We have provided our interview protocol below:

Trust Interview Protocol

We want to talk about trust and its role in the health care system. As a physician, what do you think is the role of trust in the health care system?

    a. As a physician, in what relationships with the actors and entities you interact with is trust important?

Now we'd like to talk about trust, more specifically, trust in non-physician clinicians and Health Information Technology, such as the Electronic Health Record.

As a physician, how would you describe the role of trust as you interact with X?

c. How do you know you can trust this entity?

d. How do you know if this entity trusts you?

f. What are the implications/ consequences of trust [high or low] in that relationship?

g. What is the role of mistrust or skepticism, if any?

h. How do you build and sustain trust with the entity?

i. How does your relationship with this entity improve as trust grows?

j. How does use of the EHR influence the role of trust in your relationships with other providers?

Conclusion

j. How often do you typically think about trust in the ways we just discussed?

       [rarely, somewhat, often]