

Preparations needed for interviews with people disabilities:

1. Assistive tools (paper, pen, pictures), prompter devices
2. For caregivers:
 - a. What questions will be asked?
 - b. What should interviewers do (or not do) when communicating with patients, e.g. what gestures are understandable/acceptable?
3. Simplify the terms used: diagnosis (replace with: what did the doctor suggest? Do you understand?), access (replace with: easy to reach, or something similar).
Prompt: for example, did the doctor explain what the illness is like? Did the doctor explain how to take the medication?

Interview sampling:

For the interviews, the target sample per patient groups is:

Patient type	Estimated number/target	Notes
Women	3 respondents	At least 50% of total respondents
Men	3 respondents	At least 50% of total respondents
People with disabilities	1-2 respondents	At least 10-20% of total respondents
Patients from rural areas (referred from rural areas)	3 respondents	At least 50% of total respondents
Patients from urban areas	3 respondents	At least 50% of total respondents
Total (per region)	13-14 respondents	

For three regions, there are approximately 39 – 42 respondents.

Note:

1. For patient interviews, **only patients who came for diagnosis will be included** for this study.
2. There may be overlaps between patient types, for example, women with disabilities who come from rural areas, or men without disabilities who come from urban areas, etc.
3. It should also be noted that we want to obtain a variation of older/younger respondents. Therefore, please ensure that approximately 40–50% of respondents are over 60 years old.

Patient In-dept Interview Guides

Introductory Questions

1. Are you a TB patient who:
 - a. come for diagnosis?
 - b. is a long-term TB patient?
 - c. has dropped out of treatment?

(For patient interviews, **only patients who came for diagnosis will be included** for this study.)

1. Please tell us about your background and how you came to be diagnosed with TB

Probes:

- Please tell us what signs and symptoms of illness you presented with at the health facility?
- How long did you have those signs and symptoms before deciding to come to the health facility to seek care?
 - (if relevant) Is there a reason for delaying your check-up/treatment?
- Who recommended the check-up?

2. Before you came to this health facility, where have you been examined or diagnosed with TB?

Probes:

- What was the first health facility you visited? Why did you choose that facility?
- Was there a referral process? Why did you need to be referred to this facility? Can you tell us the process?
- What health facilities were accessed for the referral?
- Were there any obstacles in obtaining TB examination or diagnosis?

3. Can you tell us how easy or difficult it was for you to reach the health facility?

Probes:

- What was your experience like in reaching the health facility?
- How far is it from your home?
- What mode of transport did you use?
- Did you need help from others to get there?
- What obstacles did you encounter in reaching the health facility mentioned?
- **[Specifically for respondents with disabilities]** (Also note if the respondent has a disability, whether there were any specific obstacles related to barriers encountered).

4. [Specifically for respondents with disabilities] When visiting a health facility, did you encounter any obstacles or difficulties related to your disability?

(in human language: When you visited the health centre or hospital, did you encounter any obstacles related to your disability?)

Probes:

- Is the facility disability-friendly (e.g. wheelchair access, clear signage, accessible toilets)?
- Are there dedicated lanes, lifts, priority seating, or sufficiently spacious examination rooms?
- What about lighting and signage (are they clear enough for people with visual impairments)?
- Is there sign language support or assistance for patients with hearing impairments?

5. What difficulties did you have during the examination or when receiving the results?

Probes:

- If there was a delay, what were the causes of the delay—for example: long queues, equipment unavailable, insufficient staff, having to come back the next day, or the referral process?
- Was the information provided by the health worker clear? This includes information about TB or the examination process.
 - i. *(This may include: clarity about which room to go to collect the results, whether to take another queue number, where to pay, clarity about administration, etc.).*

[Specifically for respondents with disabilities]

- ii. Did the health worker help to accommodate your needs?
- iii. Were the staff willing to explain in a way that suited your needs (e.g. speaking slowly/clearly, using pictures, or writing down explanations)?
- iv. Were there any materials in special formats (e.g. Braille, audio, sign language, pictures)?

6. How was your experience regarding financing for TB examinations or transportation to facilities?

Probes:

- Are there any costs that must be paid out of pocket or are not covered by BPJS?
- (If yes) Are these costs an obstacle?
- (If yes) Is there anyone who helped pay?

**7. (To explore further, if the respondent's barriers are not too significant/numerous):
Could you tell me about other people in your community who have difficulty obtaining a TB diagnosis?**

Probing:

- Is there anyone that you know in your community who has experienced difficulties in getting a TB diagnosis?
- What are their main difficulties?

8. Have you ever experienced unpleasant treatment from others while having symptoms and undergoing TB testing?

Probing:

- Have people distanced themselves or avoided you because they thought you had TB?
- Have you received negative comments from neighbours, friends, or family regarding your condition?
- Have you felt afraid or worried about telling others about your possible TB infection? Why?
- Have you ever delayed or been reluctant to seek treatment because you were afraid others would find out?
- Have you ever experienced unpleasant treatment from healthcare workers?

9. Overall, what is your opinion of the TB services you have received so far?

Probing:

- What could be improved?
- In your opinion, do health workers have sufficient understanding of how to serve patients with special needs/disabilities?

(For example: the need for rooms closer to the examination area, more comfortable chairs, special queues for people with disabilities, etc.).

10. Is there anything else you would like to share to improve your experience using TB services?

Notes for enumerators:

1. If there is any education/information related to TB or TB services, please share it with the respondent after the interview is over.
2. Help patients to better understand their illness (if relevant).