

INTERVIEW GUIDE

Supplemental files should be titled as Supplementary Table S1, Supplementary Figure S1, Supplementary Text S1, Supplementary Dataset S1, etc.

PART 1: EXPERIENCE WITH ADVANCE CARE PLANNING AND ADVANCE DIRECTIVES

1. Do you have an advance directive?

- a. *If yes:* Tell me about your most recent experience making an advance directive. I'm interested in how long ago it happened, who helped you make the advance directive, and anything else you'd like to tell me.
- b. *If no:* Okay, some people start the process but don't finish it. Have you ever started the process of making an advance directive?
 - i. *If yes:* Tell me about that experience. I'm interested in how long ago it happened, where you were in the process, why you didn't finish, and anything else you'd like to tell me.
 - ii. *If no:* Skip to part 2

If participant does not say who has copies

- Who has a copy of your advance directive?

2. What professionals helped you with the process? Tell me about that experience.

If participant does not say the reason for choosing this type of professional, ask:

- Why did you choose [a doctor, a lawyer, ..]? Did you have a preexisting relationship with that person, or did you choose [the person] specifically to make an advance directive?

If participant asks for clarification regarding "professionals," ask:

- By professionals, I mean a physician, lawyer, social worker, or similar individual."

If participant says he/she used a lawyer, ask:

- Tell me about the discussions you had with your lawyer about the kind of care you'd want to receive in the future if you were very sick.
- You said you used a lawyer. Sometimes people also involve a physician or another health care provider. How were health care providers involved?

If participant says he/she used a health care provider, ask:

- You didn't mention a lawyer. Sometimes people also involve a lawyer in making an advance directive. Did you involve a lawyer? Tell me about that.

PART 2: USE OF HEALTH CARE PROVIDERS, LAWYERS, AND ONLINE RESOURCES FOR ADVANCE DIRECTIVES

If the participant described a past experience, you just told me you [got help from your doctor, got help from lawyer, didn't use anyone's help]. \Now, I'd like to ask your general thoughts about different sources of help to make an advance directive.

- 3. Some people seek the help of a physician or health care provider to make an advance directive. What are your thoughts on using a physician or health care provider to make an advance directive?**

Please make sure the participant addresses the advantages, disadvantages, and factors that would make a health care provider most helpful. Prompts, if needed

- **What are the advantages?**
- **What might be drawbacks?**
- **What could a physician do to be most useful with this process?**

- 4. People also sometimes seek the help of a lawyer to make an advance directive. What are your thoughts on using a lawyer to make an advance directive?**

Please make sure the participant addresses the advantages, disadvantages, and factors that would make a lawyer most helpful. Prompts, if needed

- **What are the advantages?**
- **What might be drawbacks?**
- **What could a lawyer do to be most useful with this process?**

- 5. How do you think using a lawyer to make an advance directive affects how people discuss their wishes for care with health care providers?**

- 6. There are now websites that will help create an advance directive and store it so your doctors can access it when needed. In a minute, I will show you one website. What are your thoughts on using a website to make an advance directive?**

Please make sure the participant addresses the advantages, disadvantages, and factors that would make a website most helpful. Prompts, if needed

- **What are the advantages?**
- **What might be drawbacks?**
- **What would make a website most useful?**

If the participant does not address storing the advance directive.

- **As I mentioned, these websites can store your advance directive, so that you or your doctor can access it when necessary. How do you feel about storing your advance directive online?**

- 7. What concerns would you have about using a website to make an advance directive?**

If the participant does not mention privacy, ask:

- Some people also mention privacy as a concern. Others are not worried about privacy. Would privacy be a concern for you? If so, tell me more about your concerns.
8. A website could serve two separate purposes. First, it could provide tools to explore your wishes for care at a future time if you were very sick. In other words, it could help you decide what you want your advance directive to say. Second, it could assume you knew what you wanted for your care, and just provide a way to make a legal document expressing your wishes. How interested are you in using a website to explore your wishes? Or would you be more interested in using it to make an advance directive?
 9. If you had to choose just one of these options, a lawyer, physician, or website, which would you choose and why?
 10. By law, an advance directive must be printed and signed by you and two witnesses or a notary to be legally valid. What do you think about these legal requirements?

PART 3: OurDirectives.org

11. What do you like about the website?

12. What do you not like?

13. What would you change?

14. What is your experience with Google?

If the participant has any personal experience conducting searches on Google: **We've also shown ads for OurDirectives on Google. They appear when people use Google to search for information on advance directives. A lot of people have seen the ads, but very few of them decide to use the website. Why do you think that is?**

15. What is your experience with Facebook?

If the participant has any personal experience using Facebook: **I want you to help me troubleshoot again. I want you to help me troubleshoot. We've shown ads for OurDirectives on Facebook. A lot of people have seen the ads, but very few of them decide to use the website. Why do you think that is?**

16. What would motivate you the most to use a website like OurDirectives?

If the participant does not address the role of different sources of promotion, ask:

- **How about a recommendation from your doctor? Your lawyer? A nurse?
Seeing it advertised on a website for patients with illnesses like yours?**

17. Before we talked about the legal requirements for an advance directive, the need to print the advance directive and have it signed by two witnesses or a notary. Those legal requirements mean that you would need to do several things to finalize your advance directive with OurDirectives. You would need to print it, have it signed by witnesses or a notary, and then scan it back into a computer to save to the website. How do those extra steps affect your interest in using the website?

18. What do you think about having the option of signing your advance directive electronically? By that, I mean a way for you and your witnesses to sign an electronic copy of the advance directive without printing it.

19. Before, when we looked at the website, the first step was to create an account. What do you think about moving the account sign up to the end of the process, after going through the steps to make a document?

20. Finally, what else would you like tell me about topics we've discussed?