

Focus Group Discussion Guide (mothers) – Chawama/Naluja

Chawama Clinic – participants of SEARCH Ear Growth Study

Introduction/Welcome

How are you and welcome? Thanks for taking the time to talk with us. My name is _____ and assisting me is _____. We are researchers collaborating with the University Of Zambia School Of Public Health. We are looking to get your perspectives and views on using biometrics to identify patients in a healthcare setting. We want to know what you think of the current method for keeping track of medical records, what you think should be changed, what you think about the idea of using biometrics to identify patients, and what causes you concern. We are having discussions like this with several groups here and in the Southern Province (Lusaka Province).

(Chawama Clinic only) You were invited to participate today because you are participants of Project SEARCH (the ear scanning study) taking place at Chawama Clinic, which is studying how the ear grows in the first months of life, and are familiar with the ear scanning gadget.

Demographics – who are we talking to?

- Where are you from? Have you attended ANC care at Naluja/Chawama, or have you attended ANC care at another clinic? (Caretakers/mothers)

Biometrics – An understanding

We are interested in knowing what can be used to identify a patient that comes into the clinic, and our research is focused in biometrics. Biometrics are personal features used to identify an individual. Take for instance fingerprinting, face recognition, iris scanning, these are all examples of biometrics. Some examples of where you may have seen these used are in the Farmers Input Program (FISP) - when you go, you have to sign or give a thumbprint as a way to identify that it is you. Also, for voter registration in Zambia, fingerprinting has been used to identify that it is you voting. Other examples where biometric systems are used are at the airport, with the police, sometimes fingerprinting is used to identify. Even to open a phone, a fingerprint is used to identify and unlock the phone – this is also an example of a biometric system. To get an understanding of your own experiences, we want to ask you:

- Have you ever used biometrics? Where? For what purpose?

Our research is around the use of a similar type of biometric system to identify a patient that walks into the clinic. Even the ear can be used to identify someone. There is currently a project running at Chawama Clinic in Lusaka using this gadget.

Demo of the Ear App

- What do you think someone in this community might think about using biometrics in the clinic to identify a patient?
- What do you think are some barriers to accepting the use of biometrics in this community? What are some advantages and disadvantages that you see to this type of system to identify patients?

- What do you think would delay or make the community delay to accept a new technology such as this?
- How do you think someone in the community would react to using ears to identify a patient compare with using other markers such as an iris scan or fingerprint?
- What do you think are your partner's views on the use of biometrics and this technology in the clinic?

Under Five Care – the Under Five Card, registry (patient ID)

Scenario: Taking for example Under Five Care. For under five visits, the under-five card is used. For example, when you come to the clinic to get a vaccination for your child, you present the under-five card and the vaccination is given and recorded.

- Have you or anyone you know ever lost or misplaced an under five card? Have you ever visited the clinic with your child without an under five card? Does it become easily damaged?
 - How did you feel when you lost it, what did you do?

Imagine the scenario where we were to instead use a biometric system, the scenario would be that you come into the clinic, and the clerk takes a picture of your child's ear, or a fingerprint, and would be able to pull up your under five card.

- What are some of the benefits of using a biometric system such as ear, fingerprinting, iris scanning for individual identification as compared to paper based record system? Which do you think would be better?
- Do you think there is need for you to give a consent before a biometric tool is used?
- What issues do you foresee with a potential biometric system in use for under five care?

Use of Ear biometrics in health field - summary of opinions

(Chawama) How was your experience during the ear biometric scanning of your child?

Can you suggest any improvements to a biometric system that would make it more easily accepted in the community?