

Qualitative Semi-Structured Interview Guide – Patients

	Section 1: Exploring Perceptions	Probes
1.1	What do you think characterizes effective physician-patient communication?	<ul style="list-style-type: none"> - On average, how would you appraise the resident doctor's communication skills? - How would you comment on the listening skills of the resident doctor? - Is the resident doctor empathetic while interacting with patients? - Do you think the residents have an appropriate tone while interacting with patients? - Do you think that their body language and eye contact is appropriate while interacting with patients?
Section 2: Difficulties in Communication		
2.1	What kind of doctors do you find it particularly challenging to interact with and why?	<ul style="list-style-type: none"> - Most difficult interaction you have had? - Have you ever had preconceived ideas about a resident based on their gender or ethnic background?
2.2	Do you feel comfortable in asking the resident questions or asking them to repeat themselves?	<ul style="list-style-type: none"> - Is the resident able to adequately explain you the diagnosis/disease prognosis/treatment? - If not, why?

		<ul style="list-style-type: none"> - Do the residents answer your questions patiently? - What is the level of trust you have in your doctor's prescribed disease management strategy?
2.3	Has language ever been a barrier in communicating effectively with doctors?	<ul style="list-style-type: none"> - Do you face difficulty in explaining symptoms to the doctor? - Has the resident's language ever been a barrier in communicating effectively with them? - Does the resident use Urdu/other local language/layman translations of medical terminologies to help you understand the latter?
2.4	Are resident doctors sensitive while breaking bad news?	<ul style="list-style-type: none"> - Do they offer emotional support or counseling during the process?
Section 3: Existing Strengths		
3.1	What are the existing strengths in communication of resident doctors?	<ul style="list-style-type: none"> - Strengths you might not have seen in doctors elsewhere?
Section 4: Recommendations		
4.1	What improvements would you like to see in the resident doctors' communication skills?	<ul style="list-style-type: none"> - Which aspects of communication should

		doctors focus on and work to improve their skills?
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