

## **eReferralPatient focus group guide**

1. Has your primary care provider ever sent an electronic consultation to a specialist for your care? Think back to the last example to answer the following questions:
  - How did your provider describe the process to you?
  - Did the specialist respond? When did you hear about the specialist response?
2. Can you describe to me the electronic referral system at SFGH?
  - Do all referral requests result in a face-to-face visit?
  - Do all referral requests end up in electronic consultation only?
3. How do you think this system has impacted your medical care (in terms of access, quality and cost)?
  - What are the benefits of this system compared to the traditional referral process – making a face-to-face appointment with a specialist to get expertise?
  - What are the drawbacks of this system compared to the traditional referral process?
4. When you see a specialist provider for a face-to-face visit...
  - Does the specialist know the reason for your referral/visit?
  - How well was the information/reason for referral communicated from your primary care provider to the specialist provider?
5. If there was a choice between an electronic consultation with a specialist and a face-to-face visit with a specialist, would you want to be involved in choosing? Or would you leave that up to your primary care provider?
  - How would you choose? What would you ask your primary care provider?

**Demographics Information**

Name of Clinic: \_\_\_\_\_

Gender: \_\_\_\_\_

Race/ethnicity: \_\_\_\_\_

Primary language: \_\_\_\_\_

Age: \_\_\_\_\_