

Appendix 1: questions for FGD

1. Will the cost be a factor when purchasing apps?
2. Are location-based services that provide nearby deaf-friendly pharmacies vital?
3. Are you willing to provide personal information, like medical history, allergies, etc., in the app to create a profile?
4. Do you base your medication use through web search? If so, would you prefer seeking advice through a video call from a professional instead?
5. Do you prefer to fill up forms through apps or in person?
6. Do you think it will ease the process if you fill forms prior your visit?
7. Do you prefer an in-app notification or a personal text from the pharmacist for the collection of your medication?
8. When uncertain, would you prefer a text description or image/video directions?
9. Will a vibrating device/pager notify you when the pharmacist is ready to see you?
10. Has miscommunication with the pharmacist led you to a wrong assignment in medication? If so, do you think a voice-to-text translation service would have prevented that incident from happening?
11. Would you utilize a booking service to schedule, reschedule and cancel appointments?
12. Will a Grab and Go service ease your visit to the pharmacist? Note* Purchase medications in-app and collect from the directed pharmacy.
13. Would you take the time to provide feedback/reviews on medications that may eventually help others? If not, would you still not do it if you were rewarded after?
14. When uncertain, would you utilize a quick chat tool on an app?
15. Would you utilize a click and compare tool when purchasing medication?
16. What sets you back from using in-app services?
17. Are visuals a key factor even when the content is the same?
18. Would you participate in community-based interaction? For example, support groups, etc.
19. Would you pay for delivery services? (One time/weekly/monthly plan)