

Additional File 4 - Interview and Discussion Topic Guide for Healthcare Providers

My name is Eveline Kabongo. I am from Stellenbosch University. As a healthcare provider, you are a target in this study as you are one of those who are implementing the MomConnect programme at the facility level.

Question 1: What is the purpose of the MomConnect programme?

Question 2: In your opinion how well do you think this programme is working? Is it achieving its goals or not? If not why?

Question 3: What exactly is it about MomConnect that makes ANC/PNC client use MCH services?

Question 4: Have you experienced for yourself that sending clients the messages on their mobile phone helps them to use MCH services? How exactly do you think this helps them?

Question 5: Why else do you think that pregnant women and mothers registered on MomConnect will use the MCH services as instructed by the messages and continue with their clinic appointments?

Question 6: In what ways do you think these clients become empowered to self-manage their uptake of MCH through the MomConnect messages?

Question 7: How were your services before the development of the MomConnect programme? Do you think it affects the way your services are being run?

Thank you for your time and contribution