



Appendix 4: Sample Questions for Step 4 - User Testing 1/2

(adapted from Writing about Medicines for People: Usability Guidelines for Consumer Medicine Information, 3rd edition, by David Sless and Ruth Shrensky (2006)⁶)

A. Medicine Identification:

1. What is the name of the medicine?
2. What form does this medicine come in? (e.g. tablets, liquid ...)
3. What is the active ingredient of this medicine? (optional)
4. How much of the active ingredient is in one tablet (or in each dose)? (optional)
5. What are the other ingredients in this medicine? (optional)
6. What is the Australian Register number of this medicine? (optional)
7. What is the name and address of the manufacturer of this medicine? (optional)

B. What the medicine is used for and how it works:

8. What does this medicine do?
9. How does it work?
10. Can this medicine be used for anything else? (optional)

C. Advice before using the medicine:

Precautions:

11. Can you take this medicine if you are allergic to [active ingredient/s]? (see Q 1.3)
12. If you have been taking [an/other medicine], when your doctor prescribes [this medicine], what should you do?
13. Can you take this medicine if you are (e.g. pregnant/breastfeeding/taking a medicine that may interact with it), or have (e.g. asthma/kidney disease ...)?
14. Are you able to drive a car while taking this medicine? Why or why not?
15. Are you able to operate machinery while taking this medicine? Why or why not?

Food and drink:

16. Can you take this medicine with food?
17. Can you drink alcohol while taking this medicine? Why or why not?
18. Do you need to make changes to your diet while taking this medicine? Why or why not?
19. Is there anything you should avoid eating or drinking while taking this medicine?
20. Is there anything you should eat or drink more of while taking this medicine?

Interactions with other medicines:

21. If you have a condition (such as a tummy upset), is it okay to take this medicine?

Activities to avoid:

22. Can you do some activities in the sun while taking this medicine?

D. How to use the medicine properly?

23. What is the normal dose for this medicine?
24. What is the dose for you/what is the dose your doctor or pharmacist gives you?
25. What would you do if your doctor or pharmacist tells you to take a different dose than that given in the leaflet/Medicine Information Resource?
26. Is there anything you need to do before you take the medicine?



Appendix 4: Sample Questions for Step 4 - User Testing 2/2

27. How would you take this medicine? (swallowing, chewing, dissolving, ...)
28. What would you do if your doctor or pharmacist tells you to take this medicine differently from that described in the leaflet/Medicine Information Resource?
29. Is there anything you need to do after you take the medicine?
30. How often do you have to take this medicine?
31. What time of day do you have to take this medicine?
32. How long would you have to take this medicine for?
33. Are there any ways that you should not take this medicine?

Missing a dose:

34. What should you do if you forget to take a dose?

Modifying and stopping:

35. Suppose you have been feeling great for the last month, can you stop taking the medicine?
36. What check-ups do you have to have?
37. Do you need a doctor's prescription to obtain the medicine, or further courses of medicine, or a different strength of the medicine?

E. Side effects:

38. What are the side effects of this medicine?
39. When are these side effects likely to happen?
40. What would you do if you developed a side effect of this medicine?

F. In case of overdose

41. What are the signs that you have taken too much of this medicine or have overdosed?
42. What does this leaflet/Medicine Information Resource tell you to do if you overdose this medicine?
43. How soon should you do anything?

G. Storage

44. What is the expiry date (use-by date) of this medicine?
45. What should you do with this medicine if the expiry date has passed?
46. How should this medicine be stored?
47. Why does it need to be stored this way?
48. How would you know if this medicine had gone off?
49. What should you do if you think the medicine has gone off?
50. What should you do with any medicine that is left over after you finish your treatment?

H. Further information

51. if you want more information about this medicine, from whom could you get it, or where would you go to get it?
52. When was this Medicine Information Resource prepared or last updated?