**Demand**

Context

1. What is your name? How old are you?
2. Which school or university do you attend?
3. Do you have experience seeing a doctor in hospital?
4. Were you satisfied with the service provided by the staff in the hospital?
5. Were you satisfied with the price of drugs and services in the hospital?

Current Experience

1. How do you make a reservation at a hospital? Do you think it troublesome and difficult
2. Would you go to a doctor if you just feel a bit uncomfortable?
3. Do you think it necessary to go to the hospital whenever you feel unwell? Why?
4. Do you prefer to go to public hospital or private hospital? Why?
5. Have you ever experienced mental consultation?
6. Have you ever learnt about online mental consultation?

Ideal Experience

1. Do you have a medical friend whom you usually ask for advice instead of going to the hospital directly?

2. If the doctors would open a consultation online for patient, do you think it much more convenient than going to a hospital?

3. Do you think online mental consultation would be a good part of online medical service?

4. What is the ideal price range for you to have an online mental consultation?

5. In which scenario would you choose online consultation over the offline one?

Conclusion

1. If the online mental consultation offers a lower price for the same service, would you choose it over the offline one?
2. In the future would you like to try online mental consultation?
3. Do you think online consultation will catch up with the offline one in the future?

**Service**

Context

1. Which city do you work?
2. Which mental health area do you focus on?
3. How long have you been a counselor or psychologist?
4. The reason you chose this career.

Current Experience

1. How many patients/consultants do you see per day on average?
2. How long would you take for one person?
3. What job do your customers do?
4. What age of are your customers at average?
5. Which service channels do you provide?
6. What do you think are the drawback currently?
7. Which type of city do you think is advanced in this area?

Ideal Experience

1. What methods do you think could popularize mental healthcare?
2. How about online consultation?

Conclusion

1. What would promoting mental healthcare bring you?

**Special Interview with counsellor in University Counselling Services**

Context

1. What is your job?

2. How long have you been engaging in the industry of psychological counseling?

Current Experience

1. How do you feel about the current work environment?

2. How do you feel about online consultation?

3. How to make a reservation for online consultation? Is it always fully reserved?

4. Is there a charge if an online consultation is conducted outside of NUS

5. Do you think there are any inconveniences in this process? What is it?

6. Have patients complained to you about the inconvenience of consultation?

Ideal Experience

1. What do you think is the shortcoming of the current mental health care situation?

2. Do you think there is any effective means to popularize mental care?

3. What about an online mental community that doctors/patience can share?

4. Compared to traditional means, how do you feel about online medical?

Conclusion

1. Do you think it is reasonable to use digital resources to popularize mental care?

2. How would you feel if online medical services became widespread?

3. What benefits do you think online medical services could bring you?