

Supplementary Materials

Figure S1: Interview Guide: Key Informants—Patients

Rapport

Describe yourself (nationality, occupation, living arrangements, employment status).

Accessibility

How did you find the coronatest.ch website (referred by someone, or an online search)?

What is your understanding of an OFTT?

Did you consult BAG? Was the information supplied by BAG understandable to you? In what way was it useful?

Was the online digital tool easy for you to access? Explain why or why not (was it easy to find on the homepage, how did you find the length of the tool, was it clear and easy to follow the instructions, language, and sequence, when did you use the tool (e.g., Monday, Tuesday, at the weekend or during the week, and why).

What information or components would have helped you more—what do you suggest needs to be done to make such an online tool more accessible?

Utility as a reliable information source and decision-making

When you consulted the online digital tool, did you follow the recommended advice? Explain why and how socioeconomic status could have influenced the process.

What made you follow the advice and recommendations? Did confirmation from friends or, more generally, the media influence your decision-making process?

What made you disregard the advice and recommendations? Explain the severity of the symptoms and changes in conditions.

We have noticed that people that earn below 4000 tend not to follow recommendations; why do you think this is the case? What can be done?

Utility in allaying fear and anxiety

Describe how you felt after consulting the online digital tool with regard to feeling anxious and or confident that all was going to be well. Did you feel reassured after visiting coronatest.ch?

If your fears were not allayed, how did you deal with your fears? What increased your confidence and what allayed your anxiety?

Illness and testing experience

Did you test for COVID-19, what was the test and experience? Did you experience COVID-19 symptoms? Please explain.

Concerning self-isolation, please explain in more detail how you experienced this, along with what worked and what did not work (e.g., the need to go shopping, not going for a run or walk, protecting others vs. one's own needs, putting others first, dilemmas, challenges).

The road to recovery has been described by many as very cumbersome and long—what was your experience? Were there any psychiatric or other residual effects that you experienced?

What personal life lessons did you learn during this pandemic that you would like to share and what personal changes do you foresee in the future?

What health and health system-related observations did you make and what changes do you foresee in the future?

What socio-economic changes have you observed and what do you foresee in the future as a result of COVID-19?

Utility in preventing cross-infection

If you consulted a GP, did you call ahead of time?

How did your GP/healthcare provider react when you told him or her that you suspected that you had COVID-19?

Recommendations

In a future pandemic, what would you do?

Is there any additional information that you wish a site such as coronatest provided but that was missing during COVID-19? What information did you search for but did not find?

Are there other strategies (to allay fear or anxiety) that you deem effective, either alone or in conjunction with online digital tools, when faced with epidemics such as COVID-19 to make it accessible to the older generation?

How can online tools like coronatest be adapted to facilitate your decision-making processes?

Figure S2: Interview Guide: Key Informants—Healthcare Providers

Rapport

Please describe what your role (and organization) was in the COVID-19 pandemic (formal, informal, evolved, or new roles that emerged).

Utility in reducing the health system burden

Did you refer any patients to our online tool coronatest.ch during the pandemic? Why did you do that or why not, or did you refer them to another tool (to which one and why?).

What would a tool need to be useful for you and your practice (information, utility, what did the patient look for?).

Looking back, did you respond accordingly or did the pandemic take you by surprise (when thought of as hysteria)?

Utility as a reliable information source

What else would you recommend should be done to make the coronatest.ch more effective? Are there suggestions for improvement? How did you keep yourself up to date?

Illness and testing experience

What was your own COVID-19 experience that you would like to share (e.g., falling ill, fear of falling ill, protecting oneself, protecting other patients, challenges such as testing-kit availability, did you offer testing (why and why not), are there any comments about changing the testing criteria)?

Challenges and Recommendations

Are there any lessons you learned at a personal or organizational or health system level?

What was the greatest challenge you experienced?

How do you plan to deal with this in future pandemics?

How best should such an epidemic be handled in the future?

How can we ensure the adequacy of medical education in such situations, and do you have any recommendations?

Figure S3: Interview Guide: Key informants—Health Authorities

Rapport

Please describe what your role (and organization) was in the COVID-19 pandemic (formal, informal, evolved, or new roles that emerged).

Utility in reducing the health system burden

Did you come up with interventions to reduce the health system burden, e.g., an online tool? Why did you do that (public demand or duty)? What was your tool experience—what worked well and what did not?

Looking back at the pandemic: What had BAG planned earlier (pandemic plans); what did they plan well, and what aspects of the pandemic took BAG by surprise (PPE, testing kits, capacity, demand for information from healthcare professionals and from the public)?

Did BAG use coronatest.ch? What did you like and what did you find deficient?

BAG developed an OFTT. What prompted you to do so (public demand, available tools were not good enough, etc.)? Did you advertise the tool? What can be done to ensure all segments of the population have access? How do you use the tool (pattern and trend recognition, who uses the tool, from where, why, and how often), is there a feedback loop, are tool improvements needed (how often and how data are collected, in planning and resource allocation, or detecting outbreaks)?

Utility as a reliable information source

How did you keep your OFTT up to date with regard to information (evolving evidence)? Who performs this, how, and how often?

In general, what does an OFTT need from a BAGs point of view (accessibility, information source, reducing the health system burden, allaying fear and anxiety, etc.)?

In light of the boom of OFTTs, do they foresee a BAG role in making sure that the Swiss public only use reliable, validated OFTTs?

In preparation for future pandemics, are there plans to develop, strengthen, and expand OFTT tools (to include other conditions, etc.)?

Illness and testing experience

What was your own COVID-19 experience that you would like to share (falling ill, fear of falling ill, protecting oneself, protecting others in the workplace and at home, or challenges)?

Challenges and recommendations

What was the greatest challenge you experienced (dealing with the public, media and fake news)?

Are there any lessons that you learned at the health system level (what does BAG expect from the healthcare system in the case of a pandemic, as well as online tool use—hospitals vs. ambulatory care)?

In terms of the pandemic experience, what do you think of Swiss medical education (is it adequate, what adaptations are needed, or do you have recommendations)?