing prompts and clarifying questions	Follow-up and steering questions
Have you heard of the electronic health record before? What do you know about it?	Awareness and perception of the ePA Level of information (misconceptions) Sources of information Awareness of specific functions	How well informed do you feel about the ePA? How accessible was the information (subtitles, sign-language videos, Easy Language)? What do you know about its functions, data protection, or potential benefits? Is there anything that has remained unclear to you? How do you usually find out about new developments in the healthcare system? Which media do you use?	Could you tell me more about that? And then? What was that like for you? How do you see that? Could you elaborate on that, please? Could you give an example, please? What exactly do you mean by that?

Research question: What barriers arise when using the ePA, and what support is needed?				
Main question / narrative prompt	Key aspects	Probing prompts and clarifying questions		Follow-up and steering questions
Do you already have or use an ePA? If so, how does it work for you?	Use: yes/no (reasons) Experiences using the ePA Problems/challenges	Use What was your main reason for using the ePA? What was it like getting started? Easy, difficult, accessible? Were there any technical or communication barriers (setup, language, operation)? What support would you have liked? How do you experience communication with doctors or medical practices in connection with the ePA?	Non-use If you have not used the ePA so far: Why not (yet)? Did any uncertainties or concerns prevent you from using it? Were there any technical or organizational barriers that prevented you from using it? Have you felt so far that the ePA would be useful to you personally?	Could you tell me more about that? And then? What was that like for you? How do you see that? Could you elaborate on that, please? Could you give an example, please? What exactly do you mean by that?

Research question: What opportunities and risks do people with hearing impairments see in using the ePA?			
Main question / narrative prompt	Key aspects	Probing prompts and clarifying questions	Follow-up and steering questions
What do you generally think of the idea of an electronic health record?	Perceived advantages and disadvantages Technical problems or incompatibility Data protection, security, trust	What benefits could it offer you? Are there any aspects you view critically or that make you feel uncertain? In what situations could such a record be helpful or perhaps difficult?	Could you tell me more about that? And then? What was that like for you? How do you see that? Could you elaborate on that, please? Could you give an example, please? What exactly do you mean by that?

Research question: What specific requirements do people with hearing impairments identify for an accessible and user-friendly design of the ePA?			
Main question / narrative prompt	Key aspects	Probing prompts and clarifying questions	Follow-up and steering questions
What would the ePA need to offer to be genuinely easy to use for people with hearing impairments?		Under what conditions could you imagine using the ePA? Which functions would be helpful? How important are subtitles, sign-language videos, or easy-to-understand texts? How could the app be designed to be more accessible? What experiences have you had with support or assistance services? What kind of support would help you?	Could you tell me more about that? And then? What was that like for you? How do you see that? Could you elaborate on that, please? Could you give an example, please? What exactly do you mean by that?

Closing
Thank you very much for speaking so openly about your experiences. Is there anything else that is important to you or that you would like to add that we have not discussed so far?