Additional File 2. Provider discussion guide

1. Introduction
   - We are asking people to help us develop content for a mobile phone contraceptive intervention.
   - We’d like to hear about your experiences and thoughts about the service users’ contraceptive use.
   - We also would like to know what you think about receiving contraceptive support by mobile phone.
   - Check again that they are ok with audio recording, explain confidentiality and anonymity
   - It will last up to 60 mins
   - Can take phone calls if you need to
   - You can leave when you want without having to give a reason
   - You don’t have to talk about anything you don’t want to talk about
   - Any questions before we start?

2. Informed consent
   - Give them two copies of the consent, one is for them and one for you
   - Ask them to initial each box, print, sign and date
   - They don’t have to add their number if they don’t want to

3. Demographic questionnaire
   - This information is anonymous, your name won’t be on it
   - It’s so we can describe the different people we’ve talked to

4. Knowledge
   **Aim: to find out their perceptions regarding users’ knowledge about the range of methods**
   - What kinds of contraception do you think that the service users know about?
   - What don’t they know about? [why do you think they don’t know about them?]
   - Do you think service users want more information about contraception? [if yes- how would they like to receive this information? Why do you think this? If no, why not?]
   - Where do you think users get information in general? [e.g. online web forums, friends, books]
   - Where do they get information about contraception?
   - What do service users think about contraception in general?
   - What do users think about (name each method)? [why do they have these views?]
   - What do users say about different methods? [have they expressed any concerns, e.g. side effects?]

To change and add for the next interview:

5. Attitudes
   **Aim: to find out their perceptions regarding user’s attitudes towards contraception**
   - What methods do you think are best for young people? [why? Married/unmarried]
   - What methods do you think are not appropriate for young people? [why? Married/unmarried]
   - What would you recommend for a young unmarried women who wants contraception? [why?]
   - What is the best method for a young woman in a relationship who has never been pregnant but wants a family someday? [why?]
   - Are there any methods that you think are unsafe? Why do you think this? [Is this your experience or have you heard this from other people?]
   - How safe are IUDs? [Why do you think this?]

To change and add for the next interview:

6. Barriers
   **Aim: to find out what they think prevents users from using contraception.**
   - What prevents service users from using effective contraception?
   - How acceptable is contraception in Bolivia
• How does (religion, women’s status in society, stigma, social-disapproval in general) influence contraception use? [Do you think this can change and if so, how?]
• What kinds of problems do people have with using contraception? [financial, supply, access, language]
• What influence do parents/friends have on users’ choice?
• How important is it partner approval in people’s choice?
• What would need to change to make people feel more confident in using effective contraception?

To change and add for the next interview:

7. Communication
   
   Aim: to find out what they think about the frequency and quality of users’ communication about contraception with partners & providers
   • What kinds of things do you discuss with a person who is looking for contraception? [married & not married]
   • What kinds or methods do you suggest for them? [Ask why for each and ask why they do not recommend others. How do they respond?]  
   • How comfortable to users seem when they talk to you about contraception?

To change and add for the next interview:

8. Trying new methods
   
   Aim: to hear providers’ opinions on how open people are to trying new methods
   • What would help young people feel more confident trying new methods?

To change and add for the next interview:

9. Technology
   
   Aim: to hear their views on user acceptability of a mobile phone intervention.
   • Do you think young people would like to receive information by mobile phone? [why or why not? If yes, what kind of information?]
   • How would you see a mobile phone intervention fitting into the services that you provide?

To change and add for the next interview:

10. Wrap up
   • Thinking about all that we talked about today, what do you feel is the most important? [why?]
   • What we’ve talked about today will help us provide the best contraceptive support by mobile phone
   • Any questions or comments?
   • Thank you! (if they want any more information, show our contact details again)