

Goal of the questions: Discover current problems to guide us to 3 clusters (directions to go with)

Information about the visit:

Good Afternoon, we are students from Fontys ICT, and we would like to conduct an interview with some potentials patients and employees. This is for a research project we are doing about chatbots helping patients.

Would you perhaps have about 10 minutes to sit and talk with us about your experiences here and how it could potentially be improved? Would you allow us to record this interview?

Please think out loud so we can record your thoughts on it as well.

Target:

- Dental Surgeon Employees
- Dental Surgeon Patients
- Dental Surgeon Visitors
- 3 Generations (kids, young adults, and elderly)
- Half structured interview

*Introduction Questions*

**Why are you here? What is your role here?**

**What's the current situation?**

**What would you expect from the operation or appointment?**

**How did you prepare for this appointment/How do you get information about the operation?**

**Did you trust the information that you've got during this preparation?**

E.g. Yes because it was on the website of the hospital.

*Questions related to chatbots*

**Are you familiar with Siri/Google Assistant? What do you think about having a dialogue with them?**

**Do you trust such dialogue assistants placed in the hospital? If not, then why?**

**What kind of information do you want to get before your surgery or appointment?**

**How will getting this kind of information help you with your surgery or appointment?**

**How can we make you feel more comfortable while getting information or waiting in the hospital?**

**What do you think about the hospital using your private information for dialogues to make you feel more comfortable in the waiting room ?**

*Closing*

**Thank you so much for all your answers, if you have any further questions you can reach us at this email ([j.graaumans@fontys.nl](mailto:j.graaumans@fontys.nl)).**