# eHealth App end user interview

## Codes

| Name | Description | Files | References |
|------|-------------|-------|------------|
| RQ1 Which HCIs | | 13 | 282 |
| A. Essential HCIs (high-level) | | 13 | 282 |
| Accessibility | | 9 | 12 |
| Reliability | | 11 | 17 |
| Usability | | 10 | 16 |
| User Experience | | 10 | 23 |
| Comfort | | 8 | 10 |
| Incorrect Results | | 4 | 6 |
| User Versatality | | 13 | 153 |
| Age | | 11 | 19 |
| Elderly User | | 9 | 13 |

| Name | Description | Files | References |
|------|-------------|-------|------------|
| Young User | | 4 | 6 |
| Cultural | | 7 | 19 |
| Disability | | 1 | 1 |
| Gender | | 1 | 1 |
| Language | | 8 | 15 |
| Marginalised people | | 4 | 6 |
| Socioeconomic status | | 6 | 13 |
| Technologically challenged | | 8 | 16 |
| UX or UI challenges | | 9 | 15 |
| Vulnerable groups_patients | | 7 | 12 |
| Working conditions | | 10 | 36 |

## Codes\\Other Codes

| Name | Description | Files | References |
|---|---|---|---|
| app | | 13 | 122 |
| app admin | | 2 | 2 |
| app crashes | | 1 | 1 |
| app data | | 1 | 1 |
| app design | | 2 | 2 |
| app development | | 2 | 2 |
| app development company | | 1 | 1 |
| app information | | 2 | 2 |
| app inventor | | 1 | 1 |
| app list | | 1 | 1 |
| app share | | 1 | 1 |
| app store | | 1 | 1 |
| app support | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| app text | | 1 | 1 |
| app usability | | 1 | 1 |
| app user | | 2 | 2 |
| booking apps | | 1 | 1 |
| corresponding apps | | 1 | 1 |
| covid tracker app | | 1 | 1 |
| current app | | 1 | 1 |
| e health apps | | 1 | 1 |
| easy app | | 1 | 1 |
| existing health app users | | 1 | 3 |
| gaming app | | 1 | 1 |
| health app couple | | 1 | 1 |
| health app data | | 1 | 1 |
| health app development | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| health app users | | 1 | 1 |
| health diet app | | 1 | 1 |
| heavy sized app | | 1 | 1 |
| international apps | | 1 | 1 |
| mental health app | | 1 | 1 |
| mental health app section | | 1 | 2 |
| mobile app | | 2 | 5 |
| mobile app developers | | 8 | 11 |
| mobile app usages | | 10 | 20 |
| mobile health app system | | 1 | 1 |
| mobile health apps | | 1 | 1 |
| particular app | | 1 | 1 |
| particular ehealth app | | 13 | 31 |
| single app | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| social apps | | 1 | 1 |
| social media app | | 1 | 1 |
| specific app | | 1 | 1 |
| telehealth app | | 1 | 1 |
| telemedicine app | | 2 | 2 |
| tracking app | | 1 | 1 |
| tracking app mental health app | | 1 | 3 |
| virtual healthcare app | | 1 | 1 |
| challenges | | 13 | 35 |
| challenging compare | | 1 | 1 |
| challenging issue | | 1 | 1 |
| main challenge | | 2 | 2 |
| major challenge | | 2 | 2 |
| mental challenges | | 13 | 16 |

| Name | Description | Files | References |
|------|-------------|-------|------------|
| particularly challenging | | 13 | 13 |
| ehealth | | 13 | 32 |
| ehealth application | | 1 | 1 |
| particular ehealth app | | 13 | 31 |
| health | | 11 | 49 |
| comprehensive health care services | | 1 | 2 |
| consumer health | | 1 | 1 |
| e health apps | | 1 | 1 |
| existing health app users | | 1 | 3 |
| general health issues | | 1 | 1 |
| health app couple | | 1 | 1 |
| health app data | | 1 | 1 |
| health app development | | 1 | 1 |
| health app users | | 1 | 1 |

| Name | Description | Files | References |
|------|-------------|-------|------------|
| health boards | | 1 | 1 |
| health conditions | | 1 | 1 |
| health data | | 1 | 1 |
| health diet app | | 1 | 1 |
| health documentation | | 1 | 1 |
| health issue | | 1 | 1 |
| health issues section | | 2 | 2 |
| health ministry | | 1 | 1 |
| health monitoring | | 1 | 1 |
| health profile criterion | | 1 | 1 |
| health purpose | | 1 | 1 |
| health record | | 1 | 1 |
| health risk | | 1 | 1 |
| health sector | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| health service | | 1 | 1 |
| health solution | | 1 | 1 |
| health status | | 1 | 1 |
| mental health | | 2 | 2 |
| mental health app | | 1 | 1 |
| mental health app section | | 1 | 2 |
| mental health issues | | 1 | 1 |
| mobile health app system | | 1 | 1 |
| mobile health apps | | 1 | 1 |
| multiple health information | | 1 | 1 |
| particular health issue | | 1 | 1 |
| personal health data | | 1 | 1 |
| physical health | | 1 | 1 |
| preventive health care culture | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| right health advice | | 1 | 2 |
| specific health issues | | 1 | 1 |
| tracking app mental health app | | 1 | 3 |
| human-centric | | 13 | 50 |
| human-centric characteristics | | 6 | 6 |
| human-centric end user characteristics | | 9 | 9 |
| human-centric issues | | 13 | 34 |
| particular human-centric characteristics | | 1 | 1 |
| human-centric issues | | 13 | 34 |
| human-centric issues | | 13 | 34 |
| issues | | 13 | 57 |
| basic issues | | 1 | 1 |
| centric issues | | 1 | 1 |
| challenging issue | | 1 | 1 |

| Name | Description | Files | References |
|------|-------------|-------|------------|
| cultural issues | | 1 | 1 |
| fitness issue | | 1 | 1 |
| general health issues | | 1 | 1 |
| health issue | | 1 | 1 |
| health issues section | | 2 | 2 |
| human centric issues | | 1 | 2 |
| human-centric issues | | 13 | 34 |
| interesting issues | | 1 | 1 |
| major issue | | 1 | 1 |
| mental health issues | | 1 | 1 |
| particular health issue | | 1 | 1 |
| reported issues | | 1 | 1 |
| several issues | | 1 | 1 |
| sleep issues | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| specific health issues | | 1 | 1 |
| sudden issues | | 1 | 1 |
| telemedicine issues services | | 1 | 1 |
| user issues | | 2 | 2 |
| mental | | 13 | 27 |
| mental challenges | | 13 | 16 |
| mental health | | 2 | 2 |
| mental health app | | 1 | 1 |
| mental health app section | | 1 | 2 |
| mental health issues | | 1 | 1 |
| mental well-being | | 1 | 1 |
| mentally upset | | 1 | 1 |
| tracking app mental health app | | 1 | 3 |
| mobile app | | 13 | 36 |

| Name | Description | Files | References |
|------|-------------|-------|------------|
| mobile app | | 2 | 5 |
| mobile app developers | | 8 | 11 |
| mobile app usages | | 10 | 20 |
| user | | 13 | 47 |
| app user | | 2 | 2 |
| asian users | | 1 | 1 |
| different use | | 1 | 1 |
| different user groups | | 1 | 1 |
| diverse end users | | 8 | 8 |
| elderly users | | 1 | 1 |
| example user | | 1 | 1 |
| existing health app users | | 1 | 3 |
| general users | | 1 | 1 |
| health app users | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| human-centric end user characteristics | | 9 | 9 |
| male user | | 1 | 1 |
| mid age user | | 1 | 1 |
| past use | | 1 | 1 |
| personal use | | 1 | 1 |
| potential users | | 1 | 1 |
| real users | | 1 | 1 |
| single users | | 1 | 1 |
| smart users | | 1 | 1 |
| user addition | | 1 | 1 |
| user diversity | | 1 | 2 |
| user group | | 1 | 1 |
| user issues | | 2 | 2 |
| user preference | | 1 | 1 |

| Name | Description | Files | References |
|---|---|---|---|
| using internet | | 1 | 1 |
| using language | | 1 | 1 |
| using messenger | | 1 | 1 |