

### Qualitative Interview Guide for Pharmacists

- 1) Can you tell me something about yourself and briefly about your job (title)? How would you introduce yourself to a colleague? How long have you been working at your current place of work?
- 2) What kind of medicine do you practice? (probe: biomedical, complementary and alternative medicine, ...)? Do you offer more complementary and alternative medicine or biomedical vaccination advice?
- 3) How long have you been practicing pharmacy? When did you take the final exam?

### Questions about client-pharmacist interactions

- 4) What do you think about vaccinations?
- 5) Do you advise your customers on vaccinations? If yes, which vaccinations? For which clients? If no, why not? Which vaccinations do you not discuss?
- 6) What are typical questions that the clients to be vaccinated ask?
  - a. How do you discuss vaccinations with your clients? Examples?
  - b. What are the main reasons clients come to you to get vaccinated?
  - c. How do you discuss vaccinations with clients not wishing to be vaccinated? Examples? What are the main reasons for your clients not to get vaccinated?
  - d. Do clients generally follow your advice? Why or why not?
  - e. Are there clients who wish to receive complementary and alternative medicine vaccination advice?
- 7) Can you describe a typical vaccination consultation?
  - a. Who is attending?
  - b. What is discussed (side effects, effect, follow-up, ...)
  - c. Are there differences if the clients are male/female; old/young?
  - d. Who makes the decisions (probe: customer, doctor, pharmacist, authorities)?
- 8) How much time do you have on average to discuss vaccinations with clients? Do you think you have enough time to do this? How much time would you need? (Sample: Would you like to have more or less time for this topic?)
- 9) Do you feel you have received sufficient training to discuss vaccinations with clients? Would you like additional training/education? What should this training/education include?
- 10) Do you feel that the cost of vaccinations influences clients' decisions? Why or why not?

### Information on vaccination beliefs, vaccination practices and vaccination recommendations to patients

- 11) Where do you get information about vaccinations? (sample: colleagues, Swiss vaccination schedule/BAG, specific medical approach, internet, literature/books, ...)?
- 12) Which health professionals are competent to provide vaccination advice? Why? (probe: if pharmacists are not mentioned, ask)
- 13) In some cantons, pharmacists are only allowed to administer certain vaccinations to certain people. What is your position on this?
- 14) Do you think that higher vaccination rates could be achieved if pharmacists were allowed to vaccinate as much as doctors?

15) Why do vaccination rates differ so much between cantons? Do you know what the reason is?

16) Are there better ways to simplify the vaccination process?

### **Conclusion**

17) In conclusion, what are your key considerations for vaccinating in pharmacies?

18) Is there anything else you would like to clarify/correct that we have discussed? Is there anything else you would like to add? Do you have any questions?