

Supplemental Material 1: Semi-structured Interview Guide

Introduction

- Self-introduction
- Briefly explain the study again and the interview
- Emphasize confidentiality and voluntary participation
- Verbally obtain permission for recording the interview
- Allow the participant to ask questions if any

Interview

Start with a general question to break ice:

- Could you tell me your experiences related to your osteoporosis recently? or
- How has your life been impacted since being diagnosed with osteoporosis?

1. General experience

- **Main question:** Could you elaborate on that experience?/Can you describe in more detail how that aspect affected you?
 - Probing questions to relate to the PROs program:
 - What was your motivation to participate in the program in the first place?
 - How were your first impressions of the program?
 - Can you explain that?
 - Why do you think so?

2. Ease of use and accessibility of PROs program

- **Main question:** How easy or difficult is it for you to use the PROs program?
 - Probing questions:
 - Can you walk me through how you typically complete the PROs forms or reports?

- Are there any aspects of the forms that you find particularly clear or confusing?
- Have you experienced any technical challenges, such as difficulty using a phone or computer?

3. Impact on symptom management

- **Main question:** How has the PROs program helped you manage your symptoms?
- Probing questions:
 - Have you noticed any changes in how you track or understand your symptoms since joining the program?
 - Can you give an example of a time when the program helped you manage a specific symptom or situation?
 - Are there any symptoms or issues that the program does not address well?

4. Communication with healthcare providers

- **Main question:** How has participating in the PROs program affected your communication with your doctor or nurse?
- Probing questions:
 - Do you feel the program helps you communicate your symptoms more effectively? How?
 - Can you recall a specific instance where the program facilitated better communication or care?
 - Do you think healthcare providers fully understand and act on the information you provide through the program?

5. Emotional and psychological impact

- **Main question:** How has the PROs program affected your emotional well-being or sense of support?

- Probing questions:
 - Does participating in the program make you feel more connected to your healthcare team? Why or why not?
 - Have you found the program to be a source of emotional comfort or support? Can you explain?
 - Are there any emotional challenges you've faced while using the program?

6. Benefits of the program

- **Main question:** What do you think are the main benefits of the PROs program?
- Probing questions:
 - Are there specific aspects of the program that have positively impacted your quality of life?
 - Do you think the program has made managing your condition easier? Why or why not?
 - Would you recommend the program to others? Why?

7. Challenges and limitations

- **Main question:** Have you faced any challenges or limitations with the PROs program?
- Probing questions:
 - Are there any parts of the program that you find frustrating or unhelpful?
 - Do you think the program meets all your needs? If not, what is missing?
 - Can you share any specific instances where the program didn't work well for you?

8. Suggestions for improvement

- **Main question:** If you could make changes to the PROs program, what would they be?
- Probing questions:
 - Are there features you think should be added to the program?

- How could the program be made more convenient or accessible for you?
- Are there any ways the follow-up process could be improved?

9. Long-term use and sustainability

- **Main question:** Do you see yourself continuing to use the PROs program in the future? Why or why not?
- Probing questions:
 - What keeps you motivated to continue using the program?
 - Are there factors that might make you stop participating in the program?
 - How do you see the program fitting into your long-term care plan?

10. Additional thoughts

- **Main question:** Is there anything else you would like to share about your experiences with the PROs program?
- Probing questions:
 - Do you feel like we've covered all the important aspects of your experience?
 - Is there anything you feel we should know to better understand the program's impact?

11. End of interview

Thank participant. Offer them a chance to ask questions or share final thoughts.

12. Notes

- (1) Ensure the interview setting is private, quiet, and comfortable to help participants feel at ease.
- (2) Adjust probing questions based on the participant's responses to encourage depth but don't try to lead the conversation. No need to ask all the questions in the interview guide. However, make sure sufficient meaningful information is obtained.

- (3) Pay attention to participant's body language, tone of voice, and facial expressions, noting them for context.