Physician Focus Group Guide Personal Health Record (PHR) and Medication Management Activities

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This is a focus group guide designed to be conducted with physicians in an ambulatory setting. The tool includes questions to assess user’s perceptions of personal health records.

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Physician Focus Group Guide
PHR and Medication Management Activities

I. Introduction (6-8 minutes)
   1) Introductions
   2) Administrative details (confidentiality, food)
   3) Explain purpose of focus group
   4) Overview of topics: Patient med management activities, Interface with PHR

II. Patient medication management questions
   1) What are patient roles in managing their medications?
      a. Compliance/taking medications
      b. Monitoring medications for effectiveness and adverse effects
      c. Telling physician how taking the medications
      d. Tell the physician about all medications, including RX, OTCs, CAM
      e. Lifestyle
      f. Call with refills (how handle)
      g. Call with problems (how handle)
      h. Keeping a medication list
      Note: Focus on chronic meds?
   2) What types of questions do you get asked by patients about their medications?
   3) What questions do you ask patients about their medications?
      a. At time of refill
      b. At follow-up visits
      c. When a patient calls with problems
   4) Where do your patients get information about their medications? (MD, RPh, family, internet, ads, friends)
   5) What is the role of pharmacists in managing medications?

III. Patient Health Record
   1) Give brief definition of PHR to physicians (give examples?)
   2) What are the benefits to a patient keeping a personal health record?
      a. How to you think it would affect a patient’s health?
      b. What about the medical care they receive?
   3) What information should be part of a PHR?
      a. What info in a PHR would be helpful …
         To you?
         To the patient?
         To other practitioners?
   4) Could you see yourself using a PHR for managing a patient’s medications?
      a. At follow-up visits
      b. At time of refills
      c. When a patient calls with problems
      d. Managing interface with EMR if applicable
   5) What problems or obstacles do you see with a PHR?
   6) What impacts do you think a PHR would have on your practice?

IV. Summary
   1) Thanks for your participation today – Do you have any final comments about medication management or PHRs?