

Appendix I

Interview Guide A (for Patients)

1. How do you obtain more information about diabetes?
2. What do you do if any urgent and significant question arises about your disease? Please give me an example.
3. Can you explain the advantages of using health information technology in diabetes management?
4. Can you explain the disadvantages of using health information technology in diabetes management?
5. How are you encouraged using health information technology in diabetes management?
6. Can you explain factors that prevent you using health information technology in diabetes management?

Interview Guide B (for Physicians)

1. How do your patients obtain more information about their disease?
2. If patients come up with any urgent and important question about their disease, what do they do? Please give me an example.
3. How does health information technology help patients with diabetes?
4. Can you explain the advantages of using health information technology in diabetes management?
5. Can you explain the disadvantages of using health information technology in diabetes management?
6. How are the patients encouraged to use health information technology in diabetes management?
7. Can you explain factors that prevent patients using health information technology in diabetes management?