

Article title: Patients' Preferences for connected Insulin Pens: A Discrete Choice Experiment Among Patients with Type 1 and Type 2 Diabetes
Journal name: *The Patient*
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Online Resource 4. Qualitative Interviews: Description of Concepts

Insulin Experience	
Lifestyle and Impact	Insulin therapy affected patients' social activities, leisure, diet, and physical activities. Some patients expressed that they struggled with these lifestyle implications.
Side Effects	Although most patients did not address any side effects, experience of injection site reactions was reported in some cases.
Concerns	Patients reported a range of concerns and issues with insulin therapy, such as logistics, forgetfulness, and administration errors. Other concerns included use of needles, pen malfunctioning, use within insulin expiration date, and storage in the refrigerator.
Connected insulin Pens	
Automated Insulin Dosing Log	Accurate recording of the type, amount, and timing of insulin dosing were considered helpful, especially to patients who were concerned about forgetfulness.
Automated Glucose Recording	Glucose recording was perceived as reassurance of adequate dosing. Patients expected to be able to adjust insulin dosing based on glucose data.
Data Compilation	Patients expected data compilation to improve dosing. Patients valued visualization of data to see an overall trend.
Concerns	Patients were concerned about compatibility/hardware requirements and data privacy.
Dietary/Activity Tracker	Opinions about dietary and activity trackers were mixed among patients. Some patients thought trackers were helpful, while others were concerned about accuracy. Some patients thought trackers were intrusive and annoying.
Data Sharing with Physicians	Data sharing with physicians was perceived as helpful in many different aspects including accurate status monitoring, ease of communication, and data-based decision making.
Data Sharing with Family	Some patients did not think their family would be interested in or able to understand their data; others thought that their family may be able to help them when needed.
SmartPen	Participants considered SmartPens as easier to use than a Smart Button, as it removes the need to detach and switch between pens. SmartPens were favoured by some because it eliminates the chance of losing, forgetting, and damaging the Smart Button.
Smart Button	While the ability to switch between pens was appreciated, concerns were raised about compatibility across different pens and different manufacturers, and the risk of losing and damaging the attachment.
Support Services	
Issues	Bluetooth connectivity and setup were concerns to new users. In case of an error or defect, participants expected product replacement and/or troubleshooting support. Participants would like onboarding training, such as a video.
Means of Support	Participants wanted to have telephone, email, and chat support. In addition, an instructional video explaining how to use the device would be helpful.