

MEDICATION ERRORS OF VISUALLY IMPAIRED PATIENTS: BEFORE AND AFTER USE OF SCRIPTALK

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A decorative graphic consisting of a horizontal line of 12 grey circles. From the 9th circle from the left, a cluster of 20 grey circles extends downwards and to the right, forming a shape similar to a right-angled triangle or a fan. The circles vary slightly in size and are arranged in a pattern that suggests movement or a trail.

Objectives and Methodology

Objectives

ScripTalk is a device that audibly reads specially programmed labels attached to prescription containers by pharmacists. These special labels give visually impaired individuals real time access to all the information printed on their prescription label.

En-Vision America, Inc. commissioned Issues & Answers Network, Inc. to work under the guidance of a certified Institutional Review Board (IRB) to conduct a study among ScripTalk users to evaluate how well ScripTalk supports users in staying safe and independent while administering medications.

The goal of this research is to measure ScripTalk users' experiences with:

- Medication errors since using ScripTalk vs. prior to using ScripTalk;
- Level of safety resulting from ScripTalk use; and
- Level of independence resulting from ScripTalk use.

Methodology

Four hundred and eight respondents completed the telephone survey in March 2020.

All surveys were conducted randomly from a sample of 4,237 ScripTalk users provided by En-Vision America, Inc.

Respondents were screened to obtain consent to participate in the survey.

The survey data has an overall margin of error of $\pm 5\%$ at a 95% level of confidence.

Due to rounding, totals may not equal 100%.

Due to multiple responses provided by one respondent, total responses may be greater than number of respondents.

The study and methodology was reviewed by Sterling IRB (IRB00001790) to ensure the study is ethical and scientifically valid research as implemented.

A decorative graphic consisting of a horizontal row of 12 grey circles on the left side of the page. To the right of this row, there is a larger, more complex arrangement of grey circles that forms a shape resembling a stylized 'L' or a cluster of points, extending from the top right towards the bottom right of the page. The circles vary slightly in size and are arranged in a way that suggests a path or a collection of data points.

Executive Summary

Executive Summary

Medication Errors Since Using ScripTalk Vs. Prior to Using ScripTalk

- 35% of ScripTalk users reported experiencing a medication error prior to using ScripTalk.
 - Medication errors experienced prior to using ScripTalk related to taking the wrong medication or dosage, having difficulty determining the right medication to take, or third-party error.
- No ScripTalk users reported experiencing a medication error related to mixing up medications or taking the wrong medication/dosage since using ScripTalk (13 ScripTalk users reported a medication error, but these errors were qualified to be pharmacy related. The pharmacy errors included labeling, training, and dispensing related issues, not true medication errors.)

Executive Summary, continued

Level of Safety Resulting from ScripTalk Use

- Almost all respondents (98%) reported feeling safer taking their medications since using ScripTalk.
 - Just under two-thirds (62%) of respondents said they feel safer because they know they are taking the right medication/dosage.
 - In addition, more than one-third (37%) of respondents said they feel safer taking their medications because ScripTalk reads them all the information they need to ensure they are taking the right medication.
 - Almost 20% of respondents reported feeling safer taking their medications since using ScripTalk because there is no more guessing, confusion, or worries.

Executive Summary, continued

Level of Independence Resulting from ScripTalk Use

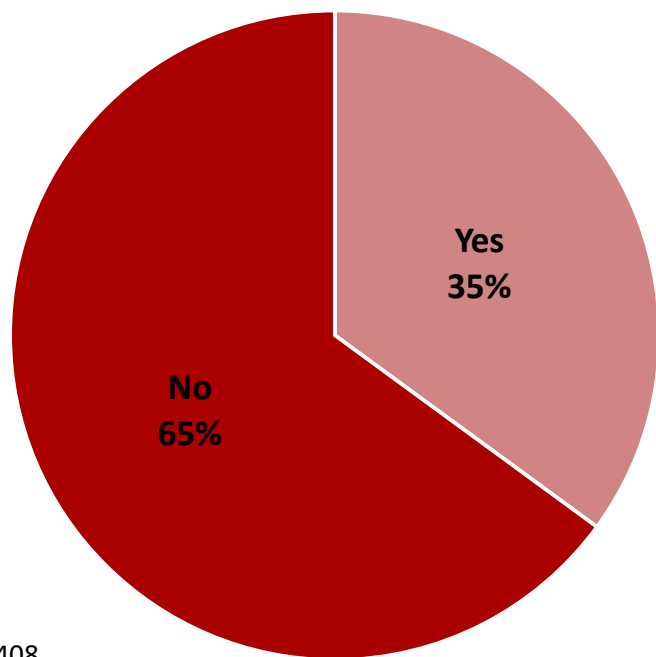
- A total of 98% of respondents reported feeling more independent taking their medications since using ScripTalk.
 - Close to six in ten respondents (59%) said they feel more independent taking their medications since using ScripTalk because they can administer their medications without any help.
 - More than one-third of respondents (36%) reported they feel more independent because they know they are taking the right medication/dosage.



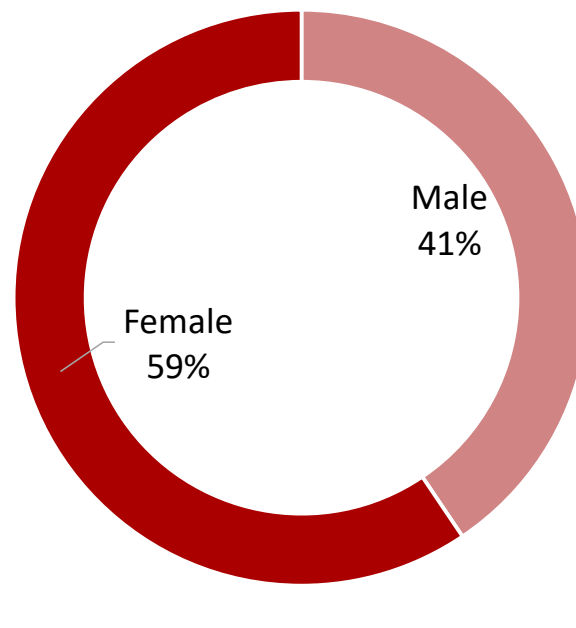
Survey Results

- ❖ Of the 408 respondents, a little more than one-third (143 or 35.0%), indicated they had experienced some type of medication error prior to using ScripTalk. Of these 143 respondents, 59.4% were female and 40.6% were male.

Experience With Medication Error Prior to Using ScripTalk

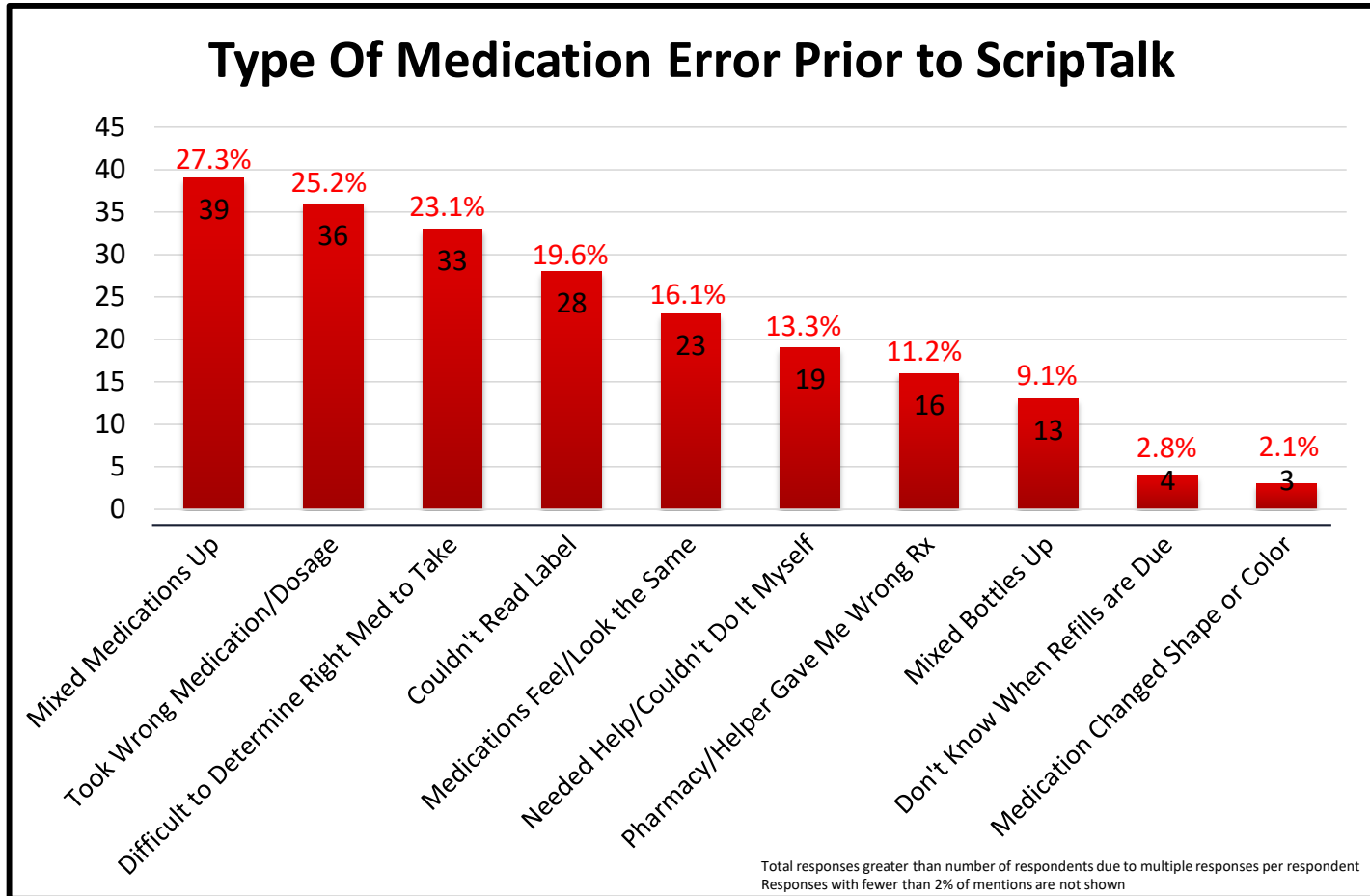


Gender of Those Experience Medication Errors Prior to ScripTalk



Q1. Prior to using ScripTalk, did you experience any type of medication error? (Base: Total respondents)

- ❖ The respondents who experienced medication errors prior to using ScripTalk experienced various types of errors fitting into two common themes: taking the wrong medication or having difficulty determining the right medication to take.
 - ❖ A total of 27.3% said they mixed their medications up, 25.2% said they took the wrong medication or dosage, and 23.1% said it was difficult to determine the right medication to take.
- ❖ The following chart illustrates the various types of medication errors these respondents reported experiencing prior to using ScripTalk.



Note: See Appendix A for Verbatim Responses of these 143 respondents for medication error experienced prior to using ScripTalk and how the error affected them

Q Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)

- ❖ A total of 2% of all respondents experienced medication errors prior to using ScripTalk that required medical attention or hospitalization.
- ❖ The following chart illustrates the medication error experienced and attention required and/or affect of the error for each of the 9 respondents.

Medication Error	Attention Required/Effect of Error
The pharmacy switched my eye drops to generic without telling me, it caused an issue. Before there was a couple of my eye drops that had similar shapes and I had trouble keeping the drops separate.	I was out of town when I realized something was wrong with my eyes and I was by myself. I had to go get someone to read the drops and Google it for me. That's when I realized it was wrong.
Lots of medication mix ups. I would put them in the wrong bottle or end up throwing them out.	I had to go see the doctor and have my medications straightened out by the nurse and some refilled.
Before ScripTalk I would take the wrong medicines because I could not identify them.	I wasn't taking the right medication. I couldn't see the name of it and I was going by the shape of the pill and then I told my doctor the problem.
Doctor increased the mg on one of my prescriptions. Pharmacy put the medication into a different bottle than I was used to. It was a different cholesterol pill than I thought. After the first month, my blood pressure was up and the doctor was upset. Apparently, the pharmacy left out the old prescription. I was taking two of the same one and none of the other.	I wasn't taking my blood pressure pills, and I was taking two of my cholesterol pills. I was a mess.
I had two pills that had the same texture and same size that were totally different, one for blood pressure and the other for anxiety, and I mixed them up a couple of times.	It caused me to pass out unexpectedly.
Several times I have taken the wrong medication. One time I had an allergic reaction.	I was feeling very poorly and I was having some really bad allergic symptoms.
This pharmacy gave me double my medication and I was taking it and figured it out. The pharmacy told me to buy another medication to counter the affects of the double medication I was taking. Sometimes I would get my medications mixed up as well.	It caused me to be really groggy and I felt like I wasn't right in my head. I thought maybe it was a bad batch but it was actually a mistake made by the pharmacy.
I was going by the shape of medication and I had 2 that were the same shape and they were very different medications.	Made me very sleepy and very lethargic.
It has been a while so I don't really remember.	I had to talk to them to have them explain it to me.

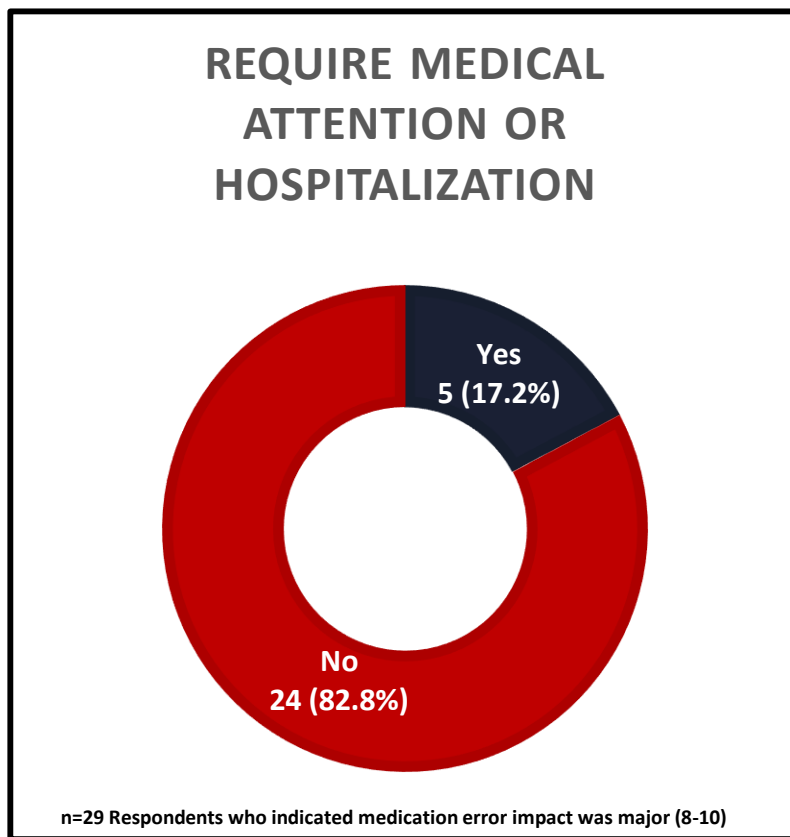
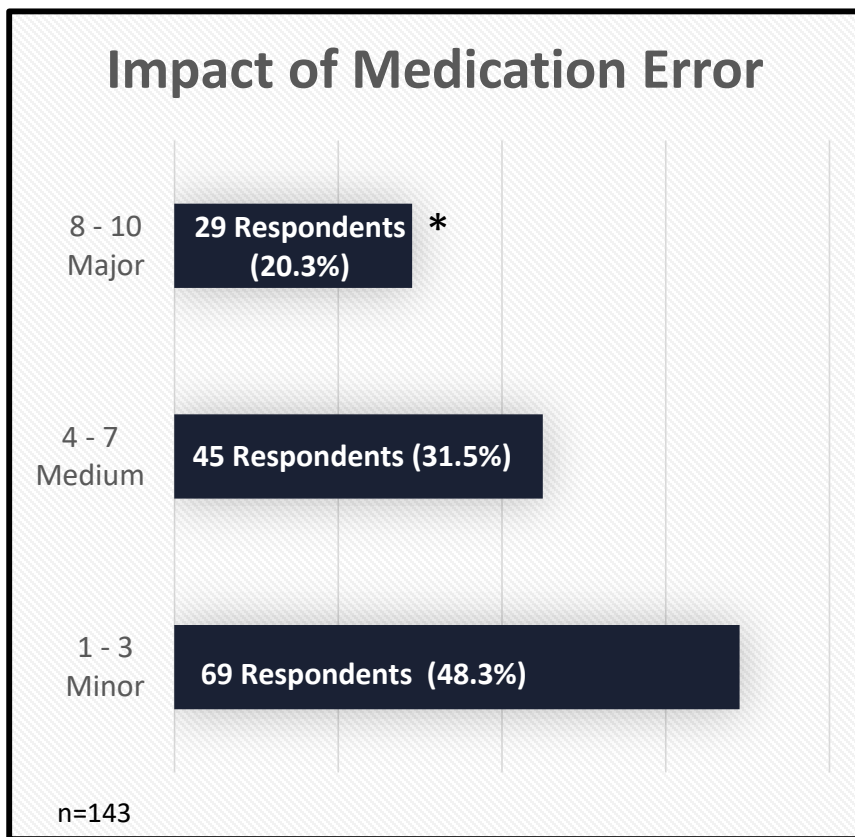
Note: The 5 responses highlighted in red indicate respondents who stated the impact of their medication error was major (8-10) as illustrated on the following page

Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)

Q1b. Did the medication error require medical attention or hospitalization? (Base: Experienced Medication Error Prior to ScripTalk)

Q1c_2. Can you explain how the medication error affected you (Base: Required medical attention or hospitalization prior to ScripTalk)

- ❖ The respondents who indicated they experienced a medication error prior to ScripTalk were asked to rate the personal impact of the error. Almost 50% of respondents indicated the impact was minor (1-3) while approximately 20% indicated the impact was major (8-10).
- ❖ Of the 29 respondents who indicated their impact was major, 17.2% indicated their medication error required medical attention or hospitalization. The medication error experienced and attention required for these 5 respondents are highlighted in Red in the chart on the previous page.



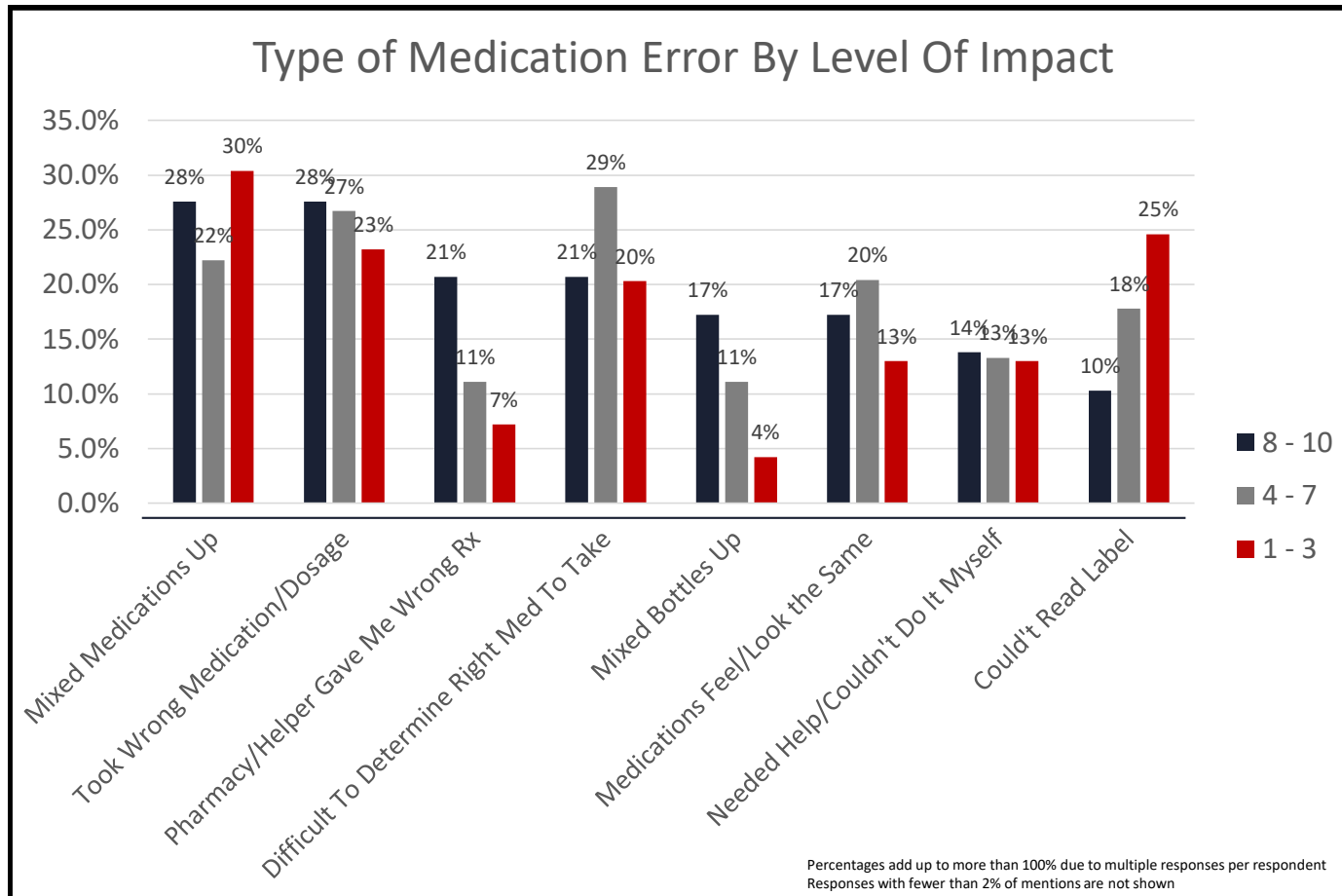
* See Appendix B for Verbatim Responses of these 29 respondents for medication error experienced prior to using ScripTalk and how the error affected them



Q1c. On a scale of one to ten with one being minor and ten being major, how much did the medication error affect you? (Base: Experienced Medication Error Prior to ScripTalk)

Q1b. Did the medication error require medical attention or hospitalization? (Base: Experienced Medication Error Prior to ScripTalk)

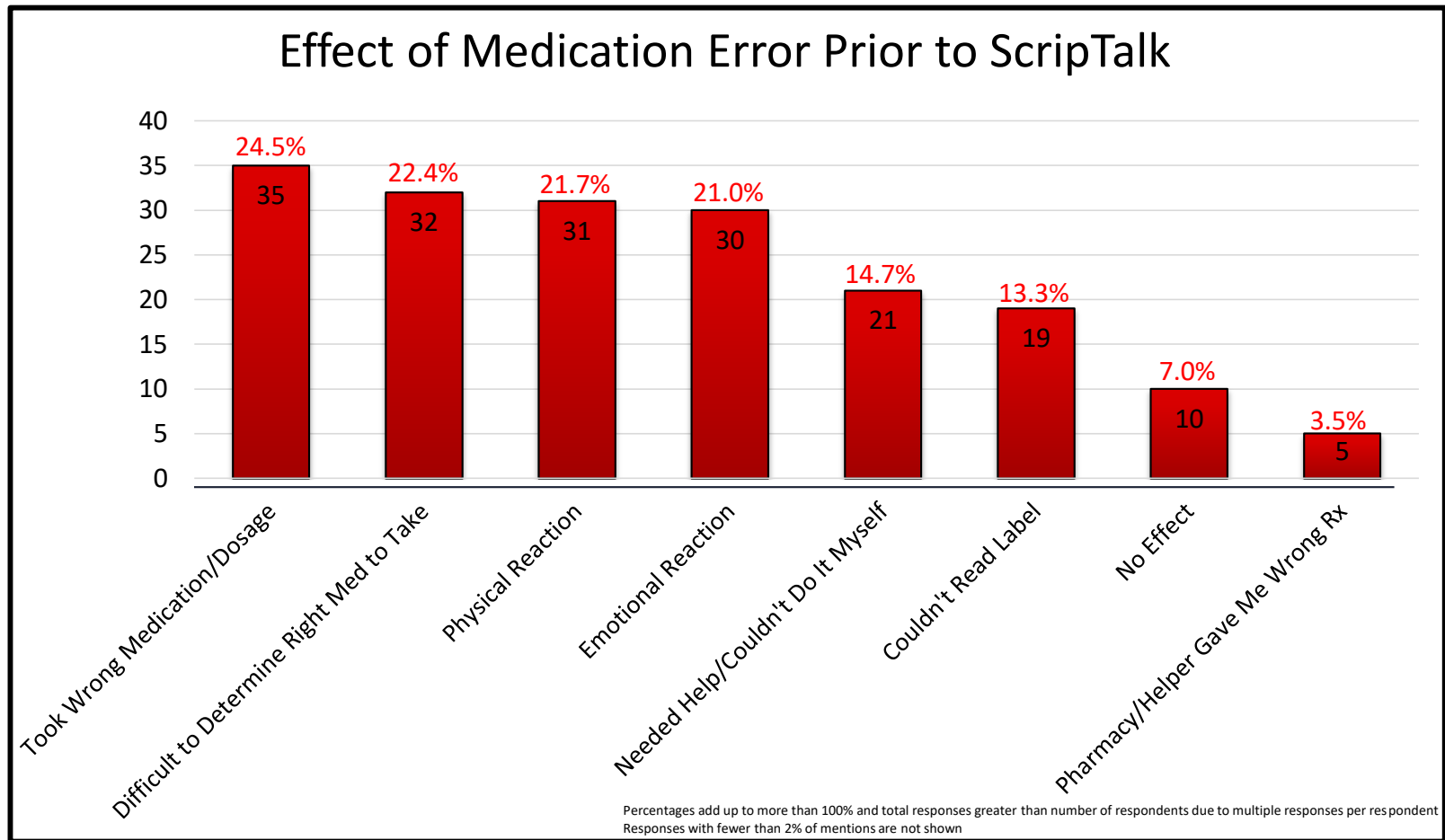
- ❖ For the 29 respondents who indicated the impact from their medication error was major (8-10), the two most common medication errors reported were “Mixed Medications Up” and “Took Wrong Medication/Dosage.”
- ❖ For the 69 respondents who indicated the impact from their medication error was minor (1-3), the two most common medication errors reported were “Mixed Medications Up” and “Couldn’t Read Label.”



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)

Q1c. On a scale of one to ten with one being minor and ten being major, how much did the medication error affect you? (Base: Experienced Medication Error Prior to ScripTalk)

- ❖ Respondents reported each of the following 4 affects most often: they took the wrong medication/dosage (24.5%), it was difficult to determine the right medication to take (22.4%), some type of physical reaction (21.7%), and some type of emotional reaction (21.0%).
- ❖ The following chart illustrates the various affects the 143 respondents experienced as a result of their medication error prior to using ScripTalk.

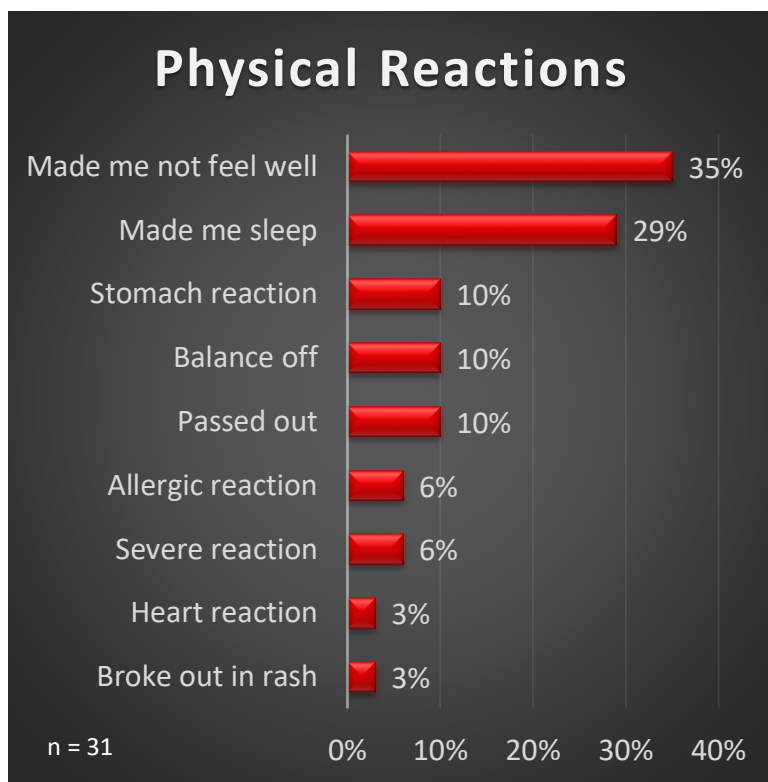


Note: See Appendix A for Verbatim Responses of these 143 respondents for how the medication error they experienced before using ScripTalk affected them



Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

- ❖ Of the 31 respondents who indicated they experienced a physical reaction to their medication error, 11 respondents (35.5%) said they didn't feel well and 9 respondents (29.0%) said the medication error made them sleep.
- ❖ Of the 30 respondents who indicated they experienced an emotional reaction to their medication error, 6 respondents (20%) said the medication error affected their confidence and 6 respondents also indicated the medication error scared them.
- ❖ The following charts illustrate the physical and emotional reactions these respondents experienced.



Percentages add up to more than 100% due to multiple responses per respondent

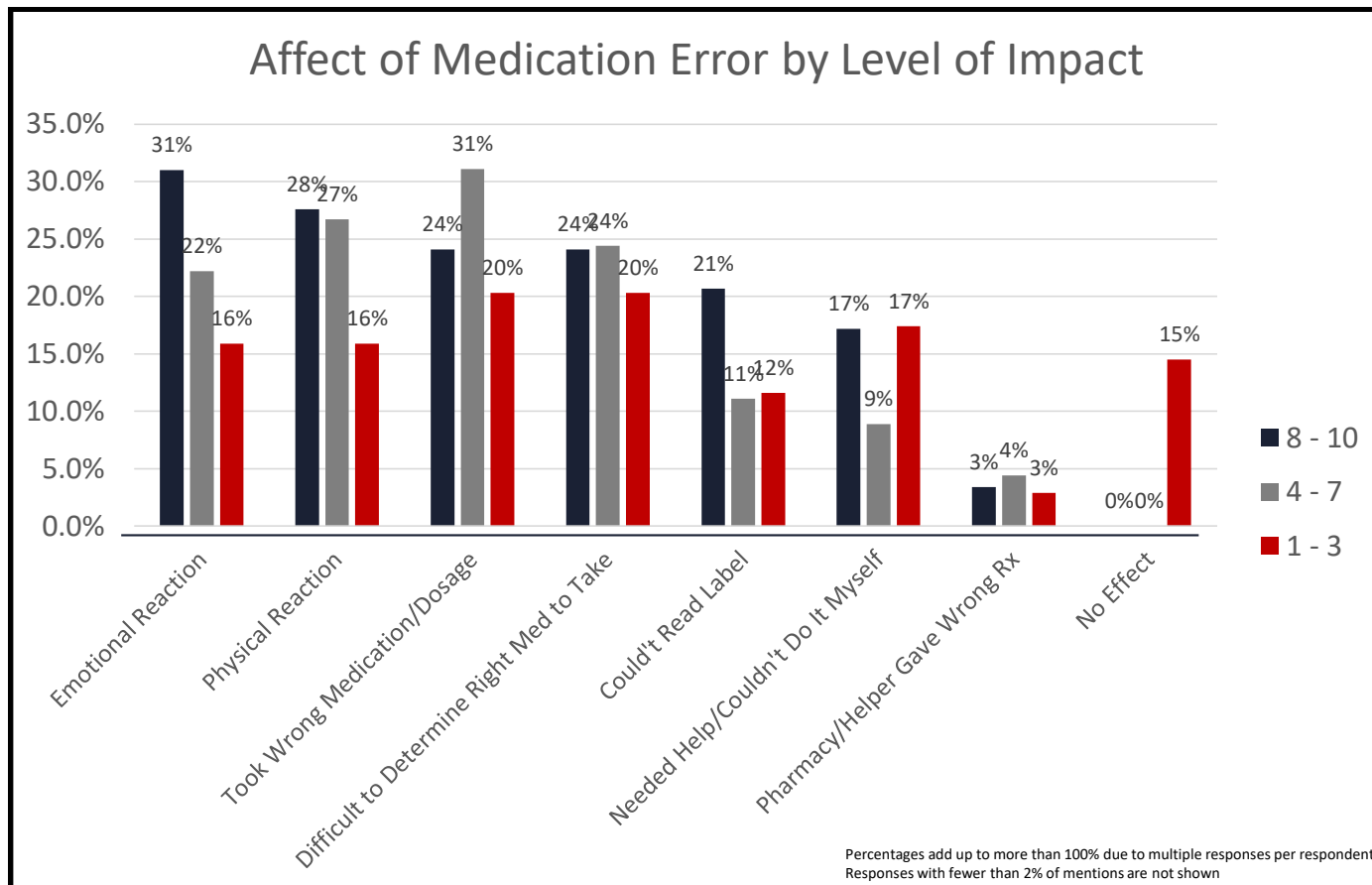


Percentages add up to more than 100% due to multiple responses per respondent



Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

- ❖ When looking at the affect of medication errors based on level of impact, emotional and physical reactions are highest among the 29 respondents who indicated their impact was major (8-10), 31% and 28%, respectively. Taking the wrong medication/dosage and difficulty determining the right medication to take are close seconds at 24% each.
- ❖ The most common affects reported by the 45 respondents indicating their impact was in the middle (4-7) were taking the wrong medication/dosage (31%) and physical reactions (27%).
- ❖ For the 69 respondents who reported the affect of their medication error was minor (1-3), the affects were varied with no more than 20% of respondents reporting a particular affect.

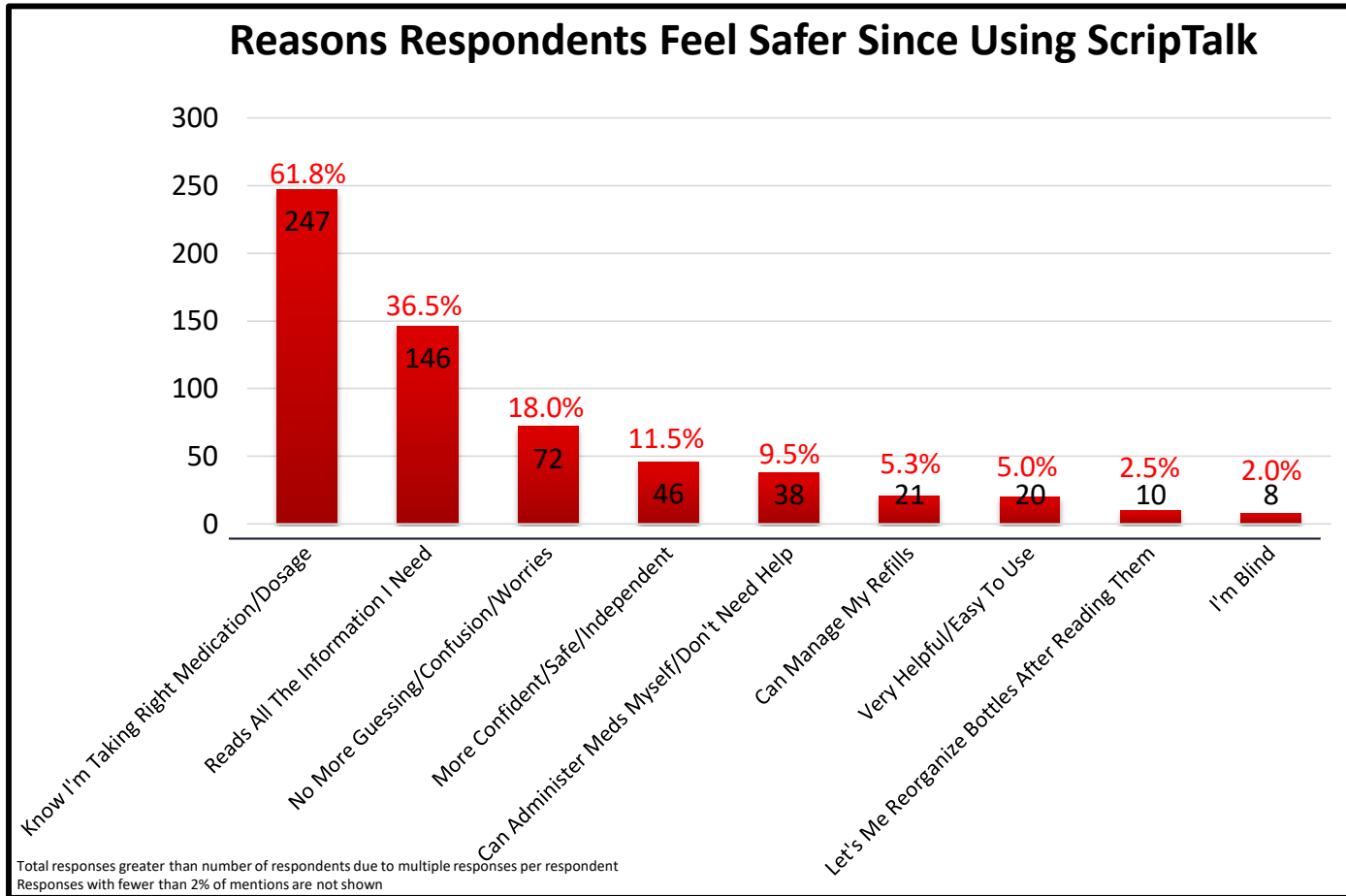


Q1c. On a scale of one to ten with one being minor and ten being major, how much did the medication error affect you? (Base: Experienced Medication Error Prior to ScripTalk)
Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

- ❖ Of the 408 respondents, 13 (3.2%) indicated they have experienced a medication error since using ScripTalk. This is down significantly from the 143 (35.0%) respondents who experienced medication errors prior to using ScripTalk.
- ❖ The types of medication errors experienced by these 13 respondents were pharmacy training errors related to labels or barcodes, and respondent training-related situations.
- ❖ No errors related to mixing up medications or taking the wrong medication/dosage were reported. Prior to using ScripTalk, 39 respondents described mixing up their medications and 36 respondents described taking the wrong medication as their medication error type.
- ❖ Two respondents reported taking the wrong medication or dosage as the result of their medication error.
 - ❖ This is a significant decrease from the 35 respondents who reported this as the affect of their medication error prior to using ScripTalk.
 - ❖ It is important to note the medication error experienced in both of these situations was a pharmacy mishap where the talking label was not placed on the container.



- ❖ Almost all respondents (98%) reported feeling safer taking their medications since using ScripTalk.
- ❖ Almost two-thirds (61.8%) of respondents who reported they feel safer taking their medications since using ScripTalk said they feel safer because they know they are taking the right medication/dosage. In addition, more than one-third (36.5%) of respondents said they feel safer because ScripTalk reads them all the information they need. Almost 20% of respondents reported they feel safer since using ScripTalk because there is no more guessing, confusion, or worries.
- ❖ The following chart illustrated the various reasons respondents feel safer taking their medications since using ScripTalk.



Note: See Appendix C for Verbatim Responses of these 400 respondents who reported feeling safer taking their medications since using ScripTalk



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

- ❖ Only 8 respondents (2%) reported not feeling safer taking their medications since using ScripTalk. The following table illustrates the verbatim responses these 8 respondents gave for not feeling safer taking their medications since using ScripTalk.

Respondents Who Don't Feel Safer – Verbatim Responses

(1) It is because of the types of medications I'm taking that I don't feel safe.*

(2) I wouldn't call it feeling safer, but I felt more confident.*

(3) I have to travel further because locally they do not have the machine. The pharmacy I was using was sold and I had to switch pharmacies. They don't have it so the machine is useless to me.*

(4) What I normally do in any case is to put the first three letters of the medication in bold letters on the bottle so I can read it.*

(5) I set up my bottles alphabetically, so it really doesn't matter as long as they are lined up properly.*

(6) I don't use ScripTalk while using the medication.*

(7) I don't feel unsafe, I don't feel that it makes a difference.

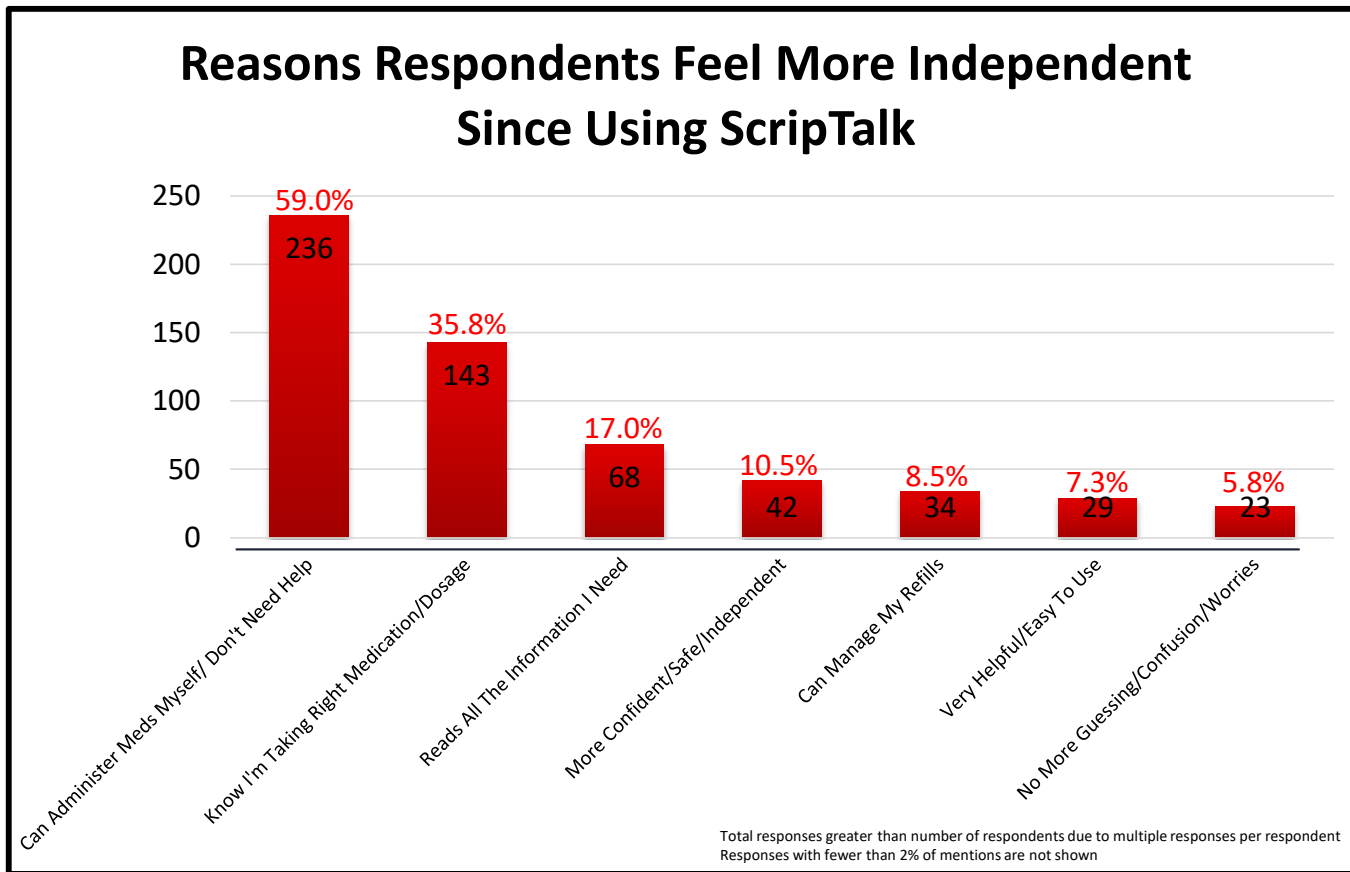
(8) I figured out what was what.

* Did not report experiencing any medication errors prior to using ScripTalk or since using ScripTalk



Q3a. Please explain why you don't feel safer taking your medication. (Base: Don't Feel Safer Taking Medications Since Using ScripTalk)

- ❖ The vast majority respondents (98%) feel more independent taking their medications since using ScripTalk.
- ❖ Close to 6 in 10 respondents (59.0%) said they feel more independent because they can administer their medications themselves. More than one-third (35.8%) of respondents reported feeling more independent because they know they are taking the right medication/dosage.
- ❖ The following chart illustrates the various reasons respondents feel more independent taking their medications since using ScripTalk.



Note: See Appendix D for Verbatim Responses of these 400 respondents who reported feeling more independent taking their medications since using ScripTalk



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

- ❖ Just 8 of the 408 respondents reported they do not feel more independent taking their medications since using ScripTalk. The following table illustrates the verbatim responses these 8 respondents gave for not feeling more independent since using ScripTalk.

Respondents Who Don't Feel More Independent – Verbatim Responses

I didn't have anyone helping me before ScripTalk and I don't have anyone helping me now. (1)

I can not use the machine, my pharmacy is not compatible. I need to be able to get more use of the machine. When I was able to use it and figured it out I felt more independent. Right now in order to know what I am taking my housekeeper calls in my prescriptions. (3)

It is convenient but the system that I use is really sufficient. (4)

Again while taking the medication I don't use ScripTalk. (6)

I've always been very good at taking my medication. I use it when I need it and if I have any questions, I can go to ScripTalk and ask my questions. I also have my daughter's helping and they can use ScripTalk to help me take my medications if they have any questions too. There is a lot less error.

My wife does get my medication out for me. If I was alone it would be a great help. I am grateful that I have the machine and wouldn't allow anyone to take it from me.

I can communicate with them the way a normal person would.

Still need my daughter to help me.

Note: (1) (3) (4) (6) corresponds to the response these respondents provided on the Table Respondents Who Don't Feel Safer – Verbatim Response, Page 25

Note: None of the these respondents reported experiencing any medication errors prior to using ScripTalk or since using ScripTalk



Q4a. Please explain why ScripTalk does not allow you to be more independent taking your medications. (Base: Don't Feel More Independent Taking Medications Since Using ScripTalk)



Study Conclusions

The following study conclusions are based on study findings and the interpretation of those findings by Issues & Answers' personnel. These conclusions may or may not represent the views of En-Vision America, Inc.

Study Conclusions

ScripTalk is providing improved accuracy in prescription administration.

ScripTalk users feel safer and more independent with ScripTalk.

No errors related to mixing up medications or taking the wrong medication/dosage were reported from ScripTalk users since using ScripTalk.



Appendices

Medication Error	How Error Affected You
<p>1 I was receiving my prescriptions from Walgreen's and CVS. The doctor increased the mg on one of my prescriptions. They chose to put the medication into a different bottle than I was used to, and there was no other option with Humana. It was a different cholesterol pill than I thought. The first month I was taking two a day instead of one, like I was supposed to. My blood pressure was up and the doctor was upset, you need to take these every day. I told him that I was taking them every day. Apparently, they had left on the old prescription and I was taking two of the same one and none of the other, I used to dread receiving manufacturer bottles.</p>	<p>I wasn't taking my blood pressure pills, and I was taking two of my cholesterol pills. I was a mess.</p>
<p>2 This pharmacy gave me double my medication and I was taking it and figured it out. The pharmacy told me to buy another medication to counter the affects of the double medication I was taking. Sometimes I would get my medications mixed up as well.</p>	<p>It caused me to be really groggy and I felt like I wasn't right in my head. I thought maybe it was a bad batch but it was actually a mistake made by the pharmacy.</p>
<p>3 I couldn't always tell which bottle I was grabbing, grabbing the wrong bottle and not knowing when the refills were due.</p>	<p>I wouldn't take the right medicine at the right time. I would think I had refills on a prescription when I didn't have any refills.</p>
<p>4 Rite Aid got my dosage on my prescription and they gave me the wrong prescription another time.</p>	<p>It made me break out in a rash, my throat closed, up, hot cold flashes, weak with chills and dizziness.</p>
<p>5 I had to have other people read medications.</p>	<p>I couldn't see the bottle and I got medications mixed.</p>
<p>6 I didn't know what I was doing so if nobody was here, I didn't know what I was doing so I'd have my husband read out the prescriptions.</p>	<p>My husband has short term memory loss, he's a Vietnam veteran, he can't remember what it's for because it's not telling me.</p>
<p>7 I wasn't able to see my medication.</p>	<p>I affected me real because I could not see it and it made me feel bad.</p>
<p>8 They were sending me the wrong medication and the wrong amount.</p>	<p>It made me insecure about my medications and what I was taking.</p>
<p>9 I don't have a caregiver during the day. I almost overdosed from taking the wrong ones and too much of the wrong ones at once.</p>	<p>Mentally it made me afraid to administer my medication without someone being here to help me.</p>



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
10 They gave me the wrong medication, I wouldn't have noticed it, but the pill was different.	If I didn't happen to look, I could've taken the wrong thing.
11 I got the medicines all mixed up because I cannot see and the magnifying glass would not distinguish what they are.	I was in church and I had this feeling and I passed out on a man and a lady at church who was a nurse wanted to take me to the hospital but I said, no take me home. She did take me home but it was embarrassing as well as bad.
12 The drug store didn't cut my blood pressure med in half and it was the same as another med and I thought I was taking another med and took way too much and everything. It was the same shape as other med Paxil.	It was a bad thing because I need my Paxil and I had a bad time, crying and wanted to die but just because it was a med I hadn't taken.
13 I am blind. Sometimes I have a lot of pills and sometimes it was hard to keep track.	I fell on a concrete floor and hurt myself.
14 It has been a while so I don't really remember.	I had to talk to them to have them explain it to me.
15 I got the medications mixed up and when I realized it, I took them to my pharmacy and the problem was straightened out. Humana changed the size and color of the medication and it confused me.	It scared me, it gave me a sense of no control.
16 So I was trying to go by feeling the bottle and I was taking the wrong pill. They felt the same but it was a different pill.	It was traumatic to my confidence. It scared me. It could have been another pill that could have hurt me worse.
17 Yes, I would have to ask people to help me.	When you can't read something, it affects you.
18 Not knowing what was in the bottle.	It took my independence away because I couldn't read label and had to depend on someone.
19 Lots of medication mix ups. I would put them in the wrong bottle or end up throwing them out.	I had to go see the doctor and have my medications straightened out by the nurse and some refilled.
20 I missed up medications.	I did not know which medications I was taking. I was concerned I was taking the wrong medications.
21 I was taking a medication for pain and they gave me one with Codeine in it and it wasn't prescribed, I couldn't read the medication and was hard to take my meds.	I was extremely high and drove a car and told doctor I wasn't allergic to anything and am allergic to sulfur.

Q Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)

Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
22 Before ScripTalk I would take the wrong medicines because I could not identify them.	I wasn't taking the right medication I couldn't see the name of it and I was just going by the shape of the pill which was the wrong solution and then I told my doctor the problem.
23 I got my medication mixed up.	I wasn't taking the medication correctly, I am a diabetic and it caused my blood sugar to drop.
24 Before the ScripTalk, I got my medication all mixed up and took the wrong thing. I went to church and was all confused, didn't know where I was. I am totally blind in my left eye, and almost blind in my right one and this has helped me so much. I went home and slept for a couple of hours, but did not need to go into the hospital. When I told my nurse from Humana what happened, she got right on it and I had the reader one week later.	It threw me off, I didn't know where I was or what was around me. I wasn't in control. I couldn't focus and so I just had them bring me home.
25 Some of my pills are shaped the exact same way and it was hard to tell them apart and I was overdosing myself. I was getting confused with my Epi pen as well.	It made me have severe reactions, I couldn't stand up straight, my balance was off, memory was, speech was off and my gate was off. I kept kicking my guide dogs back legs and couldn't keep my distance away from him and I couldn't bend over or I would fall over.
26 The fact that medications have the same shape, makes it difficult to discern the name of pill or what I am taking.	I caught the error, but I had to wait for assistance before I could take any medication.
27 I did not take it but I almost did. Let me think. It was blood pressure pill. I was about to take it despite not needing to.	It made me stop and think that I could really take something that was hurting me.
28 I'm dealing with my prescriptions and my husband with Alzheimer's. It was critical to get proper medication and it was difficult what was in them apart from getting familiar with the shape and color of the meds.	Frustration, anxiety, uncertainty.
29 I had a pill for arthritis and it was the same as my blood pressure med. For about 2 months, I was taking too much of my blood pressure med and none of the other one, I took 3 times more than I needed and none of the other.	I was very uncomfortable and hurt.
30 I didn't know exactly which one I was taking and I would often miss taking some medications.	I would just miss taking them.

Q Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)

Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
31 I could not tell which pills were which, I could not read labels.	It caused me to not take medication properly because I didn't know what I was taking.
32 The pharmacy switched my eye drops to generic without telling me, it caused an issue. Before there was a couple of my eye drops that had similar shapes and I had trouble keeping the drops separate.	It was really frustrating because I was out of town when I realized something was wrong with my eyes and I was by myself. I had to go get someone to read the drops and Google it for me. That's when I realized it was wrong. It's really frustrating and upsetting and a little bit scary. What if I didn't know anyone there.
33 I was confused because some of the medications looked similar and I would take the wrong medicine.	I did have problems because I wasn't taking the seizer medication, but was not hospitalized.
34 The lady got upset I wasn't involved. I didn't know there was a storm going on outside and the computers were down and she asked to call security. It wasn't their fault no machines were working at all.	I could hardly stand up.
35 I couldn't see the labels, I am legally blind.	I couldn't see the dosage or read the label to know what I was taking.
36 I had gotten a prescription from the pharmacy that had someone else's name on it and was a different medication.	Luckily the doctor caught it when I brought him the bottle. It felt different to me and unfamiliar.
37 Several times I have taken the wrong medication and one time I had an allergic reaction.	I was feeling very poorly and I was having some really bad allergic symptoms.
38 An antibiotic I was supposed to take two time a day and I was only taking it once a day.	It was an antibiotic and it was to clear up a flu virus. My symptoms went up instead of getting better and then got better when I started taking it like I was supposed to.
39 I was getting my medication confused because the pills and bottles feel the same. It's not easy to keep up with the expiration dates and the refills.	I wasn't able to take the dosage because I didn't know what medication to take or what the expiration date was.
40 I was traveling and I took the wrong medicine out of my suitcase.	It was a sleeping pill, so my daughter had to lead me around the airport and through security.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
41 Failed to taking meds right due to not seeing it or be able to read it.	I was very groggy.
42 The pharmacy messed up the order supply instead of 90 day supply only gave 30 and gave prescription that was already canceled by doctor.	It caused me to have to go back to pharmacy to get the medication sooner because it was only a 30 day supply. The one canceled didn't affect me but insurance still had to pay.
43 I got somebody else's medicine and I did not know it until I got home.	It was embarrassing when I had to take it back to the pharmacy and tell them. It had my name on it, but belonged to someone in Iowa.
44 Due to the fact that I wasn't able to see clearly and I didn't know what I was taking.	It caused me to pass out in church.
45 Before when I had pills that were the same size and shape, it would confuse me and I had to have someone help me.	When I fill my pill case and I make a mistake with my pills, I had to go back and find the pills and replace them with the correct medication.
46 I was struggling with taking my medications and was calling my doctor a lot.	I was calling my doctor more often.
47 I didn't know which medication I had.	Worried it would do something to me, take too much medication.
48 I have too many different pills and a couple of occasions I took the wrong pills.	It caused discomfort and mental stress like anxiety.
49 I had too many pills at the same time.	It disappointed me.
50 I could not read the bottles to call prescriptions into the pharmacy.	I couldn't see the bottles and I had to put cctv and could see the number to call doctor or the number to call into the pharmacy. Also it was hard to see where I needed to blow it up.

Q Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
51 I didn't understand, I got the medicines mixed up.	It got me confused.
52 It was hard to me to understand and label and to know what was going on.	It just made me sleep all the time.
53 Several of my medications are similar in shape and size I had to label them in something tactile and then again I tried to remember the bottle I used the tactile procedure on and it was difficult.	One of the medications was a night time medication and would cause me to be drowsy and more clumsy and at sometimes I took it incorrectly and being blind and using my cane I was more susceptible to fall.
54 I had one that I should have taken twice a day and was taking it once a day or taking in the pm instead of am.	The potential of making the mistakes and not being able to read the bottle could have caused an issue and pretty easy to get mixed up.
55 I used to have to ask people what I had in my hand if I couldn't tell I would feel to identify the medication.	I felt uncertain often as to whether I was taking the right medications or not.
56 Sometimes it was hard to get someone to read the medications to me to put the braille on them.	It just took a lot of time and I was never sure what the medication did and how much to take of the medications.
57 I have two pills similar in size and color and I would often confuse the two.	I ended up taking a morning pill at night instead of the morning and I ended up getting no sleep that night.
58 I was taking the wrong medications and getting everything mixed up.	I was taking some medications twice not realizing it, when I should have only been taking it once.
59 I went to get my medication at the pharmacy, got home and realized I had gotten a whole different medication that wasn't even mine. I had to call the pharmacy.	If I would have taken the wrong medication the pharmacy gave me, I would have been dead.
60 I would get confused as to which pill I was taking at one time.	I would take cholesterol medicine instead of my pain medicine.
61 There was one time I was skipping some medication because I did not know how often I was suppose to be taking it. There was another time it was read to me wrong.	I was grouchy, it was my anti-depressant.
62 I couldn't determine what kind of medication I had.	I couldn't read the label and taking the wrong medication made me kind of dizzy.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
63 I was going by the shape of medication and I had 2 that were the same shape and they were very different medications. I was very happy to get ScripTalk.	Made me very sleepy and very lethargic.
64 I had two pills that had the same texture and same size that were totally different, one for blood pressure and the other for anxiety, and I mixed them up a couple of times.	It caused me to pass out unexpectedly.
65 I got my medicines, I had to get someone to help me.	It made me nervous because I was worried about taking the wrong dosage.
66 I had several medications that were shaped the same. I would have to ask someone else for help and if no one was here, I would have to guess which one to take and some times be wrong.	I would not get my anti-depressant because I would choose my heart medication and not my anti-depressant.
67 I had a hard time trying to find my prescriptions before I got ScripTalk and sometimes I would get them mixed up.	I would take a pill that was supposed to be once a day, twice a day. Sometimes I would take a pill twice a day that was supposed to taken once a day.
68 I experienced taking an overdose of a medication due to a label I had on it falling off and getting it put onto a different bottle.	I had to order the medication I wasn't supposed to be taking and sort out the one I was supposed to be taking.
69 I didn't take the wrong medication but if the bottle fell I didn't know what it was.	I was afraid to take that medicine if I didn't know what it was because I take so many pills, I would end up just throwing them out.
70 I was taking too much of one medication thinking it was another.	I was just scared because I had taken a benzodiazepine and ended up making me sick but I did not go to the hospital.
71 Not understanding what to take, when to refill the prescription.	By not taking the right doses at the right time.
72 I couldn't read the labels so I got some of them mixed up.	No.
73 I didn't know what medication I was taking.	I have 3 different types of medication that feel the same and I got confused and couldn't take them.
74 There were times before the meds were similar and I had issues between figuring out meds some times.	It scared me mostly.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
75 There have been times I was taking medications for diabetes and they were high blood pressure and I had to have someone come over help read the labels.	It only frightened I became alarmed because I didn't feel right.
76 I had a hard time reading my scripts.	Just not being able to read it so I didn't take it because I couldn't read what medication it was.
77 Misidentifying bottles.	My confidence.
78 I had at least 3-4 times when the sighted person gave me the wrong prescription.	One gave me a stomach reaction, one gave me a heart reaction.
79 At time I did not know because I can not read the bottle, it was 1 pill in the morning or 2 and if I take it in the morning or at night, what is at night.	One pill in particular Lyrica. I have neuropathy I took it in the morning or at night and the neuropathy woke me up during the night. If I missed it at night and forgot it should be at night then every night for the next two weeks I would wake up and I could go back and pull just Lyrica out, not that it tells me morning or night.
80 I have some medications that look alike and it was hard to tell if things get mixed up in the medication cabinet to see which was which.	I had one medication that you're supposed to take one time daily and one that you take two times daily. I ended up taking the one that I'm supposed to take twice a day once and the one I'm supposed to take once daily twice.
81 I put my medication out for a month at a time in individual containers so I could just take them. One time I put the wrong pills in the wrong container. I could not tell when I was going to run out of the prescription either.	It was bedtime medication I took during the daytime.
82 Confusing and mixing up medicines after getting them from the pharmacy. I tried putting the caps on differently, but it was hard to do that. I could not refill my own medications.	There was no real affect, I just wasn't taking the medication correctly.
83 I would mix up my insulin.	I would have to get someone to help me to see which insulin I had in my hand.

Q Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)

Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
84 I couldn't read the bottle of aspirin, it was so small I couldn't read. So I asked a friend to figure it out.	I was not functioning independently and had to call someone else to read it.
85 I was taking medication wrong but once I got ScripTalk, it's right.	I wasn't taking my medicine right.
86 Before ScripTalk I could not tell what pill to take or how many to take.	I couldn't read before I had the ScripTalk reader, I was taking the wrong pills.
87 It's been a while, I had one medication I had to take two of and another I had to take one of and I got them mixed up.	It just made me stressed and worried I didn't know what would have happened.
88 I was not taking my own meds and they were getting handed out to me and I had to find someone to read everything to me.	No, I don't know.
89 Difficulty know which medication was which. I had to create my own labels.	I had to create my own labels at the pharmacy to know which medication was which.
90 I couldn't read the bottle.	I couldn't see the bottle.
91 A matter of getting the right medication. The bottles were the same size and shape and it's hard for the visually impaired.	It caused me to have diarrhea.
92 When I would do my own medications, some would feel the same as others.	I just made me not feel very well.
93 I couldn't read my labels.	It didn't I just couldn't read the label without my magnification device and a light.
94 I used to be able to see, and usually I could read the medication unless there was a thin letter at the beginning, then sometimes I would confuse it.	I didn't need hospitalization, I just slept.
95 I took one medication thinking it was another.	I was worried for a couple of hours. I think I reasoned it out in my mind that something may be wrong, but everything was alright.
96 Sometimes it was hard to get to the pharmacy and they gave me the wrong medication.	They gave me the wrong dosage. I was able to get it refilled with the right dosage.

Q Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
97 I got my medication got mixed up because I could not see.	My blood sugar went up.
98 I couldn't read the label.	It just made me sleepy.
99 I do have a husband who is usually here to help me. However I did have the closed circuit tv that made it very difficult. Eventually I could not read them at all if was very difficult.	Most of the time my husband was here. It made it difficult to see the dosage and times to use. Until the ScripTalk it made it possible to know everything.
100 I would have to have someone else look at it.	Involving other people.
101 There were times I wouldn't know if I had the right medication in my hands. I had to mark them with rubber bands, if it was important I would put two, a mediocre was three and so on.	I wasn't getting the results I was supposed to get by not taking the right medications.
102 I had trouble matching the ways. I had my certain bottles labeled so I wouldn't take the wrong pills.	I had to get someone else to come to read the bottles because I had anxiety about taking the wrong medications.
103 Not knowing the right times to take a medication, or knowing whether to take it with food or not.	I don't think I got the best results from the medicine because I wasn't take it as needed.
104 It was just that I took something other than I thought.	There was a queasiness, but it was more about the security of the situation and the ability to do it on my own.
105 I had a prescription for eye drops and it was filled at pharmacy with ear drops.	It was caught before I used it.
106 I had my meds mixed up.	Made me feel woozy.
107 I couldn't tell what was what.	I wasn't worried at all.
108 Dispensing pills from different bottles into different containers, sometimes I would drop a pill into the wrong vial.	It would be a waste of some medication.
109 I took the wrong medicine a few times. When I was supposed to take it once a day, sometimes I would take it twice.	Nothing happened.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
110 I had them in places I thought I knew what I was doing and a couple times, I wasn't sure I was right so I ended up not taking my pills.	I didn't have any issues with it.
111 I mixed up two of my drugs and took one at night and one in the morning which was just reversed of what I was supposed to do.	I didn't realize that I was doing it, it didn't have any reverse affects just the medicine is supposed to be taken in the morning before I eat anything.
112 Occasional rare, mostly it was difficult to figure which medications I had when I would get several prescriptions.	Just realizing I had the wrong medication and having to figure out which one was which before I took it.
113 I got mixed up on which medication was which.	I forgot which ones were which, my family helped resolve the issue.
114 Sometimes I was not able to read the label.	I had to have someone else read the label.
115 I would use a magnifier and sometimes when the name of the medicine was so long, I would have to call for my husband or my son.	Help was available, I was a nurse and if I don't have the answer, I call someone else.
116 I couldn't recognize my medications by shape or by markings anymore.	Occasionally I would take the wrong prescription, but was not hospitalized.
117 I took the wrong medication sometimes or I didn't know what it was.	Made me feel bad through the day.
118 Received the wrong medication.	My daughter read the bottle and noticed it was the wrong medication, so I never used it.
119 I got two pills that looked alike mixed up.	It didn't.
120 I take so many medications, I was taking two when I was supposed to be taking one.	It didn't really.
121 Taking the wrong medication since the pills look like each other, they have the same color, you take one medication and it's something else and it messes you up. The only thing I would like it to do is to let me know what pills are used for, if it is blood pressure or anxiety or something like that.	I think it was either, it was something that makes me tired but it is like a white pill with one of the other pills.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
122 I accidentally misplaced one of my medications and like thought that I was taking that one and I was taking another one.	I was more anxious because I thought I could not remember where I put that other one and I am looking for it. As far as medically it did not affect me but emotionally it gave me a scare. That is when I thought maybe there had to be a better way of doing it, because that way was leading to mistakes.
123 I will turn it on and sometimes it won't read it or it will start reading and will not finish all the way through. They told my son they couldn't put the ScripTalk on four of medications yesterday because the machine was down.	It's frustration because I have to rely on my husband to help.
124 Before ScripTalk it was hard to identify what pills I was taking . I used to identify by the shape of the pills but it makes it hard because they are constantly changing shapes of the pills.	It was just hard to tell which medication was which.
125 It was hard for me to read the label on the bottles so I knew what I was taking and when.	I just couldn't read what prescription I was taking so I had to have someone help me.
126 I couldn't verify which medications I had in hand until someone else was able to verify it for me.	Just not knowing what I had.
127 I took one of the ones Hydrochlorizide and Omeprazole I was taking the wrong ones, I didn't know the sizes.	My stomach was getting hurt then I knew I was taking Omeprazole extra.
128 The pharmacy, they sent the wrong eye drop.	If you began to question if you're putting in the right eye drops or right amount, you begin to question.
129 I had a couple of medicines that were the same, I got them mixed up.	It didn't because I didn't take it. I realized the mistake I made.
130 I am completely blind and I would get them mixed up.	It made me nervous that I would mixed my medications up.
131 Had to use someone to tell me what it was and how to take it.	It didn't.
132 It was hard to see what medicine was what.	I was having trouble reading medication.
133 That I wasn't able to I guess get it through right.	I wasn't able to know the dose or how much to take.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
134 Once in a while I would mix up medications because they felt the same.	Just by mixing up the pills and trying to know if I am taking the right medicine or not.
135 A few times the companies would change the shape of the pill so with the ScripTalk it helps me verify that I am taking the right meds.	It just puzzled me for a while on which were the correct meds.
136 I couldn't read the bottles and I wasn't sure what I was taking.	I just couldn't read the bottles and wasn't sure if I was taking the wrong medicines.
137 It was after I became legally blind, I could not keep my medications in order anymore and was mixing them up.	Not being able to safely know which one I needed to take and when I needed to take it throughout the day.
138 I fill up a lot of weekly things at a time and a lot of the pills are the same. I actually wasted two weeks worth of pills. I skipped a couple of things and took things more than I should.	Nothing, I straightened it out on my own.
139 I just took the wrong medicine at the wrong time.	I was taking the wrong medications.
140 I would be very careful and would have to ask a neighbor and would write it braille so that I would know.	I was so concerned that I would make a big error sometimes.
141 I could not read the prescription. I lived on my own and I couldn't see.	I would have to ask others so I didn't gave any medical errors. I just had to depend on others.
142 Didn't take the medication but got mixed up a time or two.	It upset me but it did not make me sick.
143 Reading the label wrong.	It did not. I had someone else read the bottle.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
1 I was receiving my prescriptions from Walgreen's and CVS. The doctor increased the mg on one of my prescriptions. They chose to put the medication into a different bottle than I was used to, and there was no other option with Humana. It was a different cholesterol pill than I thought. The first month I was taking two a day instead of one, like I was supposed to. My blood pressure was up and the doctor was upset, you need to take these every day. I told him that I was taking them every day. Apparently, they had left on the old prescription and I was taking two of the same one and none of the other, I used to dread receiving manufacturer bottles.	I wasn't taking my blood pressure pills, and I was taking two of my cholesterol pills. I was a mess.
2 This pharmacy gave me double my medication and I was taking it and figured it out. The pharmacy told me to buy another medication to counter the affects of the double medication I was taking. Sometimes I would get my medications mixed up as well.	It caused me to be really groggy and I felt like I wasn't right in my head. I thought maybe it was a bad batch but it was actually a mistake made by the pharmacy.
3 It has been a while so I don't really remember.	I had to talk to them to have them explain it to me.
4 Lots of medication mix ups. I would put them in the wrong bottle or end up throwing them out.	I had to go see the doctor and have my medications straightened out by the nurse and some refilled.
5 Before ScripTalk I would take the wrong medicines because I could not identify them.	I wasn't taking the right medication I couldn't see the name of it and I was just going by the shape of the pill which was the wrong solution and then I told my doctor the problem.
6 I couldn't always tell which bottle I was grabbing, grabbing the wrong bottle and not knowing when the refills were due.	I wouldn't take the right medicine at the right time. I would think I had refills on a prescription when I didn't have any refills.
7 Rite Aid got my dosage on my prescription and they gave me the wrong prescription another time.	It made me break out in a rash, my throat closed, up, hot cold flashes, weak with chills and dizziness.
8 I had to have other people read medications.	I couldn't see the bottle and I got medications mixed.
9 I didn't know what I was doing so if nobody was here, I didn't know what I was doing so I'd have my husband read out the prescriptions.	My husband has short term memory loss, he's a Vietnam veteran, he can't remember what it's for because it's not telling me.
10 I wasn't able to see my medication.	I affected me real because I could not see it and it made me feel bad.



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c. On a scale of one to ten with one being minor and ten being major, how much did the medication error affect you? (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
11 They were sending me the wrong medication and the wrong amount.	It made me insecure about my medications and what I was taking.
12 I don't have a caregiver during the day. I almost overdosed from taking the wrong ones and too much of the wrong ones at once.	Mentally it made me afraid to administer my medication without someone being here to help me.
13 They gave me the wrong medication, I wouldn't have noticed it, but the pill was different.	If I didn't happen to look, I could've taken the wrong thing.
14 I got the medicines all mixed up because I cannot see and the magnifying glass would not distinguish what they are.	I was in church and I had this feeling and I passed out on a man and a lady at church who was a nurse wanted to take me to the hospital but I said, no take me home. She did take me home but it was embarrassing as well as bad.
15 The drug store didn't cut my blood pressure med in half and it was the same as another med and I thought I was taking another med and took way too much and everything. It was the same shape as other med Paxil.	It was a bad thing because I need my Paxil and I had a bad time, crying and wanted to die but just because it was a med I hadn't taken.
16 I am blind. Sometimes I have a lot of pills and sometimes it was hard to keep track.	I fell on a concrete floor and hurt myself.
17 I got the medications mixed up and when I realized it, I took them to my pharmacy and the problem was straightened out. Humana changed the size and color of the medication and it confused me.	It scared me, it gave me a sense of no control.
18 So I was trying to go by feeling the bottle and I was taking the wrong pill. They felt the same but it was a different pill.	It was traumatic to my confidence. It scared me. It could have been another pill that could have hurt me worse.
19 Yes, I would have to ask people to help me.	When you can't read something, it affects you.
20 Not knowing what was in the bottle.	It took my independence away because I couldn't read label and had to depend on someone.
21 I got my medication mixed up.	I wasn't taking the medication correctly, I am a diabetic and it caused my blood sugar to drop.

Q Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)

Q1c. On a scale of one to ten with one being minor and ten being major, how much did the medication error affect you? (Base: Experienced Medication Error Prior to ScripTalk)

Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Medication Error	How Error Affected You
<p>22 Before the ScripTalk, I got my medication all mixed up and took the wrong thing. I went to church and was all confused, didn't know where I was. I am totally blind in my left eye, and almost blind in my right one and this has helped me so much. I went home and slept for a couple of hours, but did not need to go into the hospital. When I told my nurse from Humana what happened, she got right on it and I had the reader one week later.</p>	<p>It threw me off, I didn't know where I was or what was around me. I wasn't in control. I couldn't focus and so I just had them bring me home.</p>
<p>23 I missed up medications.</p>	<p>I did not know which medications I was taking. I was concerned I was taking the wrong medications.</p>
<p>24 Some of my pills are shaped the exact same way and it was hard to tell them apart and I was overdosing myself. I was getting confused with my Epi pen as well.</p>	<p>It made me have severe reactions, I couldn't stand up straight, my balance was off, memory was, speech was off and my gate was off. I kept kicking my guide dogs back legs and couldn't keep my distance away from him and I couldn't bend over or I would fall over.</p>
<p>25 The fact that medications have the same shape, makes it difficult to discern the name of pill or what I am taking.</p>	<p>I caught the error, but I had to wait for assistance before I could take any medication.</p>
<p>26 I did not take it but I almost did. Let me think. It was blood pressure pill. I was about to take it despite not needing to.</p>	<p>It made me stop and think that I could really take something that was hurting me.</p>
<p>27 I'm dealing with my prescriptions and my husband with Alzheimer's. It was critical to get proper medication and it was difficult what was in them apart from getting familiar with the shape and color of the meds.</p>	<p>Frustration, anxiety, uncertainty.</p>
<p>28 I was taking a medication for pain and they gave me one with Codeine in it and it wasn't prescribed, I couldn't read the medication and was hard to take my meds.</p>	<p>I was extremely high and drove a car and told doctor I wasn't allergic to anything and am allergic to sulfur.</p>
<p>29 I had a pill for arthritis and it was the same as my blood pressure med. For about 2 months, I was taking too much of my blood pressure med and none of the other one, I took 3 times more than I needed and none of the other.</p>	<p>I was very uncomfortable and hurt.</p>



Q1a. Please explain your experience. (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c. On a scale of one to ten with one being minor and ten being major, how much did the medication error affect you? (Base: Experienced Medication Error Prior to ScripTalk)
 Q1c_2. Can you explain how the medication error affected you? (Base: Experienced Medication Error Prior to ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 1 I even get my OTC medicines prescribed to me and the pharmacy puts labels on them. That really helps. I would like to have labels on my Advil, my cold medicine and my vitamins, but I can't get a label without a prescription for those. I think more people should have access to this machine, not just people who are blind, but for dyslexic patients as well. It is an amazing thing.
- 2 It increases my independence. I don't have to ask people what I am taking.
- 3 It would tell me what I am taking, and how much to take and what it was given for.
- 4 I know the contents of the bottle. It has the dosage and when I need to take it.
- 5 I feel safer because I get information on what the medication is and what it is.
- 6 I don't have to have anyone to read the prescription bottle to me before taking medication.
- 7 I can always check my medication and I love that.
- 8 I put it on the machine I know what it is.
- 9 I live by myself, it makes me very independent. It reads out the names and the milligrams. It makes me feel much better.
- 10 There are times when I get the bottles mixed up on the dresser but I can put them on the reader and put them back in order.
- 11 It tells what the name of the medication is, who prescribed it, how often to take it and what the dosage.
- 12 When I get medication at first I know what they are, I place them in separate container to know what they are. So in order to know what eye drops I am taking I have to place them right back in the box. I have to have my own way for what works for me the different size containers. I have to do that I place on table and on the counters so that I know what they are.
- 13 That is the only issue I have ever had with ScripTalk and I have had it for quite a while. By that I mean when the pharmacy mislabeled the medication.
- 14 I know exactly what's in the bottle that I am opening. I now know exactly what I am supposed to be taking and the volume of the dose I am supposed to take.
- 15 I make sure for everything I use ScripTalk, I use it for my safety. It protects me from making any mistakes taking my medications. It basically is for my benefit. I recommend it to all my patients.
- 16 It helps me keep track of when the refills are.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 17 I know what I am taking with ScripTalk.
- 18 I can put my medicine bottle on the ScripTalk and I don't have to worry about taking the wrong medication.
- 19 Some of them I recognize what they're for. I can put it on there and recognize them.
- 20 I know that it is the right medication.
- 21 I can scan medication and it will tell me what is in it. It also gives side affects and what other medications not to take with it.
- 22 I don't have a caregiver during the day so the ScripTalk helps reassure myself I'm taking the right medications.
- 23 It tells me exactly how to take it and when to take it, and it tells me all the side affects.
- 24 If there is any doubt I just use the ScripTalk reader and it is just so wonderful.
- 25 If I am in doubt I have a way to check my meds to take right pill.
- 26 I know what I am taking now.
- 27 The ScripTalk reader will explain everything to me.
- 28 So the same thing that happened before doesn't ever happen again.
- 29 I can double check that I am getting the right bottle, reading side affects and dosage. It gives me more information verbally then trying to read the information that comes with the medication
- 30 I know what one I'm taking.
- 31 I know what is in the bottle.
- 32 It helps me to know that I am taking the right pills at the right times.
- 33 I haven't gotten them mixed up.
- 34 I'm right on the money with it. It has helped me to set up my own medications in my pill box.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 35 I am independent, I can fill my own med sets. I like to be independent.
- 36 I know, when I am preparing for the week, that I have the right medication.
- 37 It tells everything that I need. Explains it to me.
- 38 The explanation that is given to me, the description, the total information on refills, the number of meds in the bottle, the amount or description of the amount or milligrams of the medications and so on and so forth.
- 39 It tells me the med name and usage and the side affects and it's very helpful.
- 40 I am confident the drop I am putting in my eye is the drop. I'm supposed to be using and using it when I'm supposed to. I feel more independent. I don't have to give it a second thought.
- 41 I know exactly what I'm taking. Sometimes my nurse lays them out in a different order than I'm used to.
- 42 It tells me the medications, it tells me how many pills, it tells me if I have to take one or two and tells me what time.
- 43 I know which one they are and how much to take.
- 44 I know exactly what I'm taking and how to take it.
- 45 I am sure the pills are what I think they are and not just what I remember.
- 46 I have no doubt about what I am taking and how much.
- 47 It tells me the name of the medication, the dosage amount, the instructions on taking it, the expiration date and the doctor's information. It's very informational.
- 48 Just because I know what the medication is.
- 49 I feel better and I am not afraid of taking something that could interact. Lets me know when I am low.
- 50 If I get things mixed up, I can go back and make sure I'm taking the right thing.
- 51 I can have it read to me now.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 52 I know exactly which medications I am taking and I can have control over what I am taking and when I am taking them. It also helps me with my refills, any warnings and expiration dates.
- 53 I use the ScripTalk every week when I fill up my pill box. I put the bottle on the machine so I know which one goes where, so I'm confident in that.
- 54 I know what I am taking and the dosage amount.
- 55 A lot of medications come in the same bottle, I'm able to decide which is which.
- 56 ScripTalk reads everything out loud to me. They help me a lot.
- 57 The machine reads it to me. It is like having a person read it to me. I have nobody who lives with me and I have no neighbors I trust to read it. That is why I took the script reader. I live alone.
- 58 I know what I'm doing.
- 59 It clearly has a good cell voice so I can hear the name and how to take it and the side affects.
- 60 It's almost impossible to make an error and take the incorrect dosage because ScripTalk enables to determine what medication I'm taking.
- 61 The first place I take the time to put in right box and know what I am taking and it gives me the side affects and I like that a lot.
- 62 When I am unsure which medication I have picked up I can use ScripTalk to verify which medicine I have. Also when I'm unsure of how to take it, it will instruct me on what to do.
- 63 I know not only the name of it, I know how many times per day to take it.
- 64 I know exactly what they are what they are for and their side affects as to before I couldn't read any of that.
- 65 I can scan each one to make sure I'm not taking doubles of anything or that I am taking what ones I need to be at the right times.
- 66 I also know what I am taking and if I do grab the wrong one, I can fix it before I take it.
- 67 Before I used to have to count on my sons for me to read it, now I just do it by myself.
- 68 I keep it on hand and close at all times so when I am questioning anything, I can put it on there to be sure. Also, I can reorder my own medication. It works really nice.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 69 It verbally lets me know what I am taking.
- 70 I am able to understand completely who gave me the medications and the instructions on how to take it.
- 71 I can properly identify my medications and read their packaging, so yes it does.
- 72 I know I am taking the right medication at the right time.
- 73 I am able to do it independently and know what time to take my medications.
- 74 Now I know exactly what I'm taking, before I had some idea, but didn't know for sure.
- 75 Using the machine I can identify exactly what I am taking, how much to take, when to take it and when to refill it.
- 76 As long as the pharmacy puts the label on it.
- 77 It helps me know what I am taking and that I am taking the right prescriptions. My children have also been given my bottles to help correct any future confusion.
- 78 If I don't remember what to do, I can scan the bottle and it will explain it to me.
- 79 If you can't read the labels you don't know what you are taking.
- 80 I know I am getting the correct medication and it tells me the dosage.
- 81 I can identify the medication and the side affects and give me the information I need to know and how to use it.
- 82 I can prove without a shadow of a doubt what medication I am taking.
- 83 Other people make mistakes, that is why I like the ScripTalk because I can read the ScripTalk.
- 84 Now again I open a bottle up I know what a drug it is and if I should take it and how many.
- 85 It's easier when you know exactly what you're taking if someone mixed up your medications without realizing that they did it.
- 86 I can sit the bottle on there and it will tell me what it is, when I need to take it and how many are left. I now know which one is which.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 87 It makes it easy to identify what I'm taking and when I'm supposed to be taking it.
- 88 I have not had any medication errors. I can take my insulin and other medications on my own.
- 89 I can look up the proper side affects and dosing details. Not only identifying the right medication it gives me more information about the medication.
- 90 Now I know how the doctor wants me to take it. No longer have to rely on other people to read it. I have a new level of independence.
- 91 With being able not to read my prescriptions, ScripTalk tells me how many to take and when and also makes sure I am taking the right ones.
- 92 When labels are able to be printed from Walmart.
- 93 I can get all the information that I need and other people don't have to know what I am taking and don't have to depend on other people.
- 94 I know what to take, when and what I am taking.
- 95 I know everything I have to take and when I have to take it. Before I couldn't see and wasn't sure.
- 96 I know what I am taking, how much I am taking, and when I need to take my medications.
- 97 Now I get the names and dosages on the ScripTalk and I know what I am taking.
- 98 Just cause I can put the medication bottle on it and I know it is the right one.
- 99 I know for sure exactly what I am taking.
- 100 I know what it says on the bottle and I know what's in that bottle.
- 101 I get my meds delivered to my house now. I don't have to go to the drugstore.
- 102 Not being able to see the strip on the bottom of the container is the only way I can check it.
- 103 I can verify which medications I'm taking and grabbing.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

104	I handle all my medication myself. I no longer need assistance other than he and I do order together. He has to read my insurance card number. Other than that, I can handle it all on my own.
105	Not involving anyone else.
106	It tells me what to take it, when to take it and how to take it.
107	I can make sure what I'm taking and if it's a new medication, I can get more information on what I am taking by a number it gives me.
108	I don't have to rely on anybody else's judgement, I can read the labels myself.
109	I am confident that what I am taking is what I am supposed to be taken, knowing the dosage and side affects, and knowing that I'm doing what the doctor wants me to do.
110	I know they are the medication I am supposed to be taking.
111	It reads it out to me and the dose and when to take it, like at med time and how many times.
112	I feel that if I'm not sure of what pill I'm taking I can just put it on ScripTalk and find out for sure that I'm taking the right pills.
113	I'm able to take my medication when I'm supposed to take them and not mix them up. I take several medications so it is important that I do not mix them up.
114	I am able to 100 percent verify independently all the prescriptions I get in mail.
115	I know exactly which one is which. It's good that I have something I can use to make sure I am taking the medications at the right time.
116	I know I'm not going to confuse my medications with other medications.
117	I know what they are. When I have a 30 day script to pick up at CVS, they do not have a reader, so I have to bring someone with me.
118	Absolutely. I know exactly what I'm taking, how much is in the bottle, and when the refill is due. I am able to take the correct pills at the proper time because the machine tells me exactly what it is.
119	I know the dosage and the name and I know what they feel like more now since ScripTalk.
120	I'm more independent and know what I have.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 121 Since they look so much alike, and I fill two weeks at a time, it reads the bottle for me so I get the right one.
- 122 That I know I'm taking the right medication, if it is the morning or night or before I go to bed so it helps.
- 123 At least I know what I am taking. The other times like I said without I had to deal with five colors then you know when I take those things I do not know what I am taking.
- 124 The dosage is there, everything that you need to know about your medication is there and also if you want to know more, they give you a number you can dial and you can enter a code and find out more about your medication and stuff like that and it is just a lot safer and you are lot more informed.
- 125 I feel like I can depend on myself and not rely on anyone else to take my medications.
- 126 If I'm not sure which medications I'm taking so if I go by the shape I scan it to double check that I am taking the right ones.
- 127 I know they are the ones I'm supposed to be taking.
- 128 I'm able to read it and know what I have.
- 129 It's clearly labeled on the bottle even if I got to take them two times, I know what to take and I don't have to rely on anyone for help.
- 130 You know how to put the right amount in my eye.
- 131 I could read what was in the bottle.
- 132 All I have to do is put bottle to ScripTalk and it tells me what it is.
- 133 I know exactly what it is and if unsure it tells me what I need to know.
- 134 I don't have to worry about accidentally taking other medication but the one I am supposed to.
- 135 If I don't have anyone around me and given a new medication I will know how to take correctly.
- 136 I'm more sure on what I am taking and when.
- 137 You know for a fact that you are taking the right medicine.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

138	I have the knowledge of what's in each bottle, the prescription amount of what I'm supposed to take and when I can refill my prescriptions.
139	If I don't have anybody here to read it to me, I can get my own medicine together.
140	I would be very sick without it and insecure.
141	It tells me my name and what I am taking and what the dosage should be and how much I should take and how is should be administered, rather to take with food or what not and it tells me all the information that I need to know and can call the pharmacies and my doctor's number.
142	I am sure I am taking when I should and according to the directions.
143	I do not run out. I know what I have and what I am taking so therefore I don't need anyone's help. I just know what it is now.
144	It tells me everything on the label, also warnings and how many refills I have, like to stay away from grapefruit juice.
145	I use the reader to hear the medication I am taking.
146	It gives me all the information, it tells me when take it, it tells you what you are doing.
147	I know that it will read my medication right.
148	I'm getting it to me orally it's being typed in so it verifies.
149	Yes because I know what I am supposed to be getting.
150	I know what is inside the bottle.
151	If I get medications mixed up and nobody is around I can use my ScripTalk reader to know what medications I am taking.
152	I can check it out. If I don't know what the bottle is I can put it on the reader and it will tell me what it is.
153	My son fills up my medication tray and if he is not available I can use the ScripTalk reader to read the bottle.
154	I know what I am taking.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

155 It provides me accuracy at what I am taking.

156 Some of the items may have the same feel so instead of guessing and now I have the ScripTalk it reads the medication to me.

157 It reads the medications to me when my wife is not here.

158 I can confirm that I'm getting the right medication at the right time.

159 Doing it independently because it reads it to me.

160 I can confirm the medications with the ScripTalk device so I can insure what I'm taking that is prescribed by the doctor.

161 I'm on twelve different types of medication and it helps me get the information I need off the label.

162 Now I have more medications, so keeping them apart is essential. Knowing the date and the number of refills I have left is very important information. Access to additional warnings and side affects is also very important and helpful.

163 It tells me the different doses I need to take and lets me know when to take them.

164 Utilizing ScripTalk allows me to have more confidence when reading labels versus a cell phone app that has questionable accuracy.

165 I know what I'm taking and what's in the bottle.

166 You can hear it and I get more information about my medications.

167 It actually tells me what my medication is. My sight is not that great.

168 It reads the label to me, the dosage, the amount to take and when to take it.

169 I feel safe because I can put the bottle up on the ScripTalk and it tells me everything I need to know that's on the label.

170 I can see what they are.

171 It explains about the medication so you know what you are taking.

172 I can identify what medication I am actually taking.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 173 I can see what it is and when I have to take it.
- 174 With the special reading on the bottom I know how to get my medicines refilled.
- 175 I know it is giving me the correct information.
- 176 I know I'm not taking a double dose of something because it tells me which medications to take and how much to take.
- 177 You don't really have to be concerned about making a mistake. Takes the guess work out of taking medications.
- 178 My daughter is here with me and helps me and ScripTalk tells me what medications I am taking.
- 179 If I get confused about the difference between 2 medicines, I put it on the ScripTalk and it confirms it for me. It's been most helpful when the pills feel the same.
- 180 I can use the labels to verify what I am taking, the milligrams and when I need to refill. With my Zoloft the 100 milligram and the 50 milligram feels identical and ScripTalk helps me figure out which is which.
- 181 I can do it myself.
- 182 I take blood pressure pills, one 3 times different days a week and the other one is 4 times, but they are almost identical and I could easily mix them up.
- 183 I feel safe. If I have nobody around to help me, I can do it myself.
- 184 I know for sure what the medication is and I put it in a certain place. Even if I forget, I can go back and check it again.
- 185 Being blind, you don't know what you're taking unless somebody tells you.
- 186 I can just put it on the machine and it tells me which one and how often.
- 187 I like to know when it's time to get another script and having the phone number of the pharmacy on there.
- 188 They explain the whole jar, the name, the milligrams and what you need.
- 189 The prescription came in the mail, I assumed it was my medication. The reader couldn't read it so I called. Turned out it was the neighbor's thyroid medication.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

190	Hopefully it's the right label on the bottle and I trust it to read it to me correctly.
191	It tells you what your medication is and how to take it.
192	I know what they are.
193	I can read it and it helps me take my medicine right.
194	When I swipe the bottle, it helps me a lot because I am blind.
195	I'm getting used to taking my pills now.
196	It explains what the medication is about.
197	The medication that I am placing in my weekly box, ScripTalk tells me my medication before I put them in my box and it makes me feel safer.
198	When I use it, it tells me which medication I'm taking.
199	It tells me some things I'm not able to see with my screen enlarger. ScripTalk tells me all the precautions to look out for.
200	I know exactly what they are.
201	I can check what I am taking. If I had a question before they would ask for the number on the bottle and I can never read the bottle.
202	It tells me what it is and it helps me to understand what medication I am taking. I like that it is a plug in and not on a charge.
203	It makes sure I take my medications as I'm supposed to.
204	I feel more confident and independent. I can put it on the machine and it tells me the dosage and some of the side affects.
205	It explains what medication it is and what it's for.
206	I can manage it on my own.
207	If I am ever in doubt about the size of the pill, I verify it before I take it.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 208 I know what the medicine is and I know what it is for. It hasn't made any mistakes so far, giving me the information, because I know what I need to take.
- 209 I know what the side affects are and I know what I need to know about my medications.
- 210 It's easier to have the information on the bottle read to me.
- 211 It is self explanatory and very important. It's no guessing matter.
- 212 It helps me because I am blind. It is much easier to take my medication when the machine reads everything to me and I don't have to ask anyone. It's more convenient.
- 213 It's reading my medication and telling me how often to take it.
- 214 It speaks clearly, it speaks on the phone as well, so I don't have to.
- 215 I know exactly what's in the bottle. It reads the whole sheet. It gives me a phone number I can call if I have more questions and it even gives me the phone number for the pharmacy.
- 216 I didn't have to worry, I was able to get the correct amount and I learned to really trust ScripTalk and I am disappointed that I can no longer use it because of my insurance.
- 217 Yes, because I can't read the paper that comes with the medication and so it helps me find out about the side affects and things like that.
- 218 I currently have two prescriptions that are similar in size and the ScripTalk helps me to identify them correctly. I have called the number and put in the code to get more information on other prescriptions.
- 219 In the past, I had to memorize the information on the prescriptions. Now I just have it read to me.
- 220 My eyesight is getting worse.
- 221 When you set the bottle on the reader, it tells you everything.
- 222 I got really nervous because I had so many medicines and I was getting scared that I was going to make a mistake. This has been a miracle for me. It tells me what I'm taking, when to take it, why I'm taking it.
- 223 The device tells me what I am taking and how to take it.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 224 I know I have the right prescription when I fill up my weekly container.
- 225 To make sure I am taking the right medication.
- 226 If I have a problem I can put it on the ScripTalk and find out what it is.
- 227 It reads the details and instructions for how to take it and what I am taking.
- 228 The knowledge of knowing I'm not going to mess up my medications. I can scan the bottles and know what I am taking every time.
- 229 It helps me understand and know the dosage of my medications.
- 230 I can choose the medicine I want and know when and how much to take and at what times of the day.
- 231 I know exactly what I am taking and when I'm supposed to take it. There is small room for error. They tell me what I am taking and it doesn't confuse me. It clearly tells me exactly what I am talking.
- 232 The reader tells me what's in the bottle. With the ScripTalk it explains everything.
- 233 It reads my meds word for word and it gives me all the dosage information.
- 234 I just do.
- 235 I can read it, that's the reason and I can hear her voice.
- 236 It's independence, I feel more independent.
- 237 It explains what I am taking and I know what I'm taking.
- 238 It tells me exactly what to do, what the name of it and all the directions. I can't get them mixed up.
- 239 I know what the medication is, the dosage and the prescription number to refill it if I need to.
- 240 I know what I am taking.
- 241 It actually tells me what I'm taking.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 242 If I have any questions I can go back and review it and then call if I need to.
- 243 It tells me my medication when I'm not able to.
- 244 I can at any time to check the bottle myself to see what it is. I don't need a sighted person to help me.
- 245 I'm actually able to see what the medication is, for it describes them better.
- 246 It was hard to tell what medication I was taking when I can't read what it is.
- 247 I'm capable and more sure of what I can take and the side affects and I know when and how to take it in the proper manner.
- 248 I can use the machine and it can tell me if it is the right medication or not.
- 249 I don't use it that much.
- 250 Before I had ScripTalk I didn't know what I was taking because I couldn't read the labels on the bottle.
- 251 I can not read the bottles so ScripTalk helps me know what it is that I am taking.
- 252 I trust ScripTalk. I only have one medication that I use it with so it is not confusing with others.
- 253 I am assured of what medicine is in the container that I am taking at the time. It is very difficult to be sure of medication when you do not have the proper vision.
- 254 My husband is not always here and I am blind. He is not always here in case I need to take medications for my migraines or something, I have to use it.
- 255 I know for certain what medication I am about to take.
- 256 I have trouble seeing. It talks to me. It tells me what the medication is.
- 257 I am assured of what I am taking.
- 258 Taking it correctly, as prescribed. Just seeing the scrip you know just making sure you can see clearly between GLD and CLD if you are not visually sound.
- 259 It is very difficult to read the bottles the print can be very small. I find it very useful.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

260 I'm legally blind. I can scan my medications every morning to know if I am taking the right ones.

261 I know exactly what medication I am taking and I can read the warnings and side affects of the specific medication.

262 I can identify the medication on my own that I have in hand and when to take them.

263 I know what I'm actually taking, it helps me know what doses I'm taking and also tells me what the side affects are.

264 It helps me know what I'm supposed to be taking and when and that I'm taking the correct doses.

265 It helps me know what I'm taking and when and if it's the right dosage.

266 It gives me the ability to be more independent.

267 It tells you what medications you are taking and what dosage is to be taken and when.

268 I understand what I'm taking.

269 I know how many to take and it reads it right off the bottle.

270 I don't have to shake the bottle and listen to the sound.

271 I'm able to get the information correctly and identify which medications I'm taking and should take daily.

272 It's a safe way to take it now, it gives me all the information needed on the bottle.

273 It talks to me.

274 I can not read the bottle. I can not see it so it tells me what I am taking and when I need to take it and how much to take.

275 I have more independence.

276 I know what I'm taking.

277 I know exactly what I am taking. Before I had this machine I had to have family tell me what I was taking. Before I set certain medication in certain places and never moved them. I had to have other tell me. I now can put all my medication in one spot not in a bunch of other places.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 278 For one I can locate and for each medication I am taking, I can locate bottle, know what I am taking, how much take and I know am learning the medication I am taking their names and how to spell and pronounce.
- 279 Easier to know what I am taking.
- 280 Now I have a chip in the bottom of my bottles.
- 281 It explains the doctor's name and everything. I can't see how much to take.
- 282 If I have any questions I can use the reader so I don't make any mistakes.
- 283 It gives me full information of the medication I'm taking, the way and time and how I receive the medication and that's perfect for me. More confidence in myself and makes me feel healthy that I'm taking the right medication.
- 284 For one thing one medication I didn't know I wasn't supposed to drink grapefruit juice, I don't use any kind of grapefruit juice.
- 285 I can put it on the ScripTalk machine and know what I'm taking. Once in a while short term medication and my local pharmacy doesn't have the bottles that the ScripTalk can adapt to.
- 286 For the fact that it helps identify the medications. It's not hard for the pharmacies to label at the bottom of the jar.
- 287 They read out the medication and how to take it.
- 288 It is impossible to read some of my labels.
- 289 I had to wait to read me the prescriptions and now I don't have to wait.
- 290 The good part is if I had to administer medications to my husband I could do it independently.
- 291 It tells me what it is.
- 292 It tells me what's in it and if I cough more it tells me what is or not the after affect.
- 293 I feel 500% safer because there isn't anyone else to help me take my meds without taking the wrong meds and I know what I am taking at all times.
- 294 It tells me how much to take and how many time to take it so I don't get confused.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 295 I don't have to worry about what size the pill is and not worry about what medication is, ScripTalk tells me what it is and how to use it.
- 296 I count on the pharmacy bringing up what they need to bring up for current prescriptions.
- 297 I know what they are and when in mail can label with brail label and help to not take wrong meds.
- 298 It gives me the independence to take care of it on my own, I don't have to depend on family members and friend to help anymore.
- 299 I can't read label and enables me to take the right medications and I can do it on my own and don't have to worry about taking the right pills.
- 300 When I get I can put the label on and take the medication as need and it tells me what it is and how to take it.
- 301 I know what it is and I am not guessing because it tells me and I know what it is.
- 302 I am visual impaired and even with magnifying glass couldn't read and with the machine it tells me everything that I need to know.
- 303 I know what I am taking and when getting a refill I know which refill it goes to. I have four medications that I get.
- 304 I know the doses and I can hear it instead of thinking I know what I am taking and change the size or shape of the pill and it's kind of scary not knowing.
- 305 It reads you what the medication is and how many you should take. It makes life much easier when you can't see.
- 306 I know myself what the dosage is and I don't have to depend on anyone else.
- 307 Basically when I take my medications I go by the shape of the pills so it helps assures me that I am taking the right ones.
- 308 I know what they are and what I am taking, also I can call in my own refills.
- 309 If I forget what I have to do I can just put it on the reader and get the information.
- 310 It's just because if I have any questions I can just use the ScripTalk.
- 311 Better way to identify the medication.
- 312 I know for sure what the dosage is and the instructions for taking it properly.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 313 It lets me know what medication I am taking.
- 314 When some people don't have any caregivers, it gives you all the information you need to take your medication.
- 315 I have a visual impairment so that allows me to take my medication.
- 316 I get a 90 day supply and when I scan my medicines with ScripTalk I can get them quick.
- 317 It reads it to me. I know exactly what I am taking since I do not know how to read and write. It also tells me the side affects.
- 318 It helps me tell apart my medications and not get them confused.
- 319 I know exactly what I am taking and how often it can be taken.
- 320 It helps me identify what I need to take and when.
- 321 It reassures me that I am taking the right medications.
- 322 I know how much I'm supposed to take and that I am taking the right ones.
- 323 I know what each medication is for and if it's for the morning or my evening doses.
- 324 It so forthright instead of my viewer. Using ScripTalk I can rely on the accuracy with taking the right medications. Sometimes they forget to put the RF id on the prescriptions.
- 325 I don't have to rely on anyone and I'm more confident I am taking the right ones.
- 326 I know what and how much to take it and also when to take it.
- 327 It helps me identify what I am taking, when I should take it, how many times a day or when I need a refill.
- 328 I can identify what I have and can learn a lot of information on side affects or anything I need to know.
- 329 It gives more information than I can read on the bottle.
- 330 After I find out what it is, I'm not afraid of getting it mixed up. I also don't have to worry about causing health problems.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 331 Some of the stuff isn't as reliable like the very fine print so with ScripTalk, it makes it easier to know what I am taking.
- 332 Somewhat. The certainty of what is in the bottle.
- 333 I have not had to depend on someone else to tell me what was in the bottle I was using.
- 334 Walmart makes sure all my medications have the ScripTalk label. It gives me the assurance of knowing what I am taking.
- 335 They change my medicines a lot. Some of the medicines are the same shape so it helps me to differentiate which pill I'm taking.
- 336 It helps me identify all my medications I am taking. There are certain medications that don't explain why I am taking it or the side affects, which I would feel better knowing.
- 337 I take the same ones all the time. It tells me what's in there, sometimes I overlook stuff.
- 338 Mostly because it's a way to check when I think I have the right medicine, to verify what I am taking.
- 339 Yes I do. I can't get labels on all of them, but I do have it on the majority of my prescriptions. I do have some that feel the same, so I can tell what I am taking.
- 340 I am sure what they are, I wasn't sure before and would have to wait for a neighbor to come by and let me know.
- 341 I can do it by myself. I don't have to have someone look at the bottle or look at the pills to make sure I'm taking the right thing.
- 342 Gives you the correct numbers and tells you what the medicine does.
- 343 There's no question about what I am taking because I just use the machine and I know what's in the bottle.
- 344 I know what the side affects are and what I am taking.
- 345 They give you the instructions on how much to take and when to take it, plus refill information.
- 346 I can verify that the medication is correct and verify the dose. It also list the side affects and warnings.
- 347 It tells me what it is and I can mark the top so I am 100% sure what I am taking.
- 348 Sometimes the writing is so small to read and ScripTalk helps me know what I am taking and how much to take.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 349 It reads off to me what the item is.
- 350 I could accidentally take my husbands medication but with ScripTalk, I can verify that I have my meds and know what I am taking and what is for. Sometimes pills feel alike and ScripTalk helps very much to identify and tell whose medication it is.
- 351 It gives me more independence and I can set up my meds better with it. I can do my own meds and read my own meds.
- 352 I don't make the mistakes I used to and I can read the bottle anytime and fill up a week's worth of medication once a week.
- 353 Most of the bottles and pills are the same, it identifies them so I'm not in doubt with what I am taking.
- 354 Now I know what I am taking for sure.
- 355 I understand what the medication is and if I don't know what it is I can put it to the machine and it tells me the dosage and everything that I need to know about that medication.
- 356 I know exactly what it is and also the side affects of the drugs and before I didn't know the side affects and that was inconvenient. It made me more efficient in taking my medications and I know exactly what I have.
- 357 I know what I am taking and verify what I am taking.
- 358 I now can see the bottles and I can read them and hear what they are.
- 359 I can read the instructions and the type of medication that it is if anyone isn't here to read it for me.
- 360 The main reason is I know exactly what I am taking. I wish that more stores will honor it and I have to go to a littler store because bigger stores don't use it like Walgreen's.
- 361 It tell me exactly what it is so there is no guess work involved.
- 362 I know what I am getting out of the bottle.
- 363 Yes because I am almost completely blind now.
- 364 I know that I am taking the correct meds and the right doses.
- 365 With the ScripTalk I know which medication is which without help.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

366 I take a lot of medications and it's safer for mer and to know what I am also taking.

367 I know what is what.

368 I know what medication is in the bottle.

369 Each time I check my bottles, I know exactly what it is.

370 I know exactly what is in the bottle.

371 I know exactly what I am taking.

372 When I use the reader, I knows what medication I have. I fill my medication boxes for a weekly I use.

373 It tells me what I am taking and how many pills and doses and tells me all of that.

374 I just think it's the greatest machine to help me.

375 You know what bottle is what.

376 I feel like it is more accurate.

377 If I have any doubts, I can check to see when I need to. It makes me feel secure.

378 It is able to read my medications to me.

379 It tells me exactly what to take and when to take it. I am just really happy with it.

380 Since I started using it, it makes it easier taking my meds and know what it says on the bottle.

381 Able to know what I am taking on the tag.

382 I know which ones to take when by the tag on there.

383 It gives me directions and keeps me informed.

384 It reads it to me and reading it myself was too hard.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel Safer Taking Your Medications Since Using ScripTalk

- 385 I just feel like I can do it by myself and able to do it by myself.
- 386 It reads what I am taking.
- 387 It tells me the name of the pills.
- 388 I forget where I put my pill bottle and it gets mixed up. I will know which is what because of the reader.
- 389 I don't have to depend on anyone to tell me what pill is what.
- 390 All the information is right there and access to it like everyone else.
- 391 I know exactly what I am taking.
- 392 It tells me what the medication is and everything about it and doses.
- 393 When I get my pills in the mail I put them on the machine to see what I got and what it's for.
- 394 I know what's in the bottle.
- 395 I knows exactly what I am taking and the machine lets me know what I am taking.
- 396 I can test the prescription and make sure it's the right one.
- 397 I don't make any mistakes and I have so much medication I feel safer not messing medications up. I did have some problems with Sam's Club. The manager did not want to participate in ScripTalk but luckily the young lady who was helping me went over his head and helped him see things a bit differently.
- 398 Basically because the medications I was taking were generic, they would change brands and since I was going by shape and feel, it was difficult to be sure I was taking the right medication.
- 399 Medications can look and feel alike and the audio descriptions are very helpful in identifying which pills I am taking.
- 400 It helps me identify the different types of medication and different dosages in need.



Q3a. Please explain why you feel safer taking your medication. (Base: Feel Safer Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 1 I don't have to ask anybody to read it to me. I don't feel like I have to show everyone my medication and tell them I don't know what it is. It is so much more private. I love that.
- 2 I'm more organized and I know what I am taking when I take it.
- 3 I could take it myself and didn't have to have nurse come by and explain everything and separate meds for me.
- 4 I don't have to have another person here to read it for me, I can do it myself.
- 5 It reads information on prescription bottle and feel can take medication regularly.
- 6 It not only describes the medication you are taking, it tells what you are taking and how many times to take it and not ask for help.
- 7 Now I'm secure and taking my medications I'm not afraid. If I have concern, I just swipe it and I'm good.
- 8 I don't have to ask anyone else to read it for me.
- 9 I live alone and don't have anyone around to read them for me. It makes me feel more independent.
- 10 I know the dosage the expiration date and know when refills are due.
- 11 I don't have to ask anybody to read the bottle with me.
- 12 I use to ask others what is this and what is that. They have to read it to me so now they are not bothered with it. It has helped me to be more organized with medication to make sure I am getting the right ones. It mainly works for me.
- 13 I don't have to dependent on somebody sighted to tell me what my medications are, I can do it myself.
- 14 I am independent, so yes, it has been a godsend. I have nothing but good things to say about it.
- 15 It helps keeps my patients safe from any medication errors and it keeps me safe from making any medication errors. I make sure everything is ScripTalk.
- 16 I now know when to take my medications and when to refill, I don't have to guess that.
- 17 I can tell what's in the bottle. I know once I put it in the machine I put it to the side so I know what I'm taking.
- 18 I know what the bottles are and I'm able to do it all on my own.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 19 It's a 50/50 thing unless ScripTalk tells me I don't know what it's for. The meds have funny names and I don't know what they're for, then I get in trouble.
- 20 I don't have to worry about the medication because it tells me what I am taking.
- 21 I don't have to anybody or verify what I am taking.
- 22 It tells me exactly what medication I have in my hand at that time and if it's the one I need to take. I was afraid to take my medication before ScripTalk. It has helped me a lot and I love it.
- 23 I used to have to go to a neighbor so they could tell me which medication it was and how to take it, I don't have to do that anymore.
- 24 I am 92 and live by myself and I have to be careful. Now I know exactly what is in the bottle and I know how many to take. Oh yes it is most helpful.
- 25 I don't have to ask anyone for help and it's my privacy.
- 26 If I not sure about a medication, I have a way now to read it on the bottle and be sure what I am taking.
- 27 What it does it gives me a clear explanation about what to take.
- 28 I don't have to depend on someone else to help and that's hard to do because I don't have anyone else to help me.
- 29 When no one is around to double check that I got the right medication, I can use ScripTalk to verify that it is the correct medication, expiration dates and dosage. It makes me feel more confident taking my medications, that I am taking the right one. Peace of mind
- 30 As I said before I don't have to ask anyone which one I need to take. It tells me my doctor's name, the name of the medication and how much of it I should take and what time to take it.
- 31 I don't have to hunt someone down to read what is on the label and can read it myself.
- 32 It identifies the medicine it lets me know if I have to take it once or twice a day and also helps me know what category to put them in.
- 33 I don't have to have anyone read the prescription on the bottle.
- 34 I am very independent. It comes up with the medication name, how many times you need to take it, how many mg's it is, the number you need to call. It is very detailed.
- 35 I do not have to rely on memory. All I got to do is put the medication in the ScripTalk and verify I am taking the right medications with the right dosage at the right time.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 36 It's a 50/50 thing unless ScripTalk tells me I don't know what it's for. The meds have funny names and I don't know what they're for, then I get in trouble.
- 37 I don't have to worry about the medication because it tells me what I am taking.
- 38 I don't have to anybody or verify what I am taking.
- 39 It tells me exactly what medication I have in my hand at that time and if it's the one I need to take. I was afraid to take my medication before ScripTalk. It has helped me a lot and I love it.
- 40 I used to have to go to a neighbor so they could tell me which medication it was and how to take it, I don't have to do that anymore.
- 41 I am 92 and live by myself and I have to be careful. Now I know exactly what is in the bottle and I know how many to take. Oh yes it is most helpful.
- 42 I don't have to ask anyone for help and it's my privacy.
- 43 If I not sure about a medication, I have a way now to read it on the bottle and be sure what I am taking.
- 44 What it does it gives me a clear explanation about what to take.
- 45 I don't have to depend on someone else to help and that's hard to do because I don't have anyone else to help me.
- 46 When no one is around to double check that I got the right medication, I can use ScripTalk to verify that it is the correct medication, expiration dates and dosage. It makes me feel more confident taking my medications, that I am taking the right one. Peace of mind
- 47 As I said before I don't have to ask anyone which one I need to take. It tells me my doctor's name, the name of the medication and how much of it I should take and what time to take it.
- 48 I don't have to hunt someone down to read what is on the label and can read it myself.
- 49 It identifies the medicine it lets me know if I have to take it once or twice a day and also helps me know what category to put them in.
- 50 I don't have to have anyone read the prescription on the bottle.
- 51 I am very independent. It comes up with the medication name, how many times you need to take it, how many mg's it is, the number you need to call. It is very detailed.
- 52 I do not have to rely on memory. All I got to do is put the medication in the ScripTalk and verify I am taking the right medications with the right dosage at the right time.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

53	I can do it myself.
54	I don't have to depend on anybody or ask anyone any questions.
55	Now I can do it myself.
56	I can do it myself and not have to rely on anyone else.
57	I do not have to depend on anyone to read the bottle.
58	I can always check and make sure what I'm taking.
59	I know what exactly is on my prescription bottle, I don't have to ask anybody to tell me what to take or how much to take.
60	I do not need any body to assist me with reading the strip and I don't have question myself because ScripTalk gives me all the information.
61	If I need refills, I can call and know what the name is and how many there were.
62	I don't have to run around to tell me what I am taking.
63	I don't have to depend on anyone to read me anything.
64	I don't have to rely on the neighbors or pharmacies on what and how to take my medications.
65	It helps me order the right meds so I'm not ordering what doesn't need to be order.
66	It's nice to know I don't have to depend on having to remember all my medications. I can just scan the bottle, take what I need and go about my day.
67	I am able to separate my own medicine now, knowing what the medication is and what the doses are, instead of someone reading it to me.
68	It was not always being read to me the correct way and I feel like I am more in control of my medications and with what is going on with my health.
69	I don't have to ask anyone to help me with my medication.
70	I can go back into a prescription that I had not been taking and I can begin taking it again by myself.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 71 I can reorder my own refills and I can take my own medications.
- 72 I already said it allows me to take the right medication at the right time even when I am alone.
- 73 I now know what medication I'm taking every time and don't have to rely on someone being here to help me take the medications.
- 74 I do everything myself. I don't have to depend on my daughter or somebody else that can see. It's a really, really wonderful machine and it really helps me.
- 75 I live alone and am not entitled to medication assistance, therefore I have to take care of this on my own.
- 76 I have no vision now, I don't have to have someone set up my pills. I take a lot of pills because of my eye disease. I tell everyone about it who is visually impaired.
- 77 I take at least 6 to 8 medications a day so it's easier to tell them apart and make sure I do not double dose.
- 78 It makes sure I'm taking the right pills at the right time and the correct dosages as well.
- 79 I don't have to read the labels.
- 80 I don't need any help taking my pills. I am having trouble getting talking labels on my individual insulin pen, they only put them on the box.
- 81 I don't need to ask anyone for help with my medication.
- 82 If I didn't have ScripTalk I would have problems identifying the bottles. It allows me to be more independent.
- 83 I can't always trust sighted people because sometimes they make mistakes.
- 84 I don't have to get anyone to sit with me. My wife helps, but now she can spend more time with grand kids.
- 85 It's mostly when I'm out and about, like when I ended up out of town for surgery I knew what I was taking.
- 86 I don't have to worry about taking the wrong medication at the wrong time and I don't have to bother anyone to read them for me. It's just a blessing to have.
- 87 I don't require someone else's assistance, and I can get refills on my own now.
- 88 I don't have to depend on anyone else to determine which medication I'm taking.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

89	I feel that I can look up the side affects and be more aware of when the medication is behaving as expected and identify side affects.
90	No longer have to rely on other people.
91	It helps me make sure I am taking the right medications without having to worry I am putting myself in danger or risking death by taking the wrong pills.
92	I don't need anyone to read the bottles for me, I am able to use the machine to do that.
93	I know which bottles are which medications.
94	I know what medications to take and when to take it.
95	I'm sure of everything like when and how much medication I need to take, when refills are needed and things like that.
96	Pharmacies have a tendency to change bottle sizes, shapes, and pill size and shapes and ScripTalk allows me to be confident I am taking the right medications.
97	I have an in-home caretaker and I don't have to rely on her to take my medications.
98	I am alone.
99	I don't have to ask anybody for help.
100	I don't have to ask anybody, all I have to do is push a button and I know what it is.
101	A lot of times it tells me what medication it is and what it is for and that makes me feel more independent.
102	I can listen to it. It also has the phone number of my supplier on the container.
103	It reads the labels out to me and the medication.
104	Not involving others and privacy.
105	It tells me how much to take the dosage and when to take it.
106	I can tell what they are. I don't have to ask anyone else to help me.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 107 I am able to do it myself, that makes a big difference and I trust my judgement.
- 108 Definitely. It was out for years before I even knew it was around. The only reason I found out was through a support group. A veteran was the one who told us that the VA provided him one. So several of us inquired and we obtained the number for ScripTalk and we all were able to get it. The first problem that I had was Humana had no idea about ScripTalk. No problems. Seems that insurance companies are not aware of ScripTalk. ScripTalk did everything to educate others. Local pharmacies that I have to use is only Walmart, no other pharmacy has the machine that would make using any other pharmacy other than Walmart. It seems that pharmacy can not afford the machine. I would like to see other machines around so that myself and others do not have to only go to Walmart. Wellcare told me that the copays are cheaper than at the other pharmacies. It seems the wait time is 45 minutes to fill a script.
- 109 I don't have to wait around for somebody else to tell me what the medicines are.
- 110 I am blind and the only way I know my meds is because of ScripTalk to tell me which medications are which.
- 111 For one thing it helps when your vision is impaired and you should know what is what and how many refills and tells me what I need to know when I need to know it. I don't need help to read it.
- 112 I don't have to be dependent on anyone if I'm not sure on what I'm taking. I live by myself so I feel very secure on if I'm taking the right pills.
- 113 I feel safer knowing I'm able to take the medication I'm supposed to without having someone help me when I can't see my drugs.
- 114 I don't have to ask others to read my prescriptions, I can get that information myself using ScripTalk.
- 115 I don't have to take my medications to anyone to ask which medication is which.
- 116 Instead of having to ask someone, I can use the ScripTalk and take it with me wherever I go.
- 117 I know what I'm taking.
- 118 It keeps me safe. I have control over my own medications.
- 119 I don't have to ask people to read the print label.
- 120 Knowing the name of my medication and how to administer it.
- 121 When I take it, I don't have to double check it as much. I feel like I can get it right the first time.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 122 I don't need to ask anyone what I'm taking.
- 123 I do not have to wake my wife up to read all the scrip's or anything like that.
- 124 I can I know what is there I know what is there and I do not have to ask. Sometimes if I have medications that feel the same I am much more sure what they are and I do not have to ask somebody is this my thyroid or other medication and with the ScripTalk I do not have to worry about that.
- 125 My husband helps me a lot getting used to my blindness so having to do less things for me using ScripTalk I feel I can be more independent.
- 126 You scan the medication and it confirms what you are supposed to be taking. You don't have to be calling people to come check for you.
- 127 I don't have to depend on somebody else to help with what medicines I am taking.
- 128 I don't have to wait around until someone gets here to explain what I have in hand, I'm able to do it myself.
- 129 I can check each bottle. I can double check to see which is, then I got to checked the bottle. I think everyone should use that lives with themselves.
- 130 I don't have to have somebody to come in and check my medication.
- 131 When I'm not sure what I got, I put it on ScripTalk and it tells me what it is.
- 132 It helps me make sure that I don't take them wrong.
- 133 I can to it on my own without help.
- 134 I am more confident about taking medication and knowing what I am taking.
- 135 I don't have to be asking family member to help me out by telling me how to take it and how much to take and what it is.
- 136 I don't have to rely on other people to help me.
- 137 You know exactly how to take it, the correct dosage, and how many refills there are.
- 138 I don't have to ask people what I am taking and on how much of what I am supposed to be taking.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 139 I can get my own medicine together and get them out of my box when I need them.
- 140 I can fill up all my pill boxes myself. I know what the list is. If the bottles get mixed up, I can sort them all out again.
- 141 First of all I am blind and cannot read it and I would need assistance in taking it and the bottles were similar I wouldn't know which one to take or how much to take and could take the wrong medicine and the wrong time. I appreciate that I do have the ScripTalk.
- 142 I don't have to ask my neighbors anymore and feel comfortable doing it myself.
- 143 I live by myself and the dog can not read them for me. I am way more independent.
- 144 If I had to, I don't have to rely on a sighted person to keep my medications straight or to refill my medication boxes.
- 145 It reads all the information about my meds.
- 146 I can tell what is inside the bottle.
- 147 Five years ago my husband was practically bed ridden and I didn't know his medications. So ScripTalk reads each one to me and what to do and when to administrate it.
- 148 We can know what it is.
- 149 It tells me what it is and how much to take.
- 150 I can be responsible for myself. I can get in my pill box and set it up myself. I know what is in a medication. I make my pill box weekly. I know exactly what I am putting where.
- 151 I don't have to rely of family member or anyone to be around at a certain time, I can take it on my own.
- 152 I feel more independent because instead of waiting for someone, I can just turn the ScripTalk across the label and I don't have to wait for a private person.
- 153 When she's not here and I get confused about what bottle would be I can check it. I changed pharmacy in order to get ScripTalk.
- 154 I can confirm I'm taking the right medications.
- 155 I don't have to wait for someone to be there to take them.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 156 It allows me the opportunity to take the medication by myself and not have an individual with me to read the labels on the bottle.
- 157 It helps me to know the name of the medications, the time to take them, the prescription number, the last time it was refilled and how many pills are left in the bottle and helps to enter the information into the computer so I do not have to talk to a pharmacist. I can avoid those errors with that information. I can feel more intelligent when talking to the pharmacist if needed.
- 158 I don't have to ask anyone what my bottles say, I get all the information from the system.
- 159 I know that I don't have to have somebody come over and tell me what I need to take and when I need to take them.
- 160 Previously I felt it was necessary to have clarification from a seeing individual to make sure I was getting the right information. With the reader, I feel much more confident taking my medication.
- 161 I can do it myself.
- 162 It's modeled to me and I'm modeled to it and I do not have to depend on my husband to help me so much.
- 163 It's convenient, it gives me specific information about the medication. One complaint, it's not available at all pharmacies like CVS and Publix. Walmart has the machine. I have to wait at least 3-4 days for the prescriptions to reach Publix, sometimes longer at CVS. I no longer go to Walmart as their prices exceed my budget.
- 164 I am blind, I am disabled, and I live alone. There is no one here to help me. With ScripTalk, it allows me to take my medication safely. I would also like to suggest an easier, more efficient reader that is portable for travel or sudden emergencies, like hurricanes or when the power goes out.
- 165 Yes it does. I do not have to depend on my husband to read the bottle to me.
- 166 You don't need to have someone else come over to read them to me.
- 167 I receive the medication, I put the bottle on the reader and it explains everything to me like when to take it, and it also gives me information about the drug, like side affects.
- 168 I can listen to the recording and know exactly what I am taking.
- 169 I don't have to have somebody tell me what it is.
- 170 I can put my bottle over the ScripTalk and that is how I know I need a refill.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 171 I don't have to ask my relatives to read the labels, and it tells me all the information about the dosage.
- 172 Using ScripTalk I can get the medications I need for each day by myself.
- 173 I don't have to ask somebody else to help me set it up.
- 174 It tells me what kind of medication it is before I take and what it is for. They give me phone numbers to call.
- 175 I know if there is a problem, I don't have to wait and ask someone who can read.
- 176 If it is something I can't identify by feel, I don't have to ask someone else to help me.
- 177 It allows me to do it myself. With the ScripTalk I don't have to depend on my wife to help me do it.
- 178 I don't need to call anyone to come over and read them for sometimes I would have to wait for someone to be available.
- 179 If I don't have anybody around to help me read the prescriptions, it does it for me.
- 180 I don't have to ask people what the medication is, that's the biggest thing.
- 181 I'm by myself so it is the only way I know what I got, unless somebody tells me what it is.
- 182 I don't have to depend on anybody to tell me what the medication is.
- 183 It allows me to call and order my own prescriptions. I don't have to wait on anybody to do that.
- 184 I use it more as a reference, how to take them, when to take them. I don't need any help from anyone.
- 185 I know I can get a refill when I need one and I know which medication I'm taking.
- 186 The label on the bottle gets read and I know what it says on it so I don't have to have someone else read the bottle and check for me.
- 187 It can tell you more about your medicine than someone else can.
- 188 I know what they are.
- 189 I am legally blind and it helps me by reading it to me.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

190 I don't have to call somebody to my house to read the prescription to call it in.

191 I don't know.

192 It explains the medication, it explains everything I need to know.

193 I am able to order my own medication and put them in my weekly box.

194 No comment.

195 I know more of what I am taking and what it is for.

196 I don't have to have my neighbor come over and read them for me.

197 I know exactly what I am taking, when I'm supposed to take it and how much. Before the ScripTalk reader, it was impossible for me to read the information on the bottle.

198 I am blind and it makes me feel like I'm not a burden on society. I don't have to go into a home or be waited on hand and foot. I can take care of myself.

199 I don't have to have someone else read them for me.

200 I live by myself, I don't have anybody to tell me what the medication is.

201 I don't have to depend on somebody else to do my pills for me when I fill my weekly container. I can do that myself.

202 I don't have to rely on anybody else to tell me what medications I'm taking.

203 I am not afraid to take my medications nor do I have to wait on someone to read it for me. I do have an occasional problem with the pharmacy not putting the proper label on it, but I have learned to watch for that.

204 I don't have to use my magnifying glass or call someone to come help me read it or call the pharmacy to find out when I need to take it.

205 Now it can tell me whatever I need to know about the medications and I don't need someone to tell me.

206 I no longer have to ask someone to read the information on the bottle.

207 You don't have to keep asking people about it, you just put the bottle on the machine and it gives you all the information you need. I used to have to ask people to read the bottles for me. If I have any problems, the phone number is right on the machine.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

208 I don't have to have someone else read it for me.

209 I used to use my big magnifier, but now I can get the information more easily.

210 No comment.

211 I don't have to wait for my husband to come home from his job. It tells me when I need refill them even. My kids live far away and my neighbors are younger and work during the day.

212 I have to have someone drive me, and it can be difficult finding someone to bring me to pick up my prescriptions. It would verify that I picked up the right medications.

213 It tells me the stuff I wouldn't know and gives me the information I would not be able to get otherwise.

214 I live alone now and I don't have to ask anybody what the prescription is, what the side affects are and when to take it. I can do all that by myself.

215 I know for sure what I am taking and I don't have to depend on other people or my memory.

216 It will tell me what my medication is so I don't have to ask anybody, I live alone.

217 If my friend can't show up for some reason, I can use it to take care of my own medications.

218 I live alone, so I have no one to help me out with my medications. This has been an absolute miracle.

219 I can separate and set up my medications myself because ScripTalk tells me what it is.

220 I don't have to depend on someone else to help me. I can do it myself.

221 I'm usually here by myself and it helps me know what I am taking. I'm completely blind now and it's a big help.

222 It provides a phone number if I have any questions and I can call someone without asking for help.

223 I don't have to rely on another person or source to read the information on the bottles.

224 I don't have to rely on other people to buy them for me or fill up my prescription caddy for me.

225 If I don't understand something, I know I can use ScripTalk.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 226 I know I can use it when I'm all alone and I can use ScripTalk to identify the medicine at any time of the day and I don't have to bother anyone.
- 227 I was trying to figure out how I was going to take my medication, this accommodated me when I started going blind. I can depend on myself and not have to rely on anybody else.
- 228 I don't have to rely on my family. I take my medication daily and once a week, I can fill up my med case by myself.
- 229 If there is no one around ScripTalk takes care of reading it for me. I feel safer and more independent.
- 230 It reads it to me and explains it to me.
- 231 I still have my wife here to help me out but if she is not here, it reads it.
- 232 I don't have to depend on nobody else.
- 233 It's pretty much self explanatory. I don't have to worry about taking the right medication.
- 234 I don't have to depend on other people and wait for them to come over.
- 235 I can make sure I know what they are and I can be more independent taking them.
- 236 I do not have to wait on someone to tell me what I am taking.
- 237 I don't have to ask for help, I can do it.
- 238 I don't have to have anyone read it, all I have to do is listen to the audio and then have all the information that I want there. The number for the pharmacy and when to refill it.
- 239 For the same reason why I feel safer, it is able to tell me my medication when I'm not able to.
- 240 I don't need a sighted person to tell me what medication is which.
- 241 I always know what medication I'm taking because it describes it.
- 242 I can find out anything I want about it with using the ScripTalk.
- 243 When I do not have anybody available at home, I can do it myself and set it up for the week, I can put the medication in the correct spots without any trouble.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

244 I don't have to rely on other people to tell me what my medications are.

245 I hardly use it now.

246 It makes it easier because it tells me what's on the label.

247 My grandson needed to read to me everything but now I can do it myself.

248 Yes I use my wife for help with all the other medications. It has nothing to do with ScripTalk that is just how it is.

249 The ScripTalk will tell me the name of the medicine that I am holding when I take it off the machine and I do not have to depend on what color or what shape the medicine is to identify it.

250 I would be afraid if I took the wrong medication. This gives me some type of security I am taking the proper medicine and the proper time for the proper reason.

251 I am aware of the prescription, can see what it is, and act accordingly.

252 It helps me know what I am doing.

253 I can take them by myself.

254 I am able to see and know what it is and be able to follow the prescription.

255 It helps making sure you are taking the correct medicines without second guessing yourself.

256 It helps me take my medications the way I'm supposed to as to before ScripTalk I wasn't.

257 It makes it easier to take them on my own without having to have someone read it for me.

258 I don't feel like I need an additional person to supervise me.

259 I know what's in the bottle.

260 It helps when you run your medicine and it tells you what to take and how much.

261 It reads the medicine off to you and you don't have to wonder if you are taking the wrong medication.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 262 On the bottles I can figure out what I am taking and it tells me information on how many refills are left.
- 263 It tells me how much to take and when. It also tells me if I can't get a refill right away or when is needed.
- 264 I don't need help filling out my prescriptions anymore, I'm able to do it myself and it's a lot better and trust what it says.
- 265 I don't require another person reading the bottle to me.
- 266 It's more comfortable and it reads it for me.
- 267 I don't have to rely on others and I can do it all on my own. It makes a person feel good, they don't need someone else's help.
- 268 I can grab the bottle and know what I'm taking and grabbing.
- 269 It talks to me.
- 270 I do not have to depend on someone else. I no longer have to wait for someone to get here.
- 271 I can not read or write, I no longer need someone else to do it.
- 272 I do not have to worry about asking anyone what medication I am taking.
- 273 I have been using it for a few years. I have not had any problems at all. In case that machine went down I do have someone who will tell me. There just have been not one problem.
- 274 Located it now, I found an app for my phone. I am able to be mobile. I can do it on the go through my phone. I found the app on my own.
- 275 It reads it to me.
- 276 I live alone and I know what my medications are and I don't have to ask anybody.
- 277 It helps me to have anyone to read the directions, the prescription number, name and how much I should take.
- 278 I don't have to worry about someone else to tell me my medications. I don't always have someone around to help.
- 279 It makes me take the right the right medication at the time.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 280 One thing I can take medication and know when to fill my medications.
- 281 I know what's in each bottle and I can control my own meds.
- 282 It identifies the medication and any specific instructions on how to take.
- 283 I don't have to ask for help to use the medication or need help to see the bottle. I feel more independent.
- 284 There is not guess work, whatever bottle I pick up I know what is in it.
- 285 More safer and more dependable.
- 286 I don't have to ask anyone to help me and it gives me the warnings.
- 287 My daughter helped me before now she lives in Arizona so it helps me be more independent.
- 288 It tells me when to take it and what it is.
- 289 If I didn't have it I would have to ask other people and not bother people and have less time bothering people and doing other things.
- 290 I don't have to rely on anyone to tell me what to take or when to take it, it make me feel more independent.
- 291 I don't have to depend on someone to come by and tell me what to take and how much to take and it tells me the warnings.
- 292 I don't have to count on anyone to come over and give us our medications and can do it on our own.
- 293 Before I would have to wait for someone to come tell me what the meds were. Also sometime a person would not be available for up to a week and now I know right away and I like the descriptions that it gives. I am glad that I have it
- 294 I can navigate through the 8-9 different medications that I am on and know what I am taking and how much and know the side affects and not depend on anyone to have to tell me.
- 295 I don't have to have someone else to read labels for me and I can do it own my own.
- 296 When you have the label and it reads it to you, you can be anywhere or you don't have to worry about not taking medications and it is very helpful for a blind person.
- 297 I don't need to be asking anyone anything and can do it by myself.
- 298 I don't have to have my husband read the prescription for me.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 299 I feel more comfortable in knowing what I am taking and describes everything that I need to know about the medication and everything that it says on the bottle.
- 300 If I can't read the writing I have verification of what it is. It is a lot easier to order my meds and the printing on bottles are very small.
- 301 I don't have to rely on anyone else to help me with my medications. I wish the drug stores and other places would use it.
- 302 It tells you the side affects and then also tells you what and how much to take so I'm not over taking meds.
- 303 I can verify what I am going to take and when I should take it again if I need to.
- 304 It allows me to identify my pills, it also allows me to call in refills and learn some new information.
- 305 When I receive it I can just put it right on there and make sure they didn't make a mistake.
- 306 If I can't read it I can just put it on the little machine and it tells me.
- 307 Identifying the medications when I get them and when to take them.
- 308 I don't have to ask someone what a certain bottle is.
- 309 So I don't have to depend on anybody to read me the medication bottle.
- 310 I don't have to depend on anybody. If I get a bottle mixed up I can put it on the ScripTalk reader.
- 311 We can listen to the instructions on the medication without reliance on anyone else to take the medication.
- 312 When I scan for my medication I get a 30 day supply and I feel safer taking it because the prescription will be correct.
- 313 It makes me feel so independent since I can not read or write.
- 314 My brother used to read my medications to me and now I can do it on my own.
- 315 If I have a pill or two that are somehow similar, it helps me identify which is which.
- 316 I do not have to rely on others to help aid me with taking my medications.
- 317 It's about the same as before, just helps reassure me.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 318 It tells me what it is and I know how much to take. I don't have to bother anyone and ask them what I'm taking.
- 319 I can use the reader and rely on doing it by myself.
- 320 I feel it expedites everything and frees up time.
- 321 I can take my medications without having to ask anyone for help.
- 322 I can accurately read direction on the bottles.
- 323 It gives me more confidence and I also realize at times I can't see clearly I can scan it and get the correct information when I need to use it. To have it available is amazing. It makes it less frustrating.
- 324 I don't have to have help setting my medications up, I can now do it on my own.
- 325 It helps make sure I have the correct bottle, tells me information if need be and also tells me the amount to take and when I can refill them. The voice is loud enough and distinct enough to make sure things are accurate.
- 326 I don't have to rely on anyone else. I can just scan the bottle and know if it's the right or wrong medicines.
- 327 It tells me the name of what I'm getting, how much to take and so on.
- 328 I don't need to bug my wife to read the bottle.
- 329 It tells you what is in the bottle.
- 330 I used to have to Facetime people or use some other app to identify the medication and it wasn't really reading it properly. With the ScripTalk, I know what it is and it reads all the information to me about the medication. It has been a godsend.
- 331 I do, it's all something that I can control. I feel tremendously confident about what I'm taking.
- 332 If anything ever happened to my wife, I would still be able to take my own medicines. I would like to suggest providing a pen friend to your ScripTalk users for OTC medicines and supplemental vitamins. It is an amazing tool.
- 333 I don't see good, I can't see to read anything, so now I can do it by myself.
- 334 I don't need anybody to be there to explain it to me, I can just turn on the machine.
- 335 I'm alone now, I don't have anyone to help me with my medications. I have between 12 and 15 different pills and I need to make sure I am putting the right tablets with the right dosage in the right spot in my weekly pillbox. I love the i-phone app, it works really well.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 336 I don't have to rely on waiting on a neighbor.
- 337 Just because I can access the information myself.
- 338 It gives me the dosage, what it does and doesn't do, things like that.
- 339 About a week ago, I was here by myself and one of my prescriptions was empty. I just put the bottle on the machine and it read the number and it was filled. I did not need anybody here to help me, I can do it by myself.
- 340 When I'm by myself, it works great for me.
- 341 I don't have to ask somebody what my bottles are. I can do it on my own and I can organize my pills I want.
- 342 I don't have to turn to my wife to read every prescription.
- 343 I live by myself and I don't have to rely on people coming over to help.
- 344 I take so many medications and ScripTalk helps me keep track of what I am taking. I am having trouble getting the talking labels put on my medications at Walmart.
- 345 I don't have to have anyone here read the label for me.
- 346 I can pick up my bottles of medicine and know what I am taking and I don't have to ask anyone.
- 347 I set them up the way I need to set them up and I don't have to wait for someone to read them when I get them. I live by myself and I can read my meds anytime I need to.
- 348 I don't have to find someone to tell me what it is.
- 349 It tells me what I am taking and I don't have to worry about it.
- 350 I don't like to depend on other people, I can do it on my own and handle it on my own and that makes me feel better.
- 351 If I have any questions concerning it and I can go to ScripTalk and they tell me automatically and I don't have to depend on my son to come and read it to me.
- 352 I don't have to wait to ask somebody what medication I am taking.
- 353 I don't have to ask another person to look at the bottle.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 354 It helps with taking it because they are kid proof and safer.
- 355 I am able to read it all without having someone here to read it for me.
- 356 I have the choice to use or if I have someone here, they can read it and I put pills in a pills box for the whole week and it helps to know what bottle I am picking up.
- 357 This way I am sure whatever pills I am taking that it will be the right one and if it's in the am or pm.
- 358 I don't have to have someone to tell me what kind of medicine I am getting out the bottle.
- 359 I get prescription through the mail. I no longer have to depend on my wife to get them in order for me.
- 360 I live alone and don't need assistance to make sure I am taking the right medications.
- 361 ScripTalk lets me do it by myself, know what medication is what and I can do it by myself without help.
- 362 I have so many medications and then I know which ones to refill.
- 363 When I am home by myself, I can take the medication without someone being home.
- 364 The way the labels are easy to ready and I don't always have someone to read it to me so now I am rest assured I can do it by myself.
- 365 Makes me feel comfortable because I do live alone.
- 366 I don't have to ask what medication this is.
- 367 I don't need people to help me, I can do it myself.
- 368 I don't have to ask for help of which meds I am taking.
- 369 I don't have to look for it. I can put the bottle down and then pick it up or another up and it reads it for me.
- 370 When it comes I am able to read it right away and I know the label is correct and I don't need to wait for someone to read it for me.
- 371 When you can't see and it reads it for me.
- 372 I am blind and it help me get to them and lets me know what it is and help me before I take it.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 373 I can read it myself and know what it is.
- 374 I do not have to depend on anybody or worry about them making errors with my medications.
- 375 I do not have to depend on somebody else to do it, I can do it myself.
- 376 I use it on a daily basis and I like to know what I am taking and using every day.
- 377 I don't have to others read it to me and I know what I am taking.
- 378 It tells me the name of the med and dose and tells me the side affects of the medication.
- 379 It is informative to me and guidance.
- 380 I listen to it and it lets me know which it is.
- 381 I can do it by myself.
- 382 I don't need to depend on someone else to read or give me my medication.
- 383 I am visual impaired so it helps me with my meds.
- 384 I can do it myself instead having someone to read it for me.
- 385 I don't have to depend on someone else and more independent doing it by myself.
- 386 I don't have to ask anyone else to read it for me.
- 387 I don't have to depend on anyone else, I can do it on my own.
- 388 I don't have to worry people and I use my reader and it tells me what to do.
- 389 The machine tells me what medication it is.
- 390 I don't need someone there when I put my meds in the pill containers.
- 391 When I am unsure what medication is which one, I use the machine and it lets me know when I will be out and lets me know when to order more.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)

Explain Why You Feel More Independent Taking Your Medications Since Using ScripTalk

- 392 I can call for refills. I have numbers to call if I have I questions or concerns. I know when and how much of my medications I need to take.
- 393 Like I said, I have so many medications, it was hard to keep track and be sure I was taking them at the right times, the right dosage and all that and having ScripTalk makes me confident now.
- 394 It allows me to be sure I am taking the right medication and I don't need assistance from somebody to help.
- 395 I feel more confident and also know more about what I am taking with the audio description service.
- 396 I don't have to rely on someone reading the bottles for me and also I am able to call in my own refills now without assistance.
- 397 It tells me how to take it, the time, and what not to take with it.
- 398 It identifies the medicine.
- 399 Definitely. I didn't have to remember which bottle was which. The only problem I had was on two separate occasions, it would not read the digital label. I had to reset the machine two or three times before it would read it.
- 400 I have a little trouble lining up the bottle with the reader once in a while, but I find I don't have to ask anyone what the bottle says and I can refill them on my own.



Q4a. Please explain why ScripTalk allows you to be more independent taking your medications. (Base: Feel More Independent Taking Medications Since Using ScripTalk)