**Interview 1**

Q: What do you do when you feel sick?

A: For minor problems I take home remedies & for major problems go to doctor.

Q: How you decide about your problem like it is serious or not?

A: Major problems takes a lots of symptoms & time. But minors are for a very short term.

Q: Is your assumption always correct?

A: Obviously not. But always going to check up is not possible & also it’s irritating to me.

Q: For minor problems how do you select home remedies?

A: Many remedies are known to my mother as she is experienced & sometimes from google & some is known to me.

Q: Do you ever take medicine without prescription in case of minor problem?

A: For cough, fever and others, I take medicines without prescription.

Q: How often you check blood pressure, heart rate, oxygen level?

A: There is a digital meter of BP & pulse rate in our house. When I am not feeling well I check up myself.

Q: Do you track those result? Is it needed to track those?

A: I think it should be tracked. But I don’t.

Q: Why do you think it is important to track the results?

A: May be to make summary of those which helps to know about our body abilities.

Q: Over the last month how often do you felt nervous, anxious, depressed and hopeless?

A: Who tracks those things!

Q: In general how would you describe your health?

A: I would say I am a quite healthy person. I don’t get sick too often. Thanks to almighty Allah!

Q: How often you call a doctor or check up your body?

A: Hardly! Whenever major problem occurs.

Q: In major problems is it easy to contact a doctor?

A: It depends.

Q: How?

A: If I need a doctor whom I have gone before, I only find the prescription and contact with him. Though finding prescription is not always easy. Else, I contact with my family, friends etc. Then I come to a final decision because everyone suggests different doctors. Again, sometimes the contact number is wrong. It irritates a lot.

Q: Have you ever contact with an ambulance service?

A: Not needed yet. But my father did. He took the contact number from my uncle.

Q: How easy was it to schedule an appointment with a doctor?

A: By using mobile it is easy. But when in hospital, it is very tough to get the appointment without a broker.

Q: Have you heard about SOS?

A: Yes.

Q: What do you think about sharing your location to your close ones or calling an ambulance to your location in case of a medical emergency at once with the touch of a button?

A: I think it is needed because in emergency it may not possible to talk with others.

Q: Do you have any medical apps on your phone?

A: Yes, I have. It’s sometimes useful sometimes not. And to fulfil my all requirements, I need to use more than one app.

Q: Have you ever use any healthcare related app like Maya, Doctime?

A: Yes.

Q: Does it fulfil your all or major requirements?

A: No. Because none of the available health apps on the market can fulfil all my requirements. Every app is missing one or two vital features. I wish there was a super app which can do it all!

**Interview 2**

Q: Can I know what your age is?

A: 43 years.

Q: How often do you go to health check-up?

A: I go for general check-up in pharmacy once in every month & I go for deep check-up when needed.

Q: Do you think healthcare services are always available when you need it?

A: Most of the time. But Doctor are not available all the time.

Q: What do you think of visiting your doctor for a minor illness?

A: It obviously costs a lot of money & time. It can also be said as a waste of energy.

Q: What do you say about your overall health?

A: Now at the age of 43, it doesn’t feel well always. I cannot do hard works anymore. Most of the time I have stress, sleep disorder, blood pressure problem etc.

Q: How shy are you expressing your personal medical problems to your doctor?

A: For some personal reason there is some shyness. And also, while talking to a male doctor it is difficult to tell everything.

Q: Do you check your blood pressure, heart rate, or oxygen level regularly?

A: Whenever I think blood pressure is not balanced I checked it. But otherwise not.

Q: Do you know how to use a blood pressure or an oximeter machine?

A: I can’t with analogue machine but it’s very easy with a digital meter.

Q: Have you ever used Google assistant, Siri or Alexa for searching medical queries?

A: Yes. Mainly for the symptoms. Because sometimes it is not possible to detect the cause of my illness on my own.

Q: Is there any problem to find the primary solutions (like taking rest/ sleeping/ eating something)?

A: For a kind of symptom, there are a lots of disease. Firstly it’s difficult to detect the problem. For general disease it may be easy but to find a solution is another issue. Wrong solution causes another problem.

Q: Is it difficult to find the suitable doctor’s contact information for a particular illness?

A: Yes, It’s a very big issue. When I need to contact a doctor, I have to search the previous prescriptions. If there is no such previous documents then I need to contact my neighbours/friends/ family to find a doctor’s contact info.

Q: Do you have the contact number of any ambulance or emergency service provider saved in your phone?

A: No, I don’t have any contact number of any ambulance.

Q: Is it also difficult to take an appointment of a doctor?

A: Mostly not.

Q: Do you have any medical apps on your phone?

A: I use DIMS (details of medicine) & Aroggo (Medicine Shop/ Home delivery).