

DATA GATHERING

Following is the list of participants in the interviews and surveys :

- Karun Bhatia (Ulcerative Colitis)
 - Shanti Devi (Asthma)
 - Saurabh Tiwari (Stress)
 - Swayam (Diabetes)
 - Ritwik Mehta (Tuberculosis)
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- People suffering from chronic/short term illnesses
 - People having a genetic history of diseases/disorders
 - Senior Citizens
 - Student/Stressed Individual
 - Health-conscious Individuals

CONSENT FORM

1. I confirm that the purpose of the study has been explained to me and that I have had the opportunity to ask questions about the research and have had these answered satisfactorily.
2. I understand that my participation is voluntary, and that I am free to withdraw at any time without giving any reason.
3. I am allowing the researcher to audio-video record me as part of the study. The recordings will be transcribed. I understand that anonymized images and quotes may be used in presentations or publications stemming from the research but not in any way that might allow for identification of individual participants.
4. I understand the data will be kept confidential at all times.
5. I understand that if I have any concerns or difficulties I can contact a member of the project team.
6. I agree to take part in this study.

Interviewee: Shraddha

Interviewer: Chaitanya Dua

Observers: Sanmay Sood, Aniket Malik, Parveen, Vibhor Aggarwal

Date: Wednesday, March 2

Time: 4 pm

Meeting place: Google Meet

Attendees: CD = Chaitanya Dua (interviewer)

SD = Shanti Devi (interviewee)

CD: How have you been doing lately?

SD: Not that good. I've forgotten to take my medicines because I don't have proper reminders for them.

CD: What's the ailment you're suffering from?

SD: I've been suffering from Asthma for a long time, and I have an intense medicine schedule.

CD: Well, that sounds worrisome. Would you like some help here?

SD: Yeah, why not. It would be great if I could find an app or something to remind me of my medicines.

CD: What type of treatment have you been taking As in Allopathic, Ayurvedic or Homeopathic

SD: I've been taking Allopathic treatment since the very start of my problem

CD: Is the treatment suiting your body correctly, or do you face some issues?

SD: I have been healing well using the Allopathic medicines. But I had started experiencing some side effects about six months ago.

CD: Are you able to fund your treatment comfortably, or do you feel that the treatment is costly?

SD: It is a bit costly, and if I can get a cheaper option, it would be fantastic

CD: Do you know anyone else who is suffering from a similar kind of ailment and is receiving better treatment?

SD: Yes, one of my old friends recovered from Asthma using Homeopathy, not Allopathy

CD: Do you know anyone else suffering from a different kind of ailment which has recovered successfully without using Allopathic treatment?

SD: Yes, my aunt had recovered from a severe stomach ulcer using Ayurveda

CD: Do u plan on shifting from Allopathic treatment to other modes of treatment or are you fine with your current method of treatment?

SD: Well looking at the potential risks of the side-effects of Allopathic treatment, I really want to change it but only if I can find an option within my budget

CD: Would you like to discuss your problem with other people who have successfully recovered from a similar problem as yours and also so that u can find an in-your-budget option?

SD: I guess NO. I would not like to share my problem with some unknown person. I could consult an acquaintance though..

CD: Ok Ma'am. It was really nice to have you here with us. Thanks a lot for your time.

Interviewee: Karun Bhatia

Interviewer: Sanmay Sood

Observers: Chaitanya Dua, Aniket Malik, Parveen, Vibhor Aggarwal

Date: Wednesday, March 2

Time: 7 pm

Meeting place: Google Meet

Attendees: SS = Sanmay Sood (interviewer)

KB = Karun Bhatia (interviewee)

SS: Cool, so let's start with some simple questions about you. What's your occupation? What does a day in your life look like?

KB: I am an independent Insurance Surveyor primarily dealing in Car insurance. I have my own office that has 12 employees, so my work schedule remains flexible.

SS: Tell me something about your family.

KB: I have a wife and a daughter who is in 10th grade.

SS: Great, now please tell me about your health problem.

KB: I was diagnosed with Ulcerative Colitis (UC) 2 years ago.

SS: Sorry, I don't know much about this disease. Can you please elaborate?

KB: Yes, so basically UC is an auto-immune disease that causes inflammation in the colon. Its symptoms include bleeding from the rectum, weight loss, dizziness, etc.

SS: Sorry to hear that. So what is the leading cause of this disease?

KB: As I said, it is an auto-immune disease, so it aggravates due to stress and other environmental factors.

SS: What type of treatment do you prefer as in Allopathic, Ayurvedic or Homeopathic?

KB: I take all three types of treatments simultaneously. In the initial period of my diagnosis, I solely relied on Allopathy, but the steroids (SAZO 500) that I used to take daily had some side effects.

Taking three tablets of Sazo 500 caused joint pain and severe tiredness. It is not recommended in the long run, so I reduced my dosage of Allopathic medicines, and now I have started taking Ayurvedic and Homeopathic medicines.

SS: Ok, so tell me something about your lifestyle before the diagnosis?

KB: I have a terrible habit of taking stress for small things, so I remain tense all the time; that is why I had flare-ups in UC.

SS: Ok, How did you find Homeopathic/Ayurvedic doctors?

KB: When I was diagnosed with this disease, my wife researched it on the internet. She joined a few Facebook groups related to UC, so we learned about our current Ayurvedic doctor from people in that group.

SS: Do you know anyone having the same disease?

KB: I don't know anyone, but my wife knows many people having UC, so they discuss medicines and treatment options.

SS: Would you like to use a platform that connects people having the same issues?

KB: Honestly, I don't want to interact with such people, but my wife would like to use such a platform.

SS: Can you tell me something about your medicine schedule? Do you forget to take medicines on time?

KB: It is a long list of medicines, so I cannot explain that to you, but I forget to take medication on time.

SS: We are running out of time, so let us conclude this interview with some questions. As you know that we are developing a Health app, so what features do you want?

KB: Firstly, I want some information on my disease. I could read some articles and gather information related to the disease. I want a daily reminder for taking my medicines, and I also need some motivation to improve my health.

SS: We will consider that. Tell me the major problems that you faced in your treatment process?

KB: Sometimes, I want to ask for small things from my doctor, but for that, I have to book an appointment which is expensive and time-consuming. Ayurvedic medicines are delivered to my house from Kerala, so it takes a few weeks to reach my home. Also, the doctor I am currently consulting is very busy, and it isn't easy to meet him.

SS: Ok, so let's end this interview. Thank you so much for your time. We appreciate it and hope to meet you again.

KB: Thank you, everyone. BYE!

Interviewee: Sourabh Tiwari

Interviewer: Vibhor Aggarwal

Observers: Chaitanya Dua, Aniket Malik, Parveen, Sanmay Sood

Date: Wednesday, March 3

Time: 7 pm

Meeting place: Google Meet

Attendees: VA = Vibhor Aggarwal (interviewer)

ST = Sourabh Tiwari(interviewee)

VA: Hi Sourabh. How have you been doing lately?

ST: I'm good. A little stressed about my project these days.

VA: The project that you are handling these days. Is it keeping you too busy?

ST: Yes. I am working around 10 hours a day these days.

VA: Are you suffering from any disease? If not, were you previously suffering from disease?

ST: The long working hours of corporate life have taken a toll on my life. I remain overly stressed and anxious most of the time. I find it difficult not to be affected by the ups and downs of the business.

VA: Since how long have you been suffering from disease?

ST: In the past two years, I am not able to realize sound sleep and remain quite frustrated.

VA: Are you undergoing any treatment to take care of your mental health?

ST: After having poor sleep quality and deterioration in general health, I approached a doctor. The doctor diagnosed that my mental state is having a bad effect on my psychological and physical health. The doctor prescribed some routine and specific tests to detect the problem. The tests revealed that my bone density and muscle mass had decreased, and the WBC cell concentration had become significantly less. The doctor prescribed calcium tablets and pills to take care of my immunity and mental condition. The doctor advised me to involve in physical activity, but I find it challenging to continue to follow this religiously.

VA: How did you decide to consult which doctor for treatment?

ST: A relative of mine suggested to me the doctor from whom he had taken treatment and knew others who had/were undergoing treatment under his supervision.

VA: Are you able to keep track of the dosage of medicines?

ST: Yes, I find it challenging to keep track and often forget to take medicines between meetings and everyday hassle.

VA: How is your health status after undergoing treatment?

ST: After consuming neuro-suppressant pills, I feel dizziness and headache and cannot perform any task. I suffer from headaches after waking up in the morning for a couple of hours, which I think is due to medication. I cannot say that it is improving but living like this is the only way. The prolonged consumption of calcium tablets indeed increased the bone structure, but it led to the formation of kidney stones, for which I had to undergo an operation.

VA: Have you tried some other sources to find a solution to health issues?

ST: Frankly, speaking, I have a hectic schedule and don't have much time to discover or search for more sources to find a more effective solution, but I sometimes surf on the web for information. Much information is available, but it isn't easy to sort and find relevant and genuine information.

VA: Do you feel lonely and chat with people you can relate to your health issues?

ST: Yes. I want to chat with people facing similar problems and learn from their experiences what worked out for them and whatnot. It would be helpful to know about something which benefitted someone else and tried for oneself.

VA: How was your lifestyle before and after diagnosis of health problems?

ST: I used to remain stressed out even before diagnosis, but the problem intensified in two years. There was a drastic downfall in overall health, and only when it became a chaotic situation did I decide to consult a doctor. Before and post-diagnosis, I take my meals at odd times and have receding sleep quality. I had decided that I would eat my dinner at proper timings, whatever be the situations and conditions. I followed this religiously for a few weeks but lost the practice between remaining engrossed in work. It would be helpful if there were someone to keep track of time and stop me in between my job to remind me to take my meal.

VA: What motivates you to be involved in physical exercise?

ST: If there were someone else involved with me that would motivate me to perform physical activity and break the monotony of everyday life.

VA: Would you prefer to opt for some alternative solution if you discover it is proving helpful to others?

ST: I would like to go for the solution if I find others benefit from it, and I can quickly locate resources (like consultant, medication).

Interviewee: Ritwik Mehta

Interviewer: Sanmay Sood, Vibhor Aggarwal

Observers: Chaitanya Dua, Aniket Malik, Parveen

Date: Friday, March 4

Time: 8pm

Meeting place: Zoom

Attendees: SS = Sanmay Sood (interviewer)

VA= Vibhor Aggarwal (interviewer)

RM= Ritwik Mehta (interviewee)

SS: Hello Ritwik! How are you?

RM: Hello, I am fine bro.

SS: Now, let's come to the point. How was your day?

RM: Today, I had a hectic schedule. I worked a lot, and it was a dull day.

SS: How was your IP Lab of recursions?

RM: I was able to do three questions out of 6.

SS: Cool, even I did only three questions. Okay, so tell me about your problem?

RM: I was diagnosed with Tuberculosis (TB) in the lymph nodes of my neck. You must have heard about people suffering from TB in the lungs. But there are seven different types of Tuberculosis.

SS: So, what were your symptoms?

RM: Initially, there was a bulge on the left side of my neck and no pain. But after a month, the pain started developing in my neck.

SS: Okay, how was your initial experience with doctors and their diagnosis?

RM: Initially, I went to a doctor who could not diagnose my exact problem and suggested operating on my neck. So I changed the doctor and went to Apollo Hospital. He told a test called FNAC, which detects the presence of Tuberculosis.

SS: Initially, did you try Ayurveda or Homeopathy for treatment?

RM: No, I went to an Allopathic doctor. I was not aware of whether Ayurveda could treat this or not. Also, I did not trust Ayurveda and consulted an Allopathic doctor because my father knows the doctor.

SS: How did it affect your studies?

RM: I was diagnosed with TB in December 2020 in class 12th. My studies were severely affected, and I had to take a Drop for JEE mains due to Tuberculosis.

SS: What was your initial reaction to your diagnosis?

RM: I could not sleep for a week because I was so tense because of the report that said I had Tuberculosis.

SS: So what is the cause of Tuberculosis?

RM: Tuberculosis can enter a person's body at any time but remains inactive. It gets activated when a person's immunity drops, so I was leading a sedentary lifestyle due to JEE, and my immunity dropped due to stress and anxiety, which is why I was diagnosed with Tuberculosis. My mother suffered from Tuberculosis, so the doctor said that it is also caused due to genetic factors.

SS: Ritwik, you know a lot about TB. How did you gather this information?

RM: Initially, I searched for my symptoms on Google, and it showed results like a tumour that has to be operated on. In my opinion, Google is not a reliable source to search about health issues. Gradually, I gained much information from people suffering from Tuberculosis.

SS: Would you like to use an app that provides relevant information about health issues from people who have experienced it?

RM: Yeah, sure, why not? But it depends on whether the app is trustworthy or not. Even I would like to provide articles that will help people fight Tuberculosis.

SS: Let's move on. Now, Ritwik tells us about the further treatment process.

RM: Doctor gave me many medicines. I used to take six drugs daily for a year.

SS: For one year?

RM: Yes, we had to ensure that the bacteria did not attack again, so I had to take these medicines for a long time.

SS: What were the problems you faced while taking so many medicines for a year?

RM: I faced many problems during this time. I had to make sure that I took medicines on time and prevented overdose of drugs. Sometimes, I forget to take medicines. Also, I had some side effects like headache, dizziness, etc. I could not focus on studies for long durations of time.

SS: After recovering from this disease, did you focus on improving your lifestyle?

RM: I realised the importance of health and prioritised it over everything else. I started making small changes in my lifestyle but could not continue them as I got busy with college. I could not change my lifestyle completely. I am work-oriented and take stress for deadlines and assignments.

VA: Do you know anyone suffering from the same problem?

RM: I do not anyone directly but I met a few people in the hospital suffering from Tuberculosis. But at that time I was stressed so did not want to interact with new people.

VA: Now it's time to wrap up this interview. Tell us about the major problems that you faced during this time?

RM: It was difficult to manage the medicine timings and dosage. Initially, I was scared because for 1 month I didn't know my exact problem. I had a lot of sleepless nights.

VA: Ok Thanks a lot Ritwik for your time. We appreciate your honest feedback. Bye!!

RM: Bye guys!!

Interviewee: Aniket & Parveen

Interviewer: Swyam

Observers: Chaitanya Dua, Sanmay, Vibhor Aggarwal

Date: Thursday, 3rd March

Time: 11 am

Meeting place: Google Meet

Attendees: AP = Aniket & Parveen (interviewer)

S = Swyam (interviewee)

Orientation: This interview should take about an hour to an hour and a half, but we can talk longer if you'd like. I hope that this will seem more like a conversation rather than a formal interview, so please relax and don't worry too much about what you say.

AP: Tell me about when you were first diagnosed with Type 1 diabetes

S: At that time my age was 12 and i was studying 7 standard.

AP: Tell me about the symptoms you experienced before you were diagnosed.

S: I often feel very weak and low. Sometimes fever and very tired. Occasionally I used to feel dizziness. I'd drink every liquid in the house to try and quench that thirst. No matter how much I'd drink, I was still thirsty.

AP: What motivates you to be involved in physical exercise?

S: I am involved in exercise and work out in the gym regularly to keep myself active. I am self-motivated to lead an active lifestyle and do not wish to depend on some companion for daily physical workouts.

AP: How did you react when you were first diagnosed? What was going through your mind? What emotions were you feeling?

S: I felt very disturbed and stressed. Lots of thoughts were going in my mind about my life. I felt very sad and wanted to interact with my family only, no one else.

I was worried about how my friends would see me. I didn't know if that would change. They would think, 'I'm different, I'm weird since I was diagnosed. I didn't know anything about it. I thought...it was tough...I thought it would change everything, how I see the world around me.

AP: How did you learn to adjust to your new lifestyle after being diagnosed?

S: For years, I treated it through injecting insulin throughout the day (one dose of long-acting insulin lasting 24 hours before bed, and regular doses of short-acting insulin with food to regulate my blood sugars). When injecting short-acting food, I'd manually calculate how many carbs were in each meal and inject accordingly. Manual blood glucose tests kept me informed of my blood sugars throughout the day. In short, I learned gradually.

AP: What resources were you provided to help manage your diabetes?

S: Not many resources I was provided. Just basic medicinal things like an insulin pump, box for storage of insulin, a guide to take insulin safely, blood sugar level checking device, and just other basic medicinal stuff.

AP: How did this adjustment affect your mental and emotional health, if at all?

S: It isn't very pleasant at that age, you know because you're always going to have like supplies with you. You can't just go for a sleepover somewhere. I still think about it today. Like, I can't just drop everything. I always had calculated things before doing anything, occasionally I had panic attacks, and I almost lost my confidence in myself and life.

AP: What kind of technology did you use for your diabetes within the first year?

S: Not much technology was available to me. I explored health and diabetes articles tried some apps to get me some reminders and motivate me. I used to search for alternatives to my treatment, like Ayurveda. And I used some devices for checking oxygen level, sugar level, and Pulse rate.

AP: How did it help you?

S: Initially, it was not very helpful because I had to manage different things at different places. But some fitness tracking apps helped me and some of the online pharmacy services.

AP: What did it do well? What did it not do well? Why?

S: Ya, they pretty helping, but i don't like about their paid membership, I was not getting one-stop solution for my problems.

AP: What's the hardest thing about having diabetes?

S: I'd say the hardest thing about having diabetes is the stress regarding it. I often worry about what could go wrong, more so in the long term than the short term.

I can find myself dwelling on the consequences that could occur in the future (such as losing my sight)
I had to forget some of my most enjoyable habits of my life.

AP: What have you learned from having diabetes?

S: My planning skills have improved. Everything must be carefully planned in a way a non-diabetic wouldn't. I guess years of this has allowed me to have a better idea of planning and problem-solving.

AP: Would you like to chat with people you can relate to your health issues?

S: No, I believe community forms are not helpful as people continue to discuss their problems, leading to no outcome/solution that is beneficial to a person. I would consult the doctor, and whatever is prescribed, I will continue to do that.

AP: What are the challenges you face as you suffer from dis-ease?

S: I find taking insulin injections on a routine basis both inconvenient and costly. Also, pricking fingers to keep track of glucose levels is very painful. Modern medical science does not offer any permanent cure, and it is a chronic illness that remains with us throughout life. I hope that some more practical solution is available to cure it effectively.

AP: Would you prefer paying more on a Trusted Health app or less on a known doctor? Why?

S: I would prefer a trusted health app because, in my past experiences, most known doctors haven't been able to treat my disease completely. Usually, these reputed health apps recommend the best of doctors, and since the app has to maintain its reputation, they take these things seriously.

AP: How many health/medicine related notifications would you like per day?

S: 5-6

AP: How often do you check your phone?

S: - Every 10 mins

AP: While booking appointments via a Health app, would you like to choose an overall cost-effective package of, say 10 appointments or take single appointments?

S: Well, it depends upon the disease. If I suffer from chronic/long term diseases long term package would be my preferred way. If I suffer from short term diseases, I would like single appointments.

AP: What advice would you give to someone who has just been diagnosed with diabetes?

S: The first thing I'd say is don't panic.

If you stay on top of things, you can prevent any severe consequences from occurring for as long as possible.

Sometimes your quality of life can be at the expense of your blood sugars, but that's okay.

Live your life to the full, but remember to be aware of your diabetes – this is the best advice I can give

SURVEY

SHIFA

A concocted healthcare portal containing various disease options and possible solutions to them using Ayurveda and Homeopathy.

We provide features like appointments with doctors, health and fitness trackers, rewards for completing daily goals, meal and calorie counters, communities for people to discuss common problems and possible solutions.

Using this app, the user can maintain a healthy lifestyle with help of lifestyle related articles, yoga sessions.

The app aims to provide solution to user problems and enhance user experience.

Please provide your consent to utilize the data gathered through this form for educational and research purposes. Your personal details will remain confidential at all times. *

☐ I agree to take part in study.

☐ I disagree to take part in study.

Age *

Short answer text

If yes, then

☐ Will continue without instructor

☐ One-on-one session with instructor

☐ Community of people involve together with/without instructor

Do you use any website/application to take care of your health? *

☐ Yes

☐ No

If yes, what feature do you desire to be included/improved in the website/application?

Long answer text

What are your frustrations while using the website/application?

Long answer text

If other, please specify

Long answer text

Would you/the aforementioned person prefer to be connected to people with whom you/they can relate your/their health problems?

Please answer in Yes, No or Maybe with suitable reasoning.

Long answer text

Do you wish to involve in exercise/yoga? *

☐ Yes

☐ No

Do you/the aforementioned person forget taking medication? *

| | | | | | | | | | | | |
|-------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Never | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Very often |

What motivates you to remain in good health?

Long answer text

What challenges do you face in remaining healthy? *

- ☐ Lack of motivation
- ☐ Lack of time
- ☐ Unwillingness to improve health
- ☐ Other...

Which method of information do you trust to decide which medical practitioner to consult? *

- ☐ Word of mouth
- ☐ Media
- ☐ Other...

If other, please specify

Short answer text

Would you prefer online consultation in comparison to in-person consultation if physical check-up is not required? *

- ☐ Yes
- ☐ No

Why do you prefer to opt for a certain discipline in comparison to others? *

- ☐ Ease of access
- ☐ Effective treatment
- ☐ Unaware about other disciplines
- ☐ Aware but cannot locate renowned practitioner from other disciplines
- ☐ Trust with certain discipline of medicine
- ☐ Unaware if other disciplines are effective
- ☐ Any other reason

If any other reason, please specify

Long answer text

Type of illness(if yes)

- ☐ Chronic
- ☐ Short term

From how long have you/the aforementioned person been suffering from dis-ease?(Please be specific if possible)

Short answer text

Which discipline of medicine do you prefer in case required? *

- ☐ Allopathy
- ☐ Homeopathy
- ☐ Ayurveda
- ☐ Other...

How busy are you on a daily basis? *

1

2

3

4

5

6

7

8

9

10

Mostly free

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

Extremely busy

Do you suffer from any dis-ease (not at ease)? *

- ☐ Yes
- ☐ No

⋮

If no, do you know someone who is suffering from dis-ease?(Please specify your relationship with the person)

Short answer text

Status of your/aforementioned person's health due to current treatment: *

- ☐ Improving
- ☐ Stable but not improving
- ☐ Unstable
- ☐ Deteriorating



Do you see the lack of information as a hurdle to remain healthy?

Please answer in Yes or No with suitable reasoning.

Long answer text
