

Interview Guide for Participants at the Meso Level (NGOs and Organizations Working with Vulnerable Populations)

Section I: Introduction

Interviewers introduce themselves, explain the purpose of the interview and the research, and collect informed consent from the participant.

Section II: Demographics

1. Age
2. Sex
3. Highest Level of Formal Education Completed
4. Occupation (Field of Work/Industry)
5. Years of Experience in Current Field

Section III: Understanding of Mobile Populations

1. Can you describe **the work you do** and how it relates to **mobile populations**?

No predefined probes

2. What do you think are the **main healthcare challenges** faced by mobile populations in your area?

Probe: *What challenges does your organisation face in addressing the health needs of mobile populations?*

Probe: *Are there specific initiatives or programs in place that aim to improve healthcare for mobile populations?*

Section IV: Perceptions of Continuity of Care

3. How would you assess **the current coordination and continuity of care** for mobile populations?

Probe: *What factors do you believe contribute to the quality or lack of continuity of care? And who contributes to the coordination and continuity of care?*

4. Based on your experience, what recommendations would you give **to improve healthcare delivery for mobile populations**?

No predefined probes

5. Can you describe if and how your organisation currently **shares health data** with other organisations/stakeholders?

Probe: *What challenges exist in sharing data between stakeholders?*

Probe: *What improvements can be made in sharing data between stakeholders?*

Section V: Role of Electronic Personal Health Records (EPHR)

Interviewers explain/describe what an EPHR is.

6. What do you think the use of such **an EPHR** would **mean** for mobile populations?

No predefined probes

7. What **potential benefits or improvements** do you envision with the implementation of EPHRs?

***Probe:** Do you think EPHRs could impact the care received by mobile populations?*

***Probe:** Are EPHRs necessary in healthcare for mobile populations? If so, why?*

8. What **challenges** do you foresee in **implementing EPHRs** for mobile populations?

***Probe:** Are there specific challenges that need to be addressed (e.g. technological, cultural, or logistical aspects)?*

9. How do you imagine such **an EPHR** could be implemented for mobile populations?

***Probe:** What resources or support would be necessary?*

***Probe:** What would be the role of your organisation?*

Section VI: Closing

10. Is there anything else you would like to add regarding the healthcare needs of mobile populations or the potential role of EPHRs?