

CoSMoS research phase 1_Topic Guide

	Patient	HCW
General	What do you think about this app?	What do you think about this programme / CoSMoS?
Utility	<p>How useful is this app? If useful, could you explain how is it useful?</p> <p>What do you think about the content of the app?</p> <ul style="list-style-type: none"> ● Is there any information that is difficult to understand? ● Is the information too much or too little? ● How do you find the language in the app? <p>Does the app help you understand more about your health condition? In which aspect?</p> <p>Does the app help you in making decisions? In which aspect?</p>	<p>How useful is CoSMoS to you as a HCW? If useful, can you explain how is it useful?</p> <p>Do you think CoSMoS is useful to patients? If yes, can you explain how is it useful?</p> <p>What do you think about the content of the CoSMoS Dashboard?</p> <ul style="list-style-type: none"> ● Is there any information that is difficult to understand? ● Is the information too much or too little? <p>Does CoSMoS help you in monitoring Covid-19 patients? Why?</p> <p>Does CoSMoS reduce your workload? Why?</p> <p>Do you think CoSMoS reduces HCW's workload? Why?</p>
Usability	<p>What do you think about the design of the app?</p> <ul style="list-style-type: none"> ● Is there anything that should be improved? ● Colour / Font size / Button position / Alignment 	<p>What do you think about the design of the CoSMoS dashboard?</p> <ul style="list-style-type: none"> ● Is there anything that should be improved? ● Colour / Font size / Button position / Alignment
Implementation	<p>How did you feel when the doctor introduced the app to you?</p> <p>How was your experience installing the app?</p> <p>How was your experience using the app at home?</p> <p>Were you asked to stay home or to call UMMC? What happened then?</p> <p>Is there any problem using the app?</p> <p>Do you think you will use the app for 14 days?</p>	<p>What do you think about the implementation flow of CoSMoS?</p> <p>How was your experience introducing CoSMoS to patients?</p> <p>How was your experience guiding patients to set up CoSMoS?</p> <p>How was your experience managing CoSMoS dashboard?</p> <p>How was your experience managing calls with CoSMoS patients?</p> <p>Is there any part of the implementation flow that can be improved? If yes, can you explain more?</p>
Closing	Is there anything else that you think can be improved?	Is there anything else that you think can be improved?



PARTICIPANT INFORMATION SHEET

Study Title: Developing, evaluating and implementing a Covid-19 Symptom Monitoring System: The CoSMoS Study

Phase 1 - Feasibility study of CoSMoS's implementation

Version No: 1

Version Date: 3/4/2020

We would like to invite you to take part in a research study. Before you decide whether to participate, you need to understand why the research is being done and what it would involve. Please take time to read the following information carefully; talk to others about the study if you wish.

Ask us if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part.

1. What is the purpose of this study?

The purpose of this study is to find out how feasible it is to use an automated Covid-19 symptom monitoring system (CoSMoS) to monitor patients with suspected Covid-19 infection and patients who are close contact of a confirmed Covid-19 case at their own home.

2. Why is this study important?

This research is important because the cases of Covid-19 infection have increased significantly since March 2020. There is a large number of patients with suspected Covid-19 cases and close contacts of Covid-19 patients. Although some of these patients do not require admission, they need to be monitored for symptoms at home for a period of 14 days.

This study provides a way of monitoring Covid-19 symptoms at home. Patients under CoSMOS will be closely monitored by health care providers using the Telegram application and over-the-phone consultation service. Before this programme is rolled out, it is important to find out any implementation issues that may arise so that necessary steps can be taken to improve the CoSMoS system before it is implemented in the healthcare setting.

3. What type of study is this?

This is a qualitative study, where participants will be interviewed for their experience in using the CoSMoS app via a phone call. The researcher will ask questions verbally and you can answer based on your own experience.

4. Why have I been invited to participate in this study?

We are inviting patients with suspected Covid-19 infection or the close contact of a Covid-19 patient who are attending the UMMC Primary Care Clinic during the study period.

5. Who should not participate in the study?

Patients who do not have access to the internet, unable to use phone application or Telegram, and those require admissions.

6. Can I refuse to take part in the study?

Yes, you can withdraw your consent of this research study at any point of time. Your care will not be affected and the doctor will continue to provide the usual care.

7. What will happen to me if I take part?

You will be guided to use the app when seeing the doctor on the first day. You will need to install a phone application called Telegram. You will be linked to a chatbot called CoSMoS. On the next day, the CoSMoS bot will

send you a reminder in the morning and you are required to answer the questions related to your symptoms.

If your symptoms have changed (or you start to have symptoms), you will be asked to call our CoSMoS doctor for a phone consultation. If you did not key-in your symptoms on that day, CoSMoS doctor will give you a call to assess your symptoms. You may also receive a call from the CoSMoS doctor if your symptoms have worsened.

Additionally, as this study aims to find out any problems in using the CoSMoS app, the researchers will call you the next day to ask for your feedback on the app.

8. How long will I be involved in this study?

You will be involved in this study for two days in total. You may continue to use the app for 14-days after your possible Covid-19 exposure if you wish.

9. What are the possible disadvantages and risks?

You still need to manually do the paper-based Home Assessment Tool (HAT) which is the usual care home surveillance by the District Health Office and also the CoSMoS Chatbot.

You may not be able to contact the CoSMoS doctor when your symptoms have worsened after office hours. You will be advised to seek immediate medical treatment in the Covid-19 hospital center if you have any concerns regarding your symptoms or worsening of symptoms.

Using the CoSMoS app will take up some of your time. Some of the messages may cause anxiety. If this happens, you can call the CoSMoS doctor via the CoSMoS hotline (011-5633 8508) to discuss your anxiety.

10. Who will have access to my research data?

Only the CoSMoS researchers and CoSMoS doctors who are involved in this study have access to your data

11. Will my records/data be kept confidential?

All the research records and data will be kept confidential and stored in designated project laptop and computer which are password protected. All data will be anonymised.

12. What will happen if I don't want to carry on with the study?

Your participation is entirely voluntary. You can refuse to take part in this study any time throughout the study. You can also withdraw from the study at any time without assigning any reason. This will not affect your care and the doctor will continue to provide the usual care for you.

13. What will happen to the results of the research study?

The results of the study will be presented in academic conferences and published in academic journals. Your identity will not be revealed.

14. Will I receive compensation for participating in this study?

No compensation will be given for participating in this study.

15. Who funds this study?

University of Malaya Health and Wellness Research Cluster

16. Who should I contact if I have additional questions/problems during the course of the study?

Prof. Dr. Ng Chirk Jenn
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University of Malaya
ngcj@um.edu.my

17. Who should I contact if I am unhappy with how the study is being conducted?

Medical Research Ethics Committee
University of Malaya Medical Centre
Telephone number: 03-7949 3209/2251