

## Appendix C: Questionnaire for the health professionals

### 1. Satisfaction

- a. pr.general.sat.1: How satisfied are you with the application's health care output in its entirety?
- b. pr.general.sat.2: How well the application fulfills your expectations in health care delivery?
- c. pr.general.sat.3: Imagine a perfect application in all aspects of health care delivery. How far away from that is the application you are using today?

### 2. Accessibility

- a. pr.accessibility: The application is easily accessible for different groups of users

### 3. Adherence

- a. pr.adherence: The application helps patients to more adherence by some sort of motivators (i.e. being a member of a community)

### 4. Affordability

- a. pr.affordability: The health care service delivered through the application is more affordable or decrease expenditures, comparing with other alternatives.

### 5. Availability

- a. pr.availability: The service which is provided by the application, is available on demand

### 6. Efficiency: The application has increased efficiency by reducing

a. pr.efficiency.1: Complexity or number of tasks

b. pr.efficiency.2: Number of reworks

c. pr.efficiency.3: Time consumed

7. Effectiveness: The application has increased effectiveness, especially by improving at least one of these items:

a. pr.effectiveness.1: Less mistakes

b. pr.effectiveness.2: Readiness or promptness for different situations

c. pr.effectiveness.3: More knowledge and evidences

d. pr.effectiveness.4: More personalized treatment

8. Empowerment

a. pr.empowerment.1: The application empowers the patient by increasing their knowledge about their situation or general knowledge about the disease.

b. pr.empowerment.2: The application empowers the medical personnel by increasing their knowledge about the patient situation or general knowledge about the disease.

9. Safety

a. pr.safety.1: It is safe for the patients to use the application without any possibility of disability, morbidity, or mortality harm.

b. pr.safety.2: It is safe for the medical personnel to use the application without any possibility of disability, morbidity, or mortality harm.

- c. pr.safety.3: The application provides correct information without any mislead or confusion.
- d. pr.safety.4: The application provides enough information on how to minimize possible harms during the usage
- e. pr.safety.5: If the application fails, and if the failure causes any harm, then the harm would be minor as it would be non-severe, rarely happening, or happening for a very short duration.
- f. pr.safety.6: The application improves health care safety by detecting emergency situations, unsafe behaviors or glitches in the process.

10. Trustability

- a. pr.trustability.1: The application attains trust of patients (for example by ensuring privacy of their information or being non-invasive in its interaction with them)