

Supplemental Information

Appendix. Parent Semistructured Interview Script

Thank you for agreeing to participate in this study.

Each day, the main doctor who is taking care of your child in the hospital writes a note on the computer. This note summarizes your child's progress, including his/her medical problems and next steps, why your child is in the hospital, their test results, plans for treatment, and goals to go home.

You were given a tablet with access to daily inpatient notes the doctor wrote about your child's care using a technology called MyChart Bedside. The goal of this research is to understand your experience as a parent accessing these daily doctors' notes. We will also be getting feedback from doctors.

This interview and short survey will take about 60 minutes. The interview portion will be audio-recorded and then transcribed. To ensure confidentiality, we ask that you try to avoid identifying yourself or others. Any identifiable information will be removed at the time of the transcription. We will identify you only on the basis of your general role as a parent.

There are no right or wrong answers. Feel free to share your opinions openly. You may choose to stop the interview at any time.

Obtain verbal consent to participate.

Instructions for interviewer:

- Use questions and example prompts below. All prompts may not need to be used but are there in case the participant needs more guidance.
- Summarize what you think you heard and ask what the participant thinks.

Is it okay for me to turn on the audio recorders now?

If yes, turn on the recorders and start interview.

The audio recorder is now on. For the purposes of the recording, this is interviewer [interviewer initials], [date], and interview [interview identification]

Currently, only parents in this study can see their child's doctors' inpatient notes in MyChart Bedside.

The goal of this interview is to understand your or your family members' experiences accessing your child's notes through MyChart Bedside during your hospital stay.

Use contextual inquiry approach: Ask questions as they describe their experience to clarify or to gain a more in-depth understanding of what you observe/what they talk about. Ask how and why-type questions to dig deeper into a concept.

1. What do you think about having access to your child's notes while they're in the hospital?
 - a. What benefits did notes provide you?
 - b. What did you like the most?
 - c. What kinds of challenges or problems did you have?
 - d. What did you like the least?
2. Thinking back to when you first opened a note about your child during this hospital stay:
 - a. What were your initial thoughts on the note?
 - b. How would you describe your experience reading the note for the first time to a friend or relative?
3. What did you think about the information included in the note?
 - a. How did you use the information you found in the note?

- b. What do you think about how the information was described?
 - c. What, if any, information would you not want to see?
 - d. What is missing, or not included, in the note you would like to see?
 - e. Did you do anything differently after reading the doctor's notes?
4. How did you communicate or ask questions about information you saw in the note? (eg, with nurses, doctors)
 - a. What questions did you have about what you had just read?
 - b. How did you get your questions answered? Who did you ask?
 - c. Can you give me an example of a part of the note that was not clear?
5. We would like to learn about what times/when you opened the note for your child.
 - a. What prompted you to look at the doctor's note?
 - b. What times of day did you look at the note (eg, morning, evening, before/after rounds)?
 - c. What would be the best time to receive the doctors' note for your child during their hospital stay?
6. What do you think about the way the notes looked?
 - a. What, if anything, do you particularly like or dislike?
 - b. What do you think about the note structure?
 - c. What do you think of the font, icons, and colors?
 - d. Is there anything you would change?
7. Closing questions
 - a. Now that you've seen it, do you think you would want to continue to have access to your child's doctors' notes while in the hospital?

- b. Would you recommend having access to notes to other parents?
- c. If access to notes were available for all parents

tomorrow, what should we address?

- d. Is there anything else you want to show or tell me?
- e. Is there anything I forgot to ask?

Thank you for answering all of my questions. I am going to turn off the recorder now.

Administer participant survey.