

**Name:** Comfort

<Files\\EU-3> - § 1 reference coded [4.23% Coverage]

Reference 1 - 4.23% Coverage

¶45: I didn't come across many mobile apps, i.e. health apps offered by companies say from, Eastern Europe or Middle East, so I can't tell you whether they look different or not. But those from English speaking countries, they all kind of have stereotypical. every user that they assume have the same language command, the same preferences in interface and I think it's kind of limiting the choices that people have. It could also make people use or not use the system a day, all the images being kind of white men irritates women in particular, whether it will be the most beneficial to, for others to use

<Files\\EU-5> - § 1 reference coded [3.47% Coverage]

Reference 1 - 3.47% Coverage

¶43: I also like to mention that there is another issues related to the gender of the users, i.e., it is a app for female only, but if some male user want to use it, they will feel uncomfortable as some notification doesn't make sense to them

¶44:

<Files\\EU-6> - § 1 reference coded [3.71% Coverage]

Reference 1 - 3.71% Coverage

¶51: These are important, because it creates lots of mental distress. So I think app admin should have put some filter to filter out this kind of information, scam, news, picture, that are particularly harmful for the children.

¶52:

<Files\\EU-8> - § 2 references coded [7.48% Coverage]

Reference 1 - 4.75% Coverage

¶42: While using this app I felt like it gives me notification often in a manner that I didn't like at all. This is specially due to the interface and sort of animation they provide. For example, when it tries to notify me about drinking a glass of water I found the animation comes in with sound, but sometime you know this is annoying as I have no option to choose which notification to show and which don't.

¶43:

Reference 2 - 2.72% Coverage

¶44: I think this also relate to the mental challenges, because I have to keep in mind to do that, and when the app is reminding me to do that, I fell it can be done in a much better way so that the user can follow the advice willingly.

¶45:

<Files\\EU-9(10)> - § 1 reference coded [3.76% Coverage]

Reference 1 - 3.76% Coverage

¶49: For example, it asked the permission to access the mobile contact list and media file. I really don't know why such list of contact and media storage is required for tracking. It seem they want some my valuable data for their future business.

¶150:

<Files\EU-9(11)> - § 2 references coded [5.36% Coverage]

Reference 1 - 1.45% Coverage

¶167: In Meditor we found many people dial a phone number want to talk with the doctor. This is the most easiest part of our service, anyone can call at any time t get telemedicine service instantly. For this purpose we have to manage the a good number of human resources.

¶168:

Reference 2 - 3.91% Coverage

¶178: We also found many user want connect to our service through WhatsApp and Viber, as they more used to these app compare to our app. At the very beginning we used to share the WahtsApp and Viber based service too, but have to stopped it as we found many user unnecessarily try to contact the doctors in some wire time, like in midnight. This wan annoying and thus we stopped it. For this reason we also create common Customize video consultancy platform, where a patient had to register, get appointment payment, and then connect with the doctor. But we found some user consider this a burden for them as they have already their WhatsApp and other tools, so they are asking why I need to install another app to get our service.

¶179:

<Files\EU-9(12)> - § 1 reference coded [3.61% Coverage]

Reference 1 - 3.61% Coverage

¶143: Sometimes I've seen awkward advertise in this app based on my interest. So, I think they (the app admin) share my information with others, otherwise how would they know I love beef compare to chicken. Hence, I feel a bit insecurity in using this app and at some point discarded this one from my app list.

<Files\EU-9(13)> - § 1 reference coded [20.07% Coverage]

Reference 1 - 20.07% Coverage

¶141: I think that this is one of the most language barriers and app usability.

¶142:

¶143: I work with a pediatrics doctor. In this work, I need use an app to monitor the children development regarding if they had any mental health issues, whether they need any extra help, if the kid had any speech delay and so on. While using this app I found the language of the app text as well as how they present the recommendation is bit complex. Even after working more than a decade, I found some of terms are difficult to go, especially to let that information pass to the guardian of the children.

¶144:

¶145: For example, using the app we can measure whether the children need any occupational therapy or not. For example child X need this based on some of the capture data. However, when we discussing these data with parent of X for the consent purpose, we found the same thing can actually be represented in more simpler manner.

¶146:

¶147: Then, sometimes we feel that the app is not appropriate for most of the children and for their parent, although is designed for them. I believe they (the app inventor) need to be more specific about the objective and follow some of existing mechanism to define this, which in results reflected in its design.

¶148:

