

Mhealth apps used by participants and their functions and basic information.

App	Main feature	Times of installations	Score in app store	Year of development
Peace and Good Doctor	<ol style="list-style-type: none"> 1. Online shopping for medical supplies 2. Online consultation and communication with doctors from different areas and hospitals 3. Health knowledge promotion and health report interpretation 4. Making appointments with doctors 	200 million	2.9	5
Dr. Clove	<ol style="list-style-type: none"> 1. Online consultation and communication with doctors 2. Inquiring about medical information 3. Daily health care knowledge promotion 	22.46 million	3.1	6
Good Mood	<ol style="list-style-type: none"> 1. Online consultation and communication with doctor 2. Mental and mood scale self-assessment 3. Interpretation of related diseases such as psychology and spirituality 4. Online shopping for medical 	39 thousand	5.0	7

supplies

5. Reserving Central and Mental
Genetic Testing Project

1. Recording and monitoring
daily blood glucose

2. Analysis of blood glucose
fluctuations

Sugar Nurses

1.19 million

4.6

3

3. Developing a blood sugar
control plan

4. Recording medication plan

1. Online consultation and
communication with doctor

2. Making an appointment with a
doctor

Good Doctor

100 million

4.7

7

3. Patient information exchange
platform

4. Health knowledge promotion
and health report interpretation

	1. Online shopping for medical supplies			
	2. Online consultation and communication with doctor			
Spring Rain Doctor	3. Querying related information such as hospital information and the medical level of medical staff in departments	25.21 million	4.2	9
	4. Health knowledge promotion			
	5. Scheduling a physical examination			
	1. Pain self-assessment			
	2. Self-evaluation of physical and psychological symptoms questionnaire			
	3. Analysis of pain value fluctuation			
Pain Housekeeper ^a	4. Online consultation and communication with doctor	/	/	4
	5. Medical nurses remotely monitor the health of patients and provide guidance and suggestions			
	6. Promoting knowledge on the correct handling of acute and chronic pain			

	1. Hospital test report transmission			
Palm Hospital ^b	2. Patient disease recording and fluctuation detection	/	/	6
	3. Online medical bill payment			
	1. Records of menstrual period time, amount, colour, pain degree, etc			
	2. Reminder of safety period and ovulation period			
Beautiful Shaddock	3. Sharing of health knowledge about menstruation and pregnancy	300 million	3.6	7
	4. Female gynaecological diseases and sharing pregnancy experiences			
	1. Online shopping for medical supplies			
	2. Online consultation and communication with doctor			
Alipay ^c	3. Health report interpretation	4.7 billion	3.5	17
	4. Making an appointment with a doctor			

	1. Introducing precautions for pregnancy preparation, pregnancy and postpartum health			
	2. Pregnancy preparation, birth check, postpartum experience sharing			
Mother's Net		100 million	4.0	16
	3. Records of menstrual period time, mood, body temperature			
	4. Purchasing pregnancy essentials and health products online			
	1. Pregnancy self-test and hospital testing instruction			
Mother Group	2. Introduce precautions for pregnancy preparation, pregnancy and postpartum health	18.73 million	4.6	18
	3. Pregnancy preparation, birth check, postpartum experience sharing			

The number of installations and score of the app store are both from the app store.

a. "Pain Housekeeper" was developed by the research team and is used in the pain department and oncology department. There is no related software introduction in the app store.

b. "Palm Hospital" was developed by the hospital and is used in all departments of the hospital. There is no related software in the app store.

c. "Alipay" is third-party payment software developed by Ali Group that has been widely used in China. A medical convenience function was implemented in Alipay's living city module.

The purpose of the participants using the mhealth apps and the departments interviewed by the participants

App	Purpose of use by participants	Department of participants
Peace and Good Doctor	<ol style="list-style-type: none"> 1. Reducing the waiting time for consultation and making appointments directly 2. Getting medical information 	Department of General Surgery
Dr. Clove	<ol style="list-style-type: none"> 1. Reducing the waiting time for consultation 	Department of Chinese Medicine
Good Mood	<ol style="list-style-type: none"> 1. Consulting and buying drugs online 2. Self-assessment of mental symptoms 3. Understanding the patient's condition 	Department of Psychiatry and Psychology
Sugar Nurses	<ol style="list-style-type: none"> 1. Understanding blood sugar fluctuations and adjusting diet 	Diabetes
Good Doctor	<ol style="list-style-type: none"> 1. Reducing the waiting time for consultation and making appointments directly 	Department of Thymus
Spring Rain Doctor	<ol style="list-style-type: none"> 1. Making an appointment for a physical examination to reduce queues 2. Interpretation of the medical examination sheet to understand the physical condition 	Medical Examination Centre
Pain Housekeeper	<ol style="list-style-type: none"> 1. Keeping abreast of patient pain fluctuations and providing remote guidance for special situations 2. Understanding the patient's medication status and adjusting the plan 	Department of Pain and Oncology Cancer
Palm Hospital	<ol style="list-style-type: none"> 1. Obtaining the patient's body report data 2. Paying on time to avoid delay in treatment 	Department of General Surgery and Respiratory

Beautiful Shaddock	<ol style="list-style-type: none"> 1. Recording the menstrual period and understand whether the monthly menstrual period is normal 2. Looking at other people's shared experience of similar gynaecological diseases 	Department of Obstetrics and Gynaecology
Alipay	<ol style="list-style-type: none"> 1. Scheduling a physical examination 	Medical Examination Centre
Mother's Net	<ol style="list-style-type: none"> 1. Learning about diet and exercise during pregnancy 2. Understanding the check items that must be done during pregnancy and why this check is needed 	Department of Obstetrics and Gynaecology
Mother Group	<ol style="list-style-type: none"> 1. Learning to self-check at home 2. Exchanging experiences with other expectant mothers 	Department of Obstetrics and Gynaecology
