

Table S5. Perceived changes by healthcare professionals (HCPs) towards HIV care and prevention delivery during COVID-19 pandemic in each country/territory – patient load, HIV-related tests, HIV preventive medication refills, and telemedicine services.

	HCPs																	
	HK [‡]	IN [‡]	JP	PH [‡]	SG [‡]	SK [‡]	TW [‡]	TH	VN [‡]									
Patient Load and routing tests																		
Base	7	34	6	33	6	9	32	11	7									
During COVID-19, how do you feel the interval/frequency of visit for "PLHIV/ KPs" has changed compared with the pre-COVID-19 period?																		
Affected patient population:	PLHIV	KPs	PLHIV	KPs	PLHIV	KPs	PLHIV	KPs	PLHIV	KPs	PLHIV	KPs	PLHIV	KPs	PLHIV	KPs	PLHIV	KPs
<i>...become more frequent</i>	-	-	2.9%	5.9%	16.7%	-	3.0%	-	-	-	-	-	-	-	-	-	14.3%	-
<i>...remained the same</i>	28.6%	28.6%	14.7%	8.8%	50.0%	50.0%	-	6.1%	16.7%	33.3%	55.6%	22.2%	68.8%	40.6%	18.2%	54.6%	14.3%	28.6%
<i>...less frequent</i>	57.1%	57.1%	58.8%	64.7%	33.3%	33.3%	57.6%	51.5%	50.0%	33.3%	44.4%	55.6%	25.0%	56.3%	72.7%	45.5%	57.1%	71.4%
<i>...delayed or rescheduled due to closure of clinic</i>	14.3%	14.3%	23.5%	20.6%	-	16.7%	39.4%	42.4%	33.3%	33.3%	-	22.2%	6.3%	3.1%	9.1%	-	14.3%	-
Average patient load in a typical month (mean ± SE)																		
<i>Before COVID-19 pandemic</i>	65.7 ± 19.3	10.0 ± 1.9	431.7 ± 131.9	165.0 ± 83.0	129.0 ± 31.7	50.0 ± 0	93.0 ± 29.9	26.2 ± 8.2	18.3 ± 5.9	8.3 ± 3.9	147.8 ± 45.5	17.6 ± 6.4	178.8 ± 26.2	19.7 ± 3.3	135.8 ± 41.3	37.7 ± 15.9	305.3 ± 282.5	129.6 ± 48.8
<i>During COVID-19 Pandemic</i>	53.7 ± 18.9	8.6 ± 1.0	239.4 ± 109.5	57.9 ± 22.4	120.3 ± 26.0	30.0 ± 0	24.3 ± 7.4	22.9 ± 8.7	15.8 ± 3.7	8.3 ± 3.9	86.2 ± 20.4	16.6 ± 6.9	183.3 ± 26.5	16.3 ± 3.3	106.6 ± 34.1	27.6 ± 8.7	85.4 ± 69.4	66.6 ± 40.8
During COVID-19, how do you feel "PLHIV/KPs" access to routine HIV test/HIV RNA load test has changed compared with the pre-COVID period?																		
<i>...Increased</i>	-	-	8.8%	2.9%	-	-	-	3.0%	-	-	-	-	-	3.1%	-	-	28.6%	42.9%
<i>...remained the same</i>	100.0%	71.4%	17.7%	11.8%	83.3%	100.0%	21.2%	18.2%	100.0%	100.0%	77.8%	77.8%	68.8%	56.3%	68.8%	45.5%	-	-
<i>...Decreased</i>	-	28.6%	73.5%	85.3%	16.7%	-	78.8%	78.8%	-	-	22.2%	22.2%	31.3%	40.6%	31.3%	54.6%	71.4%	57.1%
Refill of anti-HIV medication - Antiretroviral therapy (ART) for PLHIV or HIV preventive medication (PrEP/PEP) for KPs																		
Base	7	5	34	25	6	n/a	33	27	6	4	9	7	32	31	11	10	7	7
What impact has COVID-19 had on the frequency of patient's refilling prescriptions (ART / prevention medications) compared to the pre-COVID period?																		
<i>...more frequent</i>	28.6%	-	17.7%	-	-	n/a	3.0%	-	-	-	11.1%	-	12.5%	3.2%	-	-	-	14.3%
<i>...remained the same</i>	57.1%	20.0%	32.4%	20.0%	50.0%	n/a	66.7%	33.3%	83.3%	25.0%	44.4%	85.7%	59.4%	45.2%	27.3%	40.0%	14.3%	14.3%
<i>...less frequent</i>	14.3%	80.0%	50.0%	80.0%	50.0%	n/a	30.3%	66.7%	16.7%	75.0%	44.4%	14.3%	28.1%	51.6%	72.7%	60.0%	85.7%	71.4%
Usage of Telemedicine services																		
Base	7	34	6	33	6	9	32	11	7									

Types of telehealth/ telemedicine practice adopted during COVID-19, i.e. the use of telecommunication techniques to deliver health care services									
<i>Provided a phone consultation</i>	14.3%	85.3%	100.0%	66.7%	66.7%	77.8%	6.3%	45.5%	85.7%
<i>Provided a video consultation</i>	-	50.0%	-	66.7%	50.0%	-	34.4%	45.5%	42.9%
<i>Provided to refill medications remotely (community pharmacy)</i>	42.9%	67.7%	16.7%	69.7%	100.0%	33.3%	43.8%	81.8%	57.1%
<i>None of the above</i>	57.1%	2.9%	-	6.1%	-	22.2%	37.5%	9.1%	-
Looking forward in a world that continues to be impacted of COVID-19, how do you anticipate the adoption of telehealth services offered to your patients will change??									
<i>Increase</i>	100.0%	76.5%	50.0%	81.8%	83.3%	55.6%	71.9%	72.7%	71.4%
<i>Remain the same</i>	-	17.7%	50.0%	15.2%	16.7%	44.4%	25.0%	18.2%	14.3%
<i>Decrease</i>	-	5.9%	-	3.0%	-	-	3.1%	9.1%	14.3%
What do you think are the main drivers in adoption of telehealth services?									
Base	7	26	3	27	5	5	23	8	5
<i>Convenient & time saving</i>	85.7%	100.0%	33.3%	92.6%	100.0%	40.0%	56.5%	87.5%	100.0%
<i>Reach more patients</i>	28.6%	80.8%	33.3%	85.2%	20.0%	60.0%	60.9%	50.0%	100.0%
<i>Reduce spread of illness</i>	14.3%	73.1%	66.7%	70.4%	-	20.0%	47.8%	62.5%	80.0%
<i>Improve clinical workflows and increase efficiency</i>	85.7%	50.0%	33.3%	59.3%	60.0%	60.0%	82.6%	25.0%	100.0%
<i>Reduce overhead and cut costs</i>	-	53.9%	33.3%	44.4%	-	-	21.7%	50.0%	80.0%

[‡]Note: Data considered robust for Hong Kong, India, Philippines, Singapore, and Taiwan.

India, Taiwan, and Philippines have at least 30 which was considered minimum sample size for robustness.

Data for Singapore and Hong Kong can be considered robust given the small country/territory population of relevant HCPs, minimum criteria of 5 HCPs.

n/a – not applicable as no KP respondent from Japan had self-reported to receive HIV preventive medication prescriptions

“-“ indicate as no-responses recorded

ART, antiretroviral therapy; KPs, key populations; PLHIV, people living with HIV; SE, standard error

HK, Hong Kong; IN, India; JP, Japan; MY, Malaysia; PH, Philippines; SG, Singapore; SK, South Korea; TW, Taiwan; TH, Thailand; VN, Vietnam