

## Supplementary material

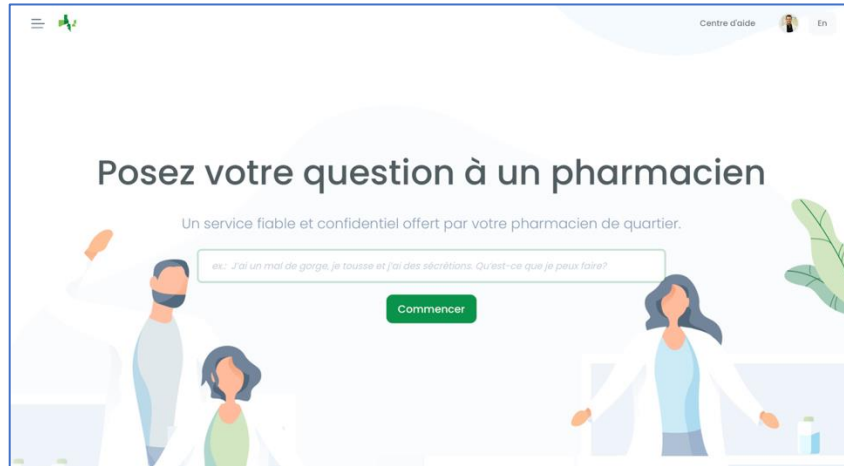


Figure 1. The AYP platform user interface (askyourpharmacist.ca)

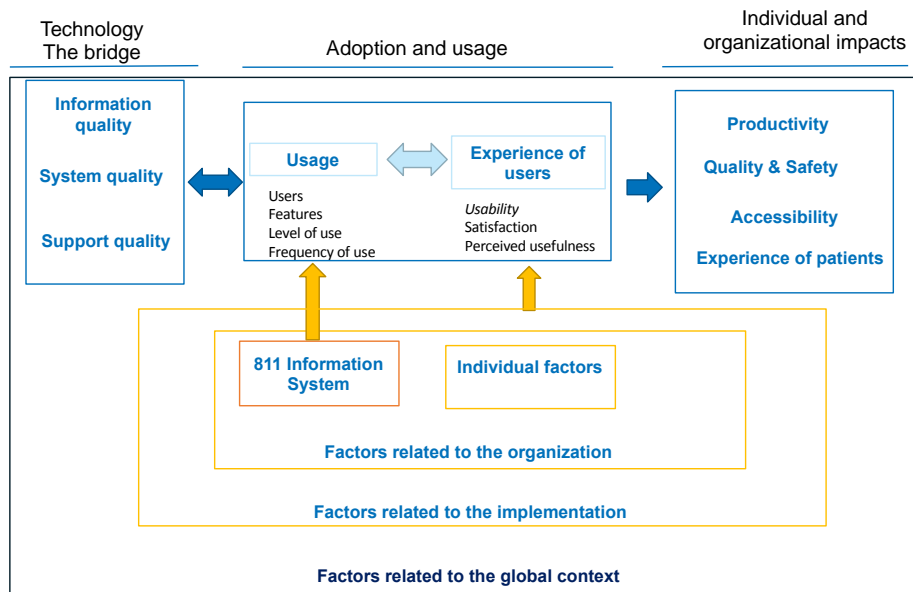


Figure 2. Analytic framework

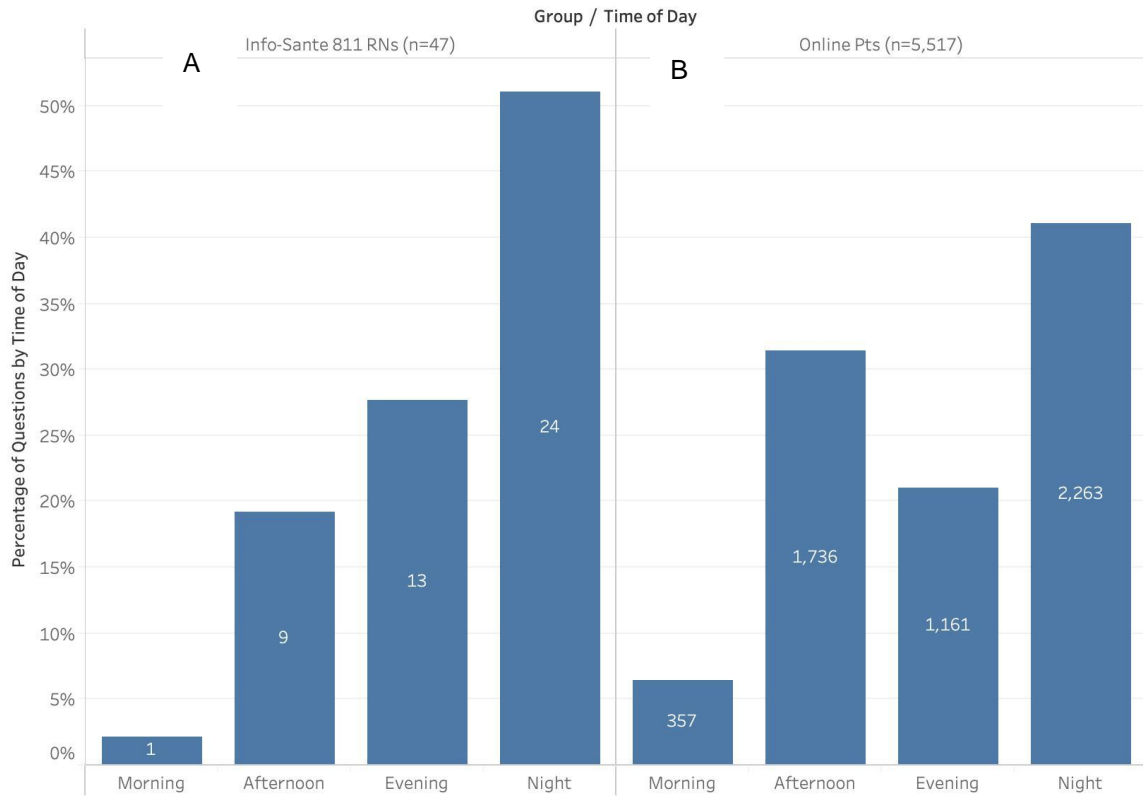


Figure 3. Time of day for questions received on AYP originating from 811 (A) and directly online from patients (B). (morning: 6am until noon; afternoon : noon until 6pm ; evening : 6pm until midnight ; night :midnight until 6am)

Table 1

Table 1. Participants to the interviews.

Organization and role	Number of interviews	Number of years of Info-Santé or AYP experience
<b>811 Info-Santé</b>		
Day nurses	3	> 5 years: 3
Night nurses	5	less than 2 years: 3 2 to 5 years: 1 more than 5 years: 1
Managers	2	
Nurse/Researcher	1	
<b>AYP</b>		
Designer	2*	
Pharmacists	4	less than 2 years: 2 2 to 5 years: 1 more than 5 years: 1
<b>Managers</b>	5*	
Total	22	

\*: two people were interviewed more than once, which explains the number of people as 19 and the number of interviews as 22.