

**Name: Reliability**

**<Files\\EU-1> - § 1 reference coded [1.52% Coverage]**

**Reference 1 - 1.52% Coverage**

¶159: One of the problem in the app (eHealth app developed by Bangladesh government) is reported by my patient is that the app crashes during pick time

**<Files\\EU-2> - § 4 references coded [12.56% Coverage]**

**Reference 1 - 3.83% Coverage**

¶146: I actually had one problem with that, because I have another health issue that is called the hypothyroidism. I take it hormone supplementation medicine named thyroxin. So, for that medicine, my heart rate actually remains high. Therefore, even if I actually taking rest, my heart rate is higher than the normal people due to medication. Normal people usually have 72 heart beats per minute heart rate, but my resting heart rate is actually quite highs sometimes it reaches 85 to 90. Now the problem is, there's no provision to let this app know that I have hypothyroidism, and hence it actually read that I'm always in stress.

¶147:

**Reference 2 - 3.31% Coverage**

¶148: I would say, because of this, I am not allowed to let app know that I actually have an issue. Hence, it is actually giving me some wrong data for my stress level. While working in a single day, I get like 30 to 45 alerts that I'm in high stress, even if I'm actually sitting back relaxing and working. I know that I'm not at stress, but the app actually tells that, hey, you're in stress. I think that's one is a major drawback, as it could create a potential hazard to its special users like me, especially when my heart rate is actually high.

**Reference 3 - 2.39% Coverage**

¶153: The app I mentioned is not much reliable in the sense that the decision it provides, because it doesn't get that current situation. It is actually not quite reliable for the stress level and I'm not quite satisfied with this. Then, regarding the sleep monitoring as well it is quite unreliable, maybe due to my special condition, because when you actually get sleep, your heart rate falls. ‘

**Reference 4 - 3.03% Coverage**

¶162: For the other apps Google fit that use I observed some. I think they actually have a lot of things to improve. For example, I think Google fit calculate the step count and distance based on the GPS data and sometimes when I actually walk inside a building, it doesn't register my steps. So, I think it actually doesn't take into consideration about the where the user is and when he actually loses the GPS signal, it cannot register step counts. I think that's the biggest drawback of Google fit.

**<Files\\EU-3> - § 2 references coded [6.39% Coverage]**

**Reference 1 - 2.44% Coverage**

¶168: Then reliability, that means the information that is provided you are unsure from where the information is coming. If it requires some input, you may be concerned about the privacy of your data.

¶169:

¶170: Then consider the Australian Govt. covid tracker app, they with the government tools, just trust that the reliability of the information is assumed.

#### **Reference 2 - 3.95% Coverage**

¶172: There was once a system that I came across, I don't know whether you know of a system called patient like me. Do you know that one? It's an American system. It's an international system. It's pretty broad and could be useful, but as I started registering, it was asking questions which were too personal, and I actually abandoned the registration process in the middle because I also found that they're selling this information to pharmaceutical companies. I think the transparency of how they use the data that is collected by the health app is very important.

<Files\\EU-4> - § 1 reference coded [2.38% Coverage]

#### **Reference 1 - 2.38% Coverage**

¶150: if I provide so much personal information in health app and that information gets leaks, I would be in more trouble socially. Therefore, I suggest all the health app should be more reliable and trustworthy.

¶151:

<Files\\EU-6> - § 1 reference coded [7.16% Coverage]

#### **Reference 1 - 7.16% Coverage**

¶144: The information I'm receiving I think is unreliable, so I normally do a double check with other references. Like if I see any information from some advertisement that are not from a renowned sources, I cross check with other portal for its authenticity, so most of the time these are okay, but some time they are not. I think they're not authentic or they're not real. So you can say reliability is missing in the current app overall,

<Files\\EU-8> - § 1 reference coded [3.38% Coverage]

#### **Reference 1 - 3.38% Coverage**

¶153: So I didn't thought about it that much, but as far as I remember accessibility, usability and data security was a bit concern. I wonder what if my data get leaks.

¶154: Basically during the usages I was wondering about the privacy of my data. I don't want anyone see this except my dietitian.

¶155:

<Files\\EU-9> - § 1 reference coded [4.93% Coverage]

#### **Reference 1 - 4.93% Coverage**

¶157: Then, the data storage. I found most of the data are stored in colud in raw format. That means, it is a highly potential candidate for being hacked. Moreover, it these data are being used in future without my consent, what can I do? This is always a problem with not only health app but also for the all the app that use.

¶158:

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

#### Reference 1 - 3.76% Coverage

¶149: 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 seems they want some of my valuable data for their future business.

¶150:

<Files\\EU-9(11)> - § 1 reference coded [3.08% Coverage]

#### Reference 1 - 3.08% Coverage

¶169: We also found people trust on us only because we are supported by the government. For the service provider like us we have to give some proof that we have the doctors, actually experienced doctors by displaying the doctors information, their profile, PMA BMDC number, their professional registration number etc. We actually have some health profile criterion that we display to the patient so that they can select any doctors from the list and can check whether they are valid doctors or not. I think they trust us because they can track the doctor authenticity.

¶170:

<Files\\EU-9(12)> - § 3 references coded [9.75% 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.

#### Reference 2 - 5.07% Coverage

¶145: While using this app I have faced some physical and mental challenges, for example the security of my data was a big concern and I think the language is too complex for me, some simple language would be helpful in this section (app information for the usages). If I overcome these two, then maybe I can continue, but seems developers are paying attention to my concerns that I send them. So I removed that app after sometime.

¶146:

#### Reference 3 - 1.07% Coverage

¶152: I think the application developers, or the company have to think about the security first.

<Files\\EU-9(13)> - § 1 reference coded [7.04% Coverage]

#### Reference 1 - 7.04% Coverage

¶162: Mostly we found the users cannot rely on the app. For example, they hesitate to give input information to app but feels more comfortable to give us verbally. I think they are scared about the information leaks, they think if this information gets breached then it might hamper their social life. Therefore, I think to convince the users, in advance we the practitioner should know how the information is stored and kept secure.

