

Appendix 1: Pre-Interview Questionnaire

1. How old are you? _____

2. What is your self-perceived gender?

Female Male Non-binary

3. What is your self-perceived racial or cultural group?

First Nations

White

South Asian (e.g., East Indian, Pakistani, Sri Lankan)

Chinese

Black

Filipino

Latin American

Arab

Southeast Asian (e.g., Vietnamese, Cambodian, Malaysian, Laotian)

West Asian (e.g., Iranian, Afghan)

Korean

Japanese

Other (please specify): _____

4. What is your highest level of education?

High school

Undergraduate degree

Master's

PhD

5. What program are you currently enrolled in?

Undergraduate degree

Master's

PhD

Other (please specify): _____

6. In which faculty do you currently study at the University of Waterloo?

- Applied Health Sciences
- Arts
- Engineering
- Environment
- Mathematics
- Science

7. Are you currently employed?

- Yes
- No
- Prefer not to disclose

8. If you answered yes to the question above, how many hours (on average), do you currently work within a week period?

- 1 – 5 hours
- 6 – 10 hours
- 11 – 15 hours
- 16 – 20 hours
- 21 – 25 hours
- 26 – 30 hours
- 31 – 35 hours
- 36 – 40 hours

9. Compared to others your own age, how would you rate your health? Please circle the option that applies.

- Poor
- Fair
- Good
- Very good

Excellent

10. Please indicate how strongly you disagree or agree with each of the following statements. Remember to check only one box for each statement.

	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree
Consumers have lost all control over how personal information is collected and used by companies.				
Most businesses handle the personal information they collect about consumers in a proper and confidential way.				
Existing laws and organizational practices provide a reasonable level of protection for consumer privacy today.				
I have a good understanding of technical terms such as “cookies”, “encryption”, “certificate”, “Firewall” and “WPA/2”.				
I am familiar with the “Terms of Use” of the online services I sign up for.				
I have a good understanding of how to use the basic functions on my smartphone.				

11. Please indicate how strongly you disagree or agree with each of the following statements. Remember to check only one box for each statement.

	Strongly disagree	Disagree	Agree	Strongly agree
I have at least one healthcare provider who knows me well				
I spend quite a lot of time actively managing my health				

I have at least one healthcare provider I can discuss my health problems with				
I make plans for what I need to do to be healthy				
Despite other things in my life, I make time to be healthy				
I have the healthcare providers I need to help me work out what I need to do				
I set my own goals about health and fitness				
There are things that I do regularly to make myself healthier				
I can rely on at least one healthcare provider				

**12. Please indicate how difficult or easy the following tasks are for you now.
Remember to check only one box for each statement.**

	Cannot or always difficult	Usually difficult	Sometimes difficult	Usually easy	Always easy
Make sure that healthcare providers understand your problems properly					
Feel able to discuss your health concerns with a healthcare provider					
Have good discussions about your health with doctors					
Discuss things with healthcare providers until you understand all you need to					
Ask healthcare providers questions to get the health information you need					

Find information about health problems					
Find health information from several different places					
Get information about health so you are up to date with the best information					
Get health information in words you understand					
Get health information by yourself					

Internet and symptom checker usage

1. What are your thoughts on the use of the internet to find health information for triage?

2. What are your thoughts on the use of the internet to find health information for self-diagnosis?

The next questions will focus on the use of symptom checkers. In this study, we define symptom checkers as digital platforms that utilize AI techniques that seek to mimic human intelligence and serve two main functions of triage and self-diagnosis based on symptoms and data inputted by users.

3. Do you currently use symptom checkers?
 - If so, how long have you used this technology?
 - How did you hear about it?

4. Based on the definition I provided, what are your perspectives on this technology?

Barriers, facilitators, and opportunities

5. What are your thoughts on the use of symptom checkers as compared to conducting a general search on the internet?

6. What do you believe are the enablers (factors that facilitate) for using symptom checkers?

7. What do you believe are the barriers (factors that hinder) for using symptom checkers?

8. What do you believe are the opportunities with the use of symptom checkers?

9. Did you use a symptom checker to check for symptoms related to COVID-19?
 - a. Why or why not?

 - b. If so, how would you describe your experience?

- c. *(If the person replies that they did not use one because they did not develop symptoms, then ask):* Would you have used one if you did develop symptoms?

10. How do you think symptom checkers can influence the health of university students?

11. How do you believe symptom checkers will influence the use of health services?

Use of AI in health care and trust

13. What is your outlook on the use of artificial intelligence in health care?

14. How much do you trust this technology?

15. What do you think about the output provided by the platform?

16. Would you still want to visit a primary care provider to review the diagnosis following the use of this technology?

User experience and concerns

18. How do you feel about having to choose one of the diagnosis provided on the platform?

19. What do you believe are the other capabilities that would make symptom checkers more useful or attractive to university students?

20. Can you tell me about any concerns you might have about using a symptom checker for triage or self-diagnosis?

Closing Questions

21. Do you believe that your answers would have been different if you were interviewed before the COVID-19 pandemic?

22. Is there a question you feel I should have asked but did not?

23. Is there anything you would like to add?

CONFIDENTIAL