

APPENDIX A: DIMENSIONS OF PATIENT INTERVIEW

1) Tell me in your own words the story of your illness.

Prompts: When and how did you first become sick? What were your symptoms? How did they affect you? What did you think was wrong with you? What did you do about them? Who did you go to for help?

2) How does having this illness affect your life?

Prompts: What was your reaction when you learned what was wrong with you? How do you feel on a daily basis? How has your ability to work been affected? How has your daily living been affected? How has this illness affected your relationships with your family and friends? Has anyone else that you know had this same illness? What was their experience? What happened to them?

3) Who or what has supported you during this illness?

Prompts: Family members, friends, religion, prayer, self, doctor

4) What has been your experience with your doctor and the health care system?

Prompts: How have you been helped? How have you been harmed, or disappointed? What has worked? What hasn't?

APPENDIX B: DIMENSIONS OF PHYSICIAN INTERVIEW

1) Please describe this patient and his/her illness.

Prompts: What is this patient like as a person? What do you know about the patient's background? What is the patient's diagnosis? Therapeutic regimen?

2) How has having this illness affected the patient's life?

3) What kind of support system does the patient have?

4) What has been your experience treating this patient?

Prompts: Any particular frustrations? Problems?