

| Constructs          | Dimension/Source               | Items                                                                                                                                                                                                                                                                                                                                                     |
|---------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| System quality      | Gorla et al. (2010)<br>[34]    | Our information systems are easy to learn.<br><br>Our information systems are equipped with only useful features and functions.<br><br>Our information systems are flexible to adapt/make changes easily.                                                                                                                                                 |
|                     | Parasuraman et al. (2005) [14] | This service is always available for business.<br><br>This service launches and runs right away.<br><br>This service does not crash.<br><br>This monitoring service does not freeze after I enter my inquiry or retrieve information.                                                                                                                     |
|                     | Hong et al. (2001)<br>[35]     | The commands of this monitoring service are well depicted by buttons and symbols.<br><br>The layout of this monitoring service screen is clear and consistent.<br><br>The design of this monitoring service is easy to use or operate.                                                                                                                    |
| Information quality | Lee et al. (2002)<br>[39]      | The information we obtain from this service includes all necessary values.<br><br>The information we obtain from this service is sufficiently complete for our needs.<br><br>The information we obtain from this service covers the needs of our tasks.<br><br>The information we obtain from this service has sufficient breadth and depth for our task. |
|                     | Lee et al. (2002)<br>[39]      | The information we obtain from this service is easy to understand.<br><br>It is easy to interpret the information we obtain from this service.<br><br>The information from this service is easy to comprehend.<br><br>The meaning of the information we obtain from this service is easy to understand.                                                   |
|                     | Tan and Chou (2008) [41]       | When using this monitoring service, I believe the service/information I receive is specific to my work.<br><br>The information I received from this service can be customized for my needs.                                                                                                                                                               |

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|                    |                                                      | When using this monitoring service, I only receive relevant information.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Service quality    | Chen (2010) [33]                                     | Our information system specialists give us personal attention.<br>Our information system specialists have our best interests at heart.<br>Our information system specialists understand our specific needs for the patients' information.                                                                                                                                                                                                                                                                       |
|                    | Chen (2010) [33]                                     | Our information system specialists give us prompt service.<br>Our information system specialists tell us exactly when services will be performed.<br>Our information system specialists are never too busy to respond to our requests.                                                                                                                                                                                                                                                                          |
|                    | Chen (2010) [33],<br>Wu and Wang<br>(2006) [19]      | When I have a problem with the system, our information system specialists will show a sincere interest in solving it.<br>Our information system specialists provide their services when promised.<br>Our information system specialists are dependable.                                                                                                                                                                                                                                                         |
| Health improvement | Landon et al. (2007) [38], Kelley et al. (2011) [36] | With this monitoring system, most recent blood pressure readings can/will be improved for patients with diabetes or renal failure.<br>With this monitoring system, most recent glucose levels can/will be stabilized for patients with diabetes or renal failure.<br>With this monitoring system, most recent glucose levels can/will be improved for patients with diabetes or renal failure.<br>With this monitoring system, urgent care visits of my patients with diabetes or renal failure have decreased. |
| Privacy            | Lwin et al. (2007) [40]                              | I am concerned that my patients' personal data may be used for purposes other than monitoring their health.<br>I am concerned about how my patients' online privacy is protected on this monitoring system.<br>I am concerned about the fact that this monitoring system might know/track my patients' personal data.<br>I am concerned about this monitoring system sharing my patients'                                                                                                                       |

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|                    |                                | personal information with other parties.                                                                                                                                                                                                                                                                                                                                                                          |
| Security           | Original items                 | <p>For this kind of system, there should be no security hole.</p> <p>When we implement this kind of system, I am concerned with unauthorized third-party access to personal information.</p> <p>In using this kind of system, we should make sure that no unauthorized modification could occur to our data.</p> <p>In using this kind of system, I worry that a malicious third party could hack the system.</p> |
| Perceived value    | Kleijnen et al.<br>(2007) [37] | <p>Evaluate the value of mobile health monitoring system on the following dimensions:</p> <p>Ineffective–effective</p> <p>Not functional–functional</p> <p>Impractical–practical</p> <p>Useless–useful</p> <p>Not sensible–sensible</p> <p>Inefficient–efficient</p> <p>Unproductive–productive</p> <p>Bad–good</p>                                                                                               |
| Intention to use   | Taylor and Todd<br>(1997) [42] | <p>I intend to use this monitoring system if I am asked to do so.</p> <p>I intend to use this monitoring system when it is available at my work.</p> <p>I intend to use this monitoring system in the near future.</p>                                                                                                                                                                                            |
| Subjective norms   | Taylor and Todd<br>(1997) [42] | <p>My mentors who influence my behavior would think that I should use this monitoring system.</p> <p>My colleagues who are important to me would think that I should use this monitoring system.</p> <p>People whose expertise I trust would think that I should use this monitoring system.</p>                                                                                                                  |
| Ubiquitous control | Okazaki et al.<br>(2009) [16]  | <p><i>Time flexibility</i></p> <p>I can obtain the patients' health information from the system on</p>                                                                                                                                                                                                                                                                                                            |

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|  |  | <p>time.</p> <p>When I try to follow up and update the patients' health condition, this monitoring service responds quickly.</p> <p>The monitoring service I use makes the patients' health information immediately accessible.</p> <p><i>Spatial flexibility</i></p> <p>Using mobile Internet enables me to find information at any place.</p> <p>Browsing mobile Internet gives me an ability to overcome spatial limitations.</p> <p>Browsing mobile Internet sites fits any location, wherever I go.</p> |
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