

## APPENDICES

Table A. Detailed Response Information for Study Cohort

Item	Waitlist	PCHMS	Total
No. completed pre-study survey & registered for study	372	370	742
	n=372 (%)	n=370 (%)	n=742 (%)
No. completed post-study survey	310 (82.0%)	294 (67.8%)	604 (81.4%)
No. of participants completed monthly surveys (maximum 5):			
- 0 survey	28 (7.5%)	70 (18.9%)	98 (13.2%)
- 1 survey	19 (5.1%)	33 (8.9%)	52 (7.0%)
- 2 surveys	24 (6.5%)	21 (5.7%)	45 (6.1%)
- 3 surveys	31 (8.3%)	25 (6.8%)	56 (7.5%)
- 4 surveys	100 (26.9%)	85 (23.0%)	185 (24.9%)
- 5 surveys	170 (45.7%)	136 (36.8%)	306 (41.2%)
Mean (SD) of monthly follow-up surveys completed	3.8 (1.56)	3.2 (1.95)	3.5 (1.79)
No. (%) who completed at least 1 monthly follow-up survey	344 (92.5%)	300 (81.1%)	644 (86.8%)

Table B. ILI symptoms and impact by study group during RCT<sup>a</sup>

	Waitlist n=344 (%)	PCHMS n=300 (%)	Total n=644 (%)	P-value
<i>Symptoms</i>				
Fever-like	132 (38.4%)	108 (36.0%)	240 (37.3%)	.535
Coughs or a sore throat	255 (74.1%)	216 (72.0%)	471 (73.1%)	.543
Vomiting or diarrhoea	107 (31.1%)	76 (25.3%)	183 (28.4%)	.105
At least one symptom	280 (81.4%)	240 (80.0%)	520 (80.7%)	.654
<i>Influenza-like illness (ILI)</i>				
ILI (i.e. fever/fever-like and coughs or sore throat)	89 (25.9%)	85 (28.3%)	174 (27.0%)	.483
<i>Impact of ILI symptoms</i>				
Experienced performance impairment	179(52.0%)	154(51.3%)	333 (51.7%)	.859
Absent from normal duties	265 (77.0%)	234 (78.0%)	499 (77.5%)	.770
Visited a healthcare professional	94 (27.3%)	83 (27.7%)	177 (27.5%)	.923
Used medication or remedy	213 (61.9%)	176 (58.7%)	389 (60.4%)	.400

<sup>a</sup> Data is number of participant, who completed at least 1 follow-up survey and reported this symptom (or activity) at least once during the study.

Table C. Health activities by study group during RCT<sup>a</sup>

	<b>Waitlist<sup>b</sup></b> n=246 (%)	<b>PCHMS<sup>b</sup></b> n=224 (%)	<b>% difference</b>	<b>P-value</b>
Received influenza vaccine <sup>e</sup>	12 (4.9%)	26 (11.6%)	6.7%	.008
Visited University Health Service <sup>f</sup>	44 (17.9%)	66 (29.5%)	11.6%	.003
	<b>Waitlist<sup>c</sup></b> n=71 (%)	<b>PCHMS<sup>c</sup></b> n=74 (%)	<b>% difference</b>	<b>P-value</b>
Existing patients visited University Health Service	32 (45.1%)	49 (66.2%)	21.1%	.010
	<b>Waitlist<sup>d</sup></b> n=175 (%)	<b>PCHMS<sup>d</sup></b> n=150 (%)	<b>% difference</b>	<b>P-value</b>
New patients visited University Health Service	12 (6.9%)	17 (11.3%)	4.4%	.158

<sup>a</sup> Data is number of participant.

<sup>b</sup> Participants eligible for primary analysis.

<sup>c</sup> Participants eligible for primary analysis who are existing patients at UHS prior to study.

<sup>d</sup> Participants eligible for primary analysis who have not visited UHS prior to study.

<sup>e</sup> Clinical audits conducted at the UHS with exact matches on surname, date of birth, and an approximate match on first-name confirmed that at least 61.1% (11/18) of participants received Panvax®, Fluvax®, Intanza® or Vaxigrip® between 8 May 2010 and 22 October 2010.

<sup>f</sup> Clinical audits conducted at the UHS with exact matches on surname, date of birth and an approximate match on first-name confirmed that at least 59.1% (65/110) of participants conducted these visits between 8 May 2010 and 22 October 2010.

Table D. Logistic regression predicting likelihood of receiving influenza vaccine during study (after controlling for baseline characteristics and factors collected at post-study)

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>P-value</b>	<b>Adjusted Odds ratio</b>	<b>95.0% CI for Adjusted Odds Ratio</b>	
							<b>Lower</b>	<b>Upper</b>
Past history of influenza vaccine	1.915	.364	27.628	1	<.001	6.787	3.323	13.861
Allocation to PCHMS	.743	.379	3.844	1	.050	2.102	1.000	4.416
Age	.034	.017	4.166	1	.041	1.035	1.001	1.070

Table E. Health activities according to frequency of accessing PCHMS (n=345) <sup>a</sup>

	<b><i>Frequency of accessing PCHMS</i></b>			
	<b>Once only</b> <sup>b</sup> n=130 (%)	<b>More than once</b> <sup>b</sup> n=54 (%)	<b>% difference</b>	<b>P-value</b>
Received influenza vaccine during study	11 (8.5%)	15 (27.8%)	19.3%	.001
Visited University Health Service during study	31 (23.8%)	25 (46.3%)	22.5%	.003
	<b>Once only</b> <sup>c</sup> n=248 (%)	<b>More than once</b> <sup>c</sup> n=97 (%)	<b>% difference</b>	<b>P-value</b>
Used PCHMS for adding/updating/deleting of health data	41 (16.5%)	59 (60.8%)	44.3%	<.001
Used PCHMS to book appointment with University Health Service	3 (1.2%)	29 (29.9%)	28.7%	<.001
	<b>Once only</b> <sup>d</sup> n=38 (%)	<b>More than once</b> <sup>d</sup> n=24 (%)	<b>% difference</b>	<b>P-value</b>
Existing patients visited University Health Service	23 (60.5%)	16 (66.7%)	6.2%	.626
	<b>Once only</b> <sup>e</sup> n=92 (%)	<b>More than once</b> <sup>e</sup> n=30 (%)	<b>% difference</b>	<b>P-value</b>
New patients visited University Health Service	8 (8.7%)	9 (30.0%)	21.3%	.003

<sup>a</sup> Data is number of participant.

<sup>b</sup> Participants eligible for primary analysis, and have accessed PCHMS.

<sup>c</sup> Participants who have accessed PCHMS.

<sup>d</sup> Participants eligible for primary analysis who are existing patients at UHS before study, and have accessed PCHMS.

<sup>e</sup> Participants eligible for primary analysis who were not patients at UHS before study, and have accessed PCHMS.

Table F. Reasons given by participants for *visiting* UNSW CAPS during study (n=38)<sup>a</sup>

	Past history–Post-study status of influenza vaccination			
	No-Yes n=14 (%)	Yes-Yes n=24 (%)	Total n=38 (%)	P-value
<b>All reasons cited<sup>b</sup></b>				
PCHMS made the process easier / reminded me to take an influenza vaccine [only applicable to those who had immediate access to PCHMS] [S]	8 (57.1%)	4 (16.7%)	12 (31.6%)	.014
May catch influenza (or give to others) / Others around me were getting ill [K]	1 (7.1%)	14 (58.3%)	15 (39.5%)	.002
Don't want to get sick [K]	6 (42.9%)	17 (70.8%)	23 (60.5%)	.089
Don't want to experience impairment to work, study or my daily activities [K]	3 (21.4%)	12 (50.0%)	15 (39.5%)	.101
Encouraged / influenced by others around me (e.g. family, friends, workplace, healthcare provider) [S]	3 (21.4%)	11 (45.8%)	14 (36.8%)	.175
Past successful protection / vaccine is effective / past influenza when unvaccinated	3 (21.4%)	11 (45.8%)	14 (36.8%)	.175
Free vaccine [S]	5 (35.7%)	8 (33.3%)	13 (46.4%)	.881
Convenient [S]	3 (21.4%)	4 (16.7%)	7 (18.4%)	1.000
Other (e.g. medical condition, overseas travel)	0	6 (25.0%)	6 (15.8%)	N/A

<sup>a</sup> Data is number of participant. Participants can select more than one reason.

<sup>b</sup> [S] refers to system-related factor and [K] refers to knowledge/belief-related factor.

Table G. Reasons given by participants for *not receiving* influenza vaccine (n=432)<sup>a</sup>

	Past history–Post-study status of influenza vaccination			
	No-No n=351	Yes-No n=81	Total n=432 (%)	P-value
<b>All reasons cited<sup>b</sup></b>				
Avoid vaccines / medications [K]	58 (16.5%)	3 (3.7%)	61 (14.1%)	.001
I had difficulty organising a visit to get the vaccine [S]	8 (2.3%)	7 (8.6%)	15 (3.5%)	.005
Forgot [S]	53 (15.1%)	25 (30.9%)	78 (18.1%)	.001
I did not get an appointment [S]	25 (7.1%)	5 (6.2%)	30 (6.9%)	.762
I received professional / informal advice against getting the vaccine [K]	16 (4.6%)	3 (3.7%)	19 (4.4%)	1.000
Concerns about past/recent publicity of vaccines [K]	20 (5.7%)	3 (3.7%)	23 (5.3%)	.592
Concerns about adverse effects [K]	47 (13.4%)	7 (8.6%)	54 (12.5%)	.350
Inconvenient [S]	58 (16.5%)	20 (24.7%)	78 (18.1%)	.085
Do not know where to get it [S]	52 (14.8%)	9 (11.1%)	9 (11.1%)	.388
Cost [S]	56 (16.0%)	9 (11.1%)	9 (11.1%)	.272
Low risk or low impact of getting ill [K]	95 (27.1%)	15 (18.5%)	110(18.5%)	.111
Influenza vaccine is not effective [K]	17 (4.8%)	0	17 (3.9%)	N/A
Other	30 (8.5%)	6 (7.4%)	36 (8.3%)	.738

<sup>a</sup> Data is number of participant. Participants can select more than one reason.

<sup>b</sup> [S] refers to system-related factor and [K] refers to knowledge/belief-related factor.