Interview questionnaire and schedule for eHealth app end users

This survey is designed to get detailed feedback from eHealth app End-Users and Stakeholder (other than Mobile App Developers) on how they go about handling human-centric issues in eHealth apps' for its more effective usages and fundamental future needs. The questionnaire is divided in two sections. The first section collects some demographic information of the participants. No identifying information is collected in this questionnaire. Then, the second section collects their views on human-centric issues in this domain.

The interviewer will complete this questionnaire during or after a Zoom or face to face interview. The interviewer will record the interview for post-completion ONLY if consented by the participant, else will complete during the interview.

Section 1: Demographic Information

1. Country of residence:
2. Age:
3. Gender:
4. Highest qualification:
5. Area of qualification:
6. Experience (in years) in mobile app usages:
7. Current affiliations (tick all that apply):
    a. Student
    b. Medical practitioner (doctor/nurse/physiotherapist/psychologist/pharmacist)
    c. Researchers (academic audience/ Software Engineering researcher/ medical domain researchers)
    d. Patients with medical/health issues
    e. Other service holders (banker/retail agent/lawyer)
    f. Businessperson
    g. Government officials
    h. Other:

    > Please write here

8. Do you ever use an eHealth app?

    ☐ Yes (go to next question i.e., question 9)
    ☐ No (go to next section i.e., question 10)

9. What type(s) of eHealth app you used (tick all that apply):
    a. Telehealth and telemedicine app
    b. Health and Fitness tracking app
    c. Mental health app
    d. Mobile games to improve health issues
    e. eHealth app for solving a specific health issue
    f. Electronic Health Records (EHR)
    g. Electronic Medical Records (EMR)
    h. App for health IT systems

i.   App for consumer health IT data
j.   Virtual healthcare app
k.   Mobile health decision making app
l.   App related to big data systems used in digital health
m.   Other:

> Please write here

Section 2: Views on Human-centric Issues in eHealth Apps

10. Pick a particular eHealth app (if possible) or related app that you use, and that you think had particularly challenging human-centric issues e.g., end-user age, culture, language, gender, physical or mental challenges, socio-economic status, living situation, other particular vulnerability, etc.

Please tell me a bit about the system, what it was meant to do, and particular human-centric end user characteristics that you had to know about and/or accommodate in the mobile app:

a.   Usages:

> Please explain

b.   What meant to do:

> Please explain

c.   Particular human-centric characteristics had to accommodate:

> Please explain

11. Why were the human-centric characteristics (e.g., accessibility, usability, reliability) need to be included in this domain?

> Please explain

12. Which part of the app did you find/thinks/experience mostly employ human-centric issues, e.g., UI, Design, Working Process, Recommendation/outcome etc?

> Please explain

13. How does your friends and family talk about these human-centric issues in mobile app? Do you think there exists any difference in eHealth app and other app domain w.r.t human-centric issues?

> Please explain

14. Are there any limitations in current approaches for recognising or handling some human centric issues in eHealth apps?

> Please explain

15. Do use additional hardware/IoT device/plugins (such as smart watch, ingestible sensors, lenses, insulin pens, APIs for visualization, Bluetooth-enabled system etc.) to address human-centric issues (such as accessibility, usability)?

> Please explain

16. Do you think mobile app developers take sufficient account of the diverse end users of their applications? Why or why not?

> Please explain

17. Do you have any suggestions about ways to better supported human-centric issues in this domain?

> Please explain

18. Any other comments for us about these issues, this survey?

> Please explain

Thank you for your time in answering our survey and participating in this interview!

If you would like a copy of our final report, please let me know an email we can send it to. This will be removed from the interview transcript:

> Please tell me your email address