

Appendix B

Focus Group Questions

1. In what ways have you seen the travel requirements of veterans influence the extent to which they obtain healthcare services?
2. In what ways do these travel requirements impact the health of veterans/patients?
3. What programs exist to help mitigate the travel barriers experienced by veterans/patients?
4. Which of your healthcare services make active use of the telephone and/or Internet technologies?
5. How do these communication technologies affect care provision?
6. How have these technologies helped mitigate barriers experienced by veterans/patients to date? How could they?
7. How do these technologies affect the way in which you interact with patients and deliver health services?
8. Please provide any other comments about the ability of veterans to access the health services they need in terms of either transportation or technology.