| Section 1: Exploring Perceptions | Probes |
|---------------------------------|--------|
| **1.1** What do you think characterizes effective physician-patient communication? | - Can you comment on the relevance of communication skills in medical training? |
| **1.2** How would you comment on your ability to effectively communicate with patients and their families? | - Do you find it difficult to explain to the patient or their family their diagnosis/disease prognosis/treatment?  
- How confident do you feel in disseminating medical knowledge to patients and their families?  
- What communication strategies do you use to ensure patient compliance?  
- Do you feel adequately prepared to have difficult conversations with patients and their attendants? |
| **1.3** On average, how would you comment on or evaluate your colleagues’ communication skills? | - Could you identify specific shortcomings in the communication skills of your colleagues? |
| **1.4** How important is rapport building between physicians and their patients? | - Are you able to develop rapport with your patients? |
| **1.5** Do you think your body language plays a role in how your patients perceive you? | - (e.g. posture, eye contact) |
| 1.6 Have you ever had preconceived ideas about certain types of patients leading you to behave with them differently? |
|---|
| - (Based on the patient’s gender, ethnic background, socioeconomic status, education etc.) |
| - Do customs and traditions of different cultures play a role in informing a patient’s decisions regarding health and disease management (patient adherence) and their understanding of disease and its causes? |
| - What impact does the patient’s family have on the patient’s decision making regarding health and treatment? |

**Section 2: Difficulties in Communication**

| 2.1 Have you ever felt that a lack of communication skills was a barrier in patient care? |
|---|
| - Would you like to provide an anecdotal example? |
| - Are patients able to understand your prescribed disease management strategies? |
| - Do they adhere to preventive measures and medications that you prescribe to them? If not, how do you deal with that? |
| - What is the level of trust patients have in your prescribed disease management strategy? |
### Section 2: Patient and Attendant Challenges

**2.2 What kind of patients and attendants do you find it particularly challenging to deal with and why?**

- Most difficult interaction you have had?
- Have you faced problems with controlling your temperament during such interactions?

**2.3 Has language ever been a barrier in communicating effectively with patients and their families?**

- Difficulty in explaining medical terminologies to patients?
- Difficulty in comprehending the symptoms reported by a patient (owing to a different language)?

### Section 3: Existing Training

**3.1 Have you received formal/informal communication skills training during your residency?**

- If so, do you think the current training provided to you has been adequate in helping you communicate effectively with patients and their families?
- Were you taught Urdu/other local language/layman translations of medical terminologies to help you deal with patients who do not understand English?
- Are there any specific areas where you felt like you lacked instruction?
- Would you want to receive further communication skills training?

### Section 4: Recommendations
|   | Do you think a formal curriculum would help individuals improve their communication skills? |
|---|-------------------------------------------------------------------------------------------------|
|   | - Which areas would you like the curriculum to specifically focus on? |
|   | - Which pedagogy would you prefer/deem appropriate for the curriculum? |
|   |   - Lectures |
|   |   - Simulation (Role Plays) |