



User Interview Discussion Guide

1. OBJECTIVE

- To understand the most necessary tools for Mental Health Care Providers to grow their practice and engage more with their patients.

2. INTRODUCTION

Thank you for taking some time to speak with us. Your insights will be extremely helpful. My team and I will use your professional expertise to better understand current solutions and opportunities in the industry. First of all...

Q: What's your name/title?

A:

Q: How many years have you been in the profession?

A:

Q: What are your areas of expertise in mental health?

A:

Q: Where are you from? Which state do you practice in?

A:

Q: Which form of communication do you use most for your practice?

A:

3. ENTICE: Framing Opening Questions

Q: How long have you been a member on TruCircle?

A:

Q: How were you first introduced to using TruCircle?

A:

Which platform do you normally use TruCircle on?

Q: Do you know which services are offered on TruCircle?

A:

Q: What feature on TruCircle do you find the most impactful? Why?

A:

Do you wish there was anything else added to this feature?



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Any other website/platform where you use this feature?

4. ENGAGING: Specific Questions

Q: Which other digital platforms do you use for your practice?

A:

Do you know approximately how many patients you've gained from online means? (eg. in the last 6 months)

Q: How often do you communicate with your patients outside of the formal sessions?

A:

Q: How can your patients get in contact with you after they leave your office?

A:

Q: How are patients able to find you outside of TruCircle?

A:

Q: Which information is most important for you to display for new incoming patients?

A:

Q: How do you currently manage patient paperwork? How about patient schedules?

A:

5. EXIT: Final Thoughts

Q: Is there anything you feel is important that we may have missed?

A:

Q: Would you recommend TruCircle to other mental health care providers/professionals?

A:

On a scale of 1 - 5, how would you rate your current experience with the TruCircle platform? Why?

6. EXTEND: Follow up & Next Steps

Thank you for the time. This information will be very useful in determining possible improvements of the TruCircle experience. If I have any further questions, do you mind if I reach out?

