

Appendix - Individual Semi-structured Interview Guide for Patients

Date and time of interview:

Introduction

Thank you for taking time out of your busy schedule to take part in this interview. Before we start, I would like to explain the focus of this interview. You were contacted because you have accessed care in the ART clinic for at least one year. In spite of the many challenges that happened during the covid-19 pandemic, you continued to patronise the ART clinic at CCTH. I would like to gain insight into your experiences while attending clinic during the period, the challenges you faced as well as the strategies you applied to ensure that you did not break treatment. Please, remember that your feedback is confidential.

Socio-demographic Characteristics	
Pseudonym	
Age	
Sex	
Educational qualification	No formal education [] Primary [] Secondary [] Tertiary []
Religion	Christian [] Muslim [] ATR [] Other, specify
Clinical characteristics	
Years since diagnosis	
Years since treatment initiation of ART	

1. Can you tell me your experience of accessing ART services during the Covid-19 pandemic?
2. How was the experience of attending the ART service during the pandemic different from the period before that?
3. As a client, was there any point where you were concerned about your safety when accessing care at the ART clinic?
 - a. How did it impact the decision to access care during the pandemic?
4. In your opinion, how did the pandemic affect service delivery at the ART clinic?
 - a. Accessibility: geographical access and cost
 - b. Availability: drugs and consumables
 - c. Acceptability: The number of staff present to provide care and their interactions with you
 - d. Accessibility: Patients' attendance and uptake of service
 - e. Affordability: Cost of treatment & impact of service on transportation
 - f. Patient safety
5. What were some of the challenges you experienced while accessing the ART service during the pandemic?
6. How did you manage the challenges you faced during the pandemic?
7. If you had the opportunity to contribute to service delivery as smooth as possible during a pandemic, which ones will you prioritise?

Thank you for participating in this study

