

Supplementary Material

Enhancing future HIV services through telehealth services: an observational study to explore telehealth adoption and usage for HIV prevention and treatment during the COVID-19 pandemic

Chen Seong Wong^{A,B,C,}, Anwar Hashim^D, Sejun Park^E, Nittaya Phanuphak^F, Rena Janamnuysook^F, Edel Buna Simpauco^G, Timothy Wong^H, Amanda Rui En Woo^I, Billy Mo^J, and Kimberly Green^K*

^A National Centre for Infectious Diseases, Singapore.

^B Department of Infectious Diseases, Tan Tock Seng Hospital, Singapore.

^C Yong Loo Lin School of Medicine, National University of Singapore, Singapore.

^D Action for AIDS Singapore, Singapore.

^E Love4One, Seoul, South Korea.

^F Institute of HIV Research and Innovation, Bangkok, Thailand.

^G Sustained Health Initiatives of the Philippines (SHIP), Mandaluyong, the Philippines.

^H The Hong Kong AIDS Foundation, Shaueiwan, Hong Kong SAR.

^I Oracle Life Sciences, Singapore.

^J Gilead Sciences, Causeway Bay, Hong Kong SAR.

^K PATH, Hanoi, Vietnam.

*Correspondence to: Chen Seong Wong National Centre for Infectious Diseases, Singapore Email: Chen_Seong_Wong@ncid.sg

Supplementary Table S1. Weighting factor applied to regional responses of PLWH and IAR based on country/territory-specific population size.

For PLWH	Regional	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
PLWH - Base size	787	100	89	100	100	53	116	101	36	92
PLWH - Weighted base size	787	78.7	78.7	78.7	78.7	78.7	78.7	78.7	78.7	78.7
Weighting factor	n/a	0.787	0.884	0.787	0.787	1.485	0.678	0.779	2.186	0.855
IAR	Regional	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base size	744	100	40	100	35	144	150	100	11	64
Weighted base size	744	74.4	74.4	74.4	74.4	74.4	74.4	74.4	74.4	74.4
Weighting factor	n/a	0.744	1.860	0.744	2.126	0.517	0.496	0.744	6.764	1.163

The weighting factor was applied to the regional responses based on the population size of each country/territory in the region to ensure the findings may be representative of the entire region.

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S2. Country/territory-specific demographic characteristics of people living with HIV (PLWH).

PLWH, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base	100	89	100	100	53	116	101	36	92
Age									
<i>21-30 years</i>	37 (37.0%)	42 (47.2%)	46 (46.0%)	13 (13.0%)	3 (5.7%)	24 (20.7%)	22 (21.8%)	7 (19.4%)	30 (32.6%)
<i>31-40 years</i>	40 (40.0%)	24 (27.0%)	40 (40.0%)	55 (55.0%)	45 (84.9%)	48 (41.4%)	55 (54.5%)	5 (13.9%)	33 (35.9%)
<i>41-50 years</i>	17 (17.0%)	20 (22.5%)	12 (12.0%)	28 (28.0%)	4 (7.6%)	32 (27.6%)	18 (17.8%)	18 (50.0%)	22 (23.9%)
<i>51-60 years</i>	4 (4.0%)	3 (3.4%)	1 (1.0%)	2 (2.0%)	1 (1.9%)	9 (7.8%)	6 (5.9%)	5 (13.9%)	5 (5.4%)
<i>≥61 years</i>	2 (2.0%)	0 (0.0%)	1 (1.0%)	2 (2.0%)	0 (0.0%)	3 (2.6%)	0 (0.0%)	1 (2.8%)	2 (2.2%)
Education									
<i>Primary School</i>	4 (4.0%)	29 (32.6%)	3 (3.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.0%)	0 (0.0%)	2 (2.2%)
<i>Secondary School / Post-secondary</i>	24 (24.0%)	36 (40.5%)	10 (10.0%)	9 (9.0%)	7 (13.2%)	25 (21.6%)	16 (15.8%)	9 (25.0%)	22 (23.9%)
<i>University or higher</i>	71 (71.0%)	19 (21.3%)	83 (83.0%)	85 (85.0%)	46 (86.8%)	89 (76.7%)	80 (79.2%)	26 (72.2%)	67 (72.8%)
<i>Others</i>	1 (1.0%)	5 (5.6%)	4 (4.0%)	6 (6.0%)	0 (0.0%)	2 (1.7%)	4 (4.0%)	1 (2.8%)	1 (1.1%)
Income									
<i>Regular income*</i>	95 (95.0%)	82 (92.1%)	97 (97.0%)	95 (95.0%)	50 (94.3%)	100 (86.2%)	90 (89.1%)	34 (94.4%)	83 (90.2%)
<i>No regular income</i>	3 (3.0%)	7 (7.9%)	3 (3.0%)	3 (3.0%)	1 (1.9%)	10 (8.6%)	7 (6.9%)	1 (2.8%)	8 (8.7%)
<i>Prefer not to answer</i>	2 (2.0%)	0 (0.0%)	0 (0.0%)	2 (2.0%)	2 (3.8%)	6 (5.2%)	4 (4.0%)	1 (2.8%)	1 (1.1%)
Gender									
<i>Male</i>	70 (70.0%)	60 (67.4%)	76 (76.0%)	90 (90.0%)	16 (30.2%)	105 (90.5%)	91 (90.1%)	23 (63.9%)	30 (32.6%)
<i>Female</i>	25 (25.0%)	14 (15.7%)	20 (20.0%)	5 (5.0%)	17 (32.1%)	7 (6.0%)	10 (9.9%)	3 (8.3%)	13 (14.1%)
<i>Transgender man</i>	0 (0.0%)	4 (4.5%)	3 (3.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (8.3%)	21 (22.8%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

<i>Transgender woman</i>	1 (1.0%)	6 (6.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	18 (19.6%)
<i>Gender non-conforming</i>	2 (2.0%)	0 (0.0%)	0 (0.0%)	2 (2.0%)	0 (0.0%)	1 (0.9%)	0 (0.0%)	3 (8.3%)	4 (4.4%)
<i>Prefer not to answer / Others</i>	2 (2.0%)	5 (5.6%)	1 (1.0%)	3 (3.0%)	20 (37.7%)	3 (2.6%)	0 (0.0%)	4 (11.1%)	6 (6.5%)
Identity									
<i>Bisexual</i>	20 (20.0%)	15 (16.9%)	17 (17.0%)	23 (23.0%)	1 (1.9%)	17 (14.7%)	5 (5.0%)	4 (11.1%)	16 (17.4%)
<i>Gay</i>	36 (36.0%)	42 (47.2%)	34 (34.0%)	71 (71.0%)	15 (28.3%)	84 (72.4%)	81 (80.2%)	24 (66.7%)	34 (37.0%)
<i>Lesbian</i>	2 (2.0%)	0 (0.0%)	14 (14.0%)	2 (2.0%)	0 (0.0%)	1 (0.9%)	2 (2.0%)	0 (0.0%)	10 (10.9%)
<i>Straight</i>	42 (42.0%)	13 (14.6%)	33 (33.0%)	1 (1.0%)	17 (32.1%)	10 (8.6%)	13 (12.9%)	6 (16.7%)	26 (28.3%)
<i>Prefer not to answer / Others</i>	0 (0.0%)	19.046 (21.4%)	2 (2.0%)	3 (3.0%)	20 (37.7%)	4 (3.5%)	0 (0.0%)	2 (5.6%)	6 (6.5%)
Local HIV community group / LGBTQ community membership / service access									
<i>Yes</i>	87 (87.0%)	81.969 (92.1%)	82 (82.0%)	58 (58.0%)	30 (56.6%)	35 (30.2%)	56 (55.5%)	12 (33.3%)	60 (65.2%)
<i>No</i>	13 (13.0%)	7.031 (7.9%)	18 (18.0%)	42 (42.0%)	23 (43.4%)	81 (69.8%)	45 (44.6%)	24 (66.7%)	32 (34.8%)

*Regardless of income amount

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S3. Country/territory-specific demographic characteristics of individuals at risk (IAR).

IAR, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base	100	40	100	35	144	150	100	11	64
Age									
<i>21-30 years</i>	34 (34.0%)	16 (40.0%)	50 (50.0%)	13 (37.1%)	3 (2.1%)	35 (23.3%)	53 (53.0%)	3 (27.3%)	40 (62.5%)
<i>31-40 years</i>	54 (54.0%)	12 (30.0%)	46 (46.0%)	20 (57.1%)	135 (93.8%)	55 (36.7%)	37 (37.0%)	3 (27.3%)	18 (28.1%)
<i>41-50 years</i>	8 (8.0%)	12 (30.0%)	4 (4.0%)	2 (5.7%)	4 (2.8%)	48 (32.0%)	10 (10.0%)	3 (27.3%)	3 (4.7%)
<i>51-60 years</i>	2 (2.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	11 (7.3%)	0 (0.0%)	2 (18.2%)	2 (3.1%)
<i>≥61 years</i>	2 (2.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.4%)	1 (0.7%)	0 (0.0%)	0 (0.0%)	1 (1.6%)
Education									
<i>Primary School</i>	0 (0.0%)	1 (2.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<i>Secondary School / Post-secondary</i>	15 (15.0%)	10 (25.0%)	20 (20.0%)	0 (0.0%)	6 (4.2%)	18 (12.0%)	4 (4.0%)	0 (0.0%)	12 (18.8%)
<i>University or higher</i>	83 (83.0%)	27 (67.5%)	80 (80.0%)	35 (100.0%)	138 (95.8%)	129 (86.0%)	94 (94.0%)	11 (100.0%)	51 (79.7%)
<i>Others</i>	2 (2.0%)	2 (5.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (2.0%)	2 (2.0%)	0 (0.0%)	1 (1.6%)
Income									
<i>Regular income*</i>	94 (94.0%)	37 (92.5%)	90 (90.0%)	33 (94.3%)	143 (99.3%)	133 (88.7%)	95 (95.0%)	11 (100.0%)	61 (95.3%)
<i>No regular income</i>	3 (3.0%)	3 (7.5%)	10 (10.0%)	0 (0.0%)	1 (0.7%)	9 (6.0%)	3 (3.0%)	0 (0.0%)	3 (4.7%)
<i>Prefer not to answer</i>	3 (3.0%)	0 (0.0%)	0 (0.0%)	2 (5.7%)	0 (0.0%)	8 (5.3%)	2 (2.0%)	0 (0.0%)	0 (0.0%)
Gender									
<i>Male</i>	56 (56.0%)	13 (32.5%)	56 (56.0%)	17 (48.6%)	15 (10.4%)	142 (94.7%)	75 (75.0%)	5 (45.5%)	33 (51.6%)
<i>Female</i>	41 (41.0%)	10 (25.0%)	40 (40.0%)	18 (51.4%)	129 (89.6%)	1 (0.7%)	21 (21.0%)	3 (27.3%)	8 (12.5%)
<i>Transgender man</i>	0 (0.0%)	0 (0.0%)	1 (1.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)	1 (1.0%)	1 (9.1%)	5 (7.8%)
<i>Transgender woman</i>	1 (1.0%)	12 (30.0%)	2 (2.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)	1 (1.0%)	0 (0.0%)	12 (18.8%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

<i>Gender non-conforming</i>	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (2.7%)	1 (1.0%)	0 (0.0%)	1 (1.6%)
<i>Prefer not to answer / Others</i>	2 (2.0%)	5 (12.5%)	1 (1.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)	1 (1.0%)	2 (18.2%)	5 (7.8%)
Identity									
<i>Bisexual</i>	3 (3.0%)	3 (7.5%)	10 (10.0%)	4 (11.4%)	21 (14.6%)	29 (19.3%)	20 (20.0%)	1 (9.1%)	9 (14.1%)
<i>Gay</i>	14 (14.0%)	10 (25.0%)	15 (15.0%)	4 (11.4%)	29 (20.1%)	117 (78.0%)	51 (51.0%)	6 (54.6%)	36 (56.3%)
<i>Lesbian</i>	3 (3.0%)	3 (7.5%)	1 (1.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)	6 (6.0%)	0 (0.0%)	3 (4.7%)
<i>Straight</i>	78 (78.0%)	13 (32.5%)	74 (74.0%)	26 (74.3%)	93 (64.6%)	1 (0.7%)	23 (23.0%)	2 (18.2%)	13 (20.3%)
<i>Prefer not to answer / Others</i>	2 (2.0%)	11 (27.5%)	0 (0.0%)	1 (2.9%)	1 (0.7%)	2 (1.3%)	0 (0.0%)	2 (18.2%)	3 (4.7%)
Local HIV community group / LGBTQ community membership / service access									
<i>Yes</i>	64 (64.0%)	31 (77.5%)	65 (65.0%)	27 (77.1%)	72 (52.8%)	38 (25.3%)	51 (51.0%)	2 (18.2%)	60 (92.8%)
<i>No</i>	36 (36.0%)	9 (22.5%)	35 (35.0%)	8 (22.9%)	68 (47.2%)	112 (74.7%)	49 (49.0%)	9 (81.8%)	4 (6.3%)

*regardless of income amount

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S4. Reasons for using or not using telehealth services among PLWH telehealth users (country/territory-specific).

PLWH, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base (past/current telehealth users)	79	82	80	90	42	24	39	15	71
Reasons for using telehealth									
<i>Improves my access to HIV prevention care services</i>	35 (44.3%)	53 (64.6%)	29 (36.3%)	75 (83.3%)	3 (7.1%)	11 (45.8%)	16 (41.0%)	7 (46.7%)	32 (45.1%)
<i>Saves travel time to a hospital or clinic or pharmacy</i>	36 (45.6%)	27 (32.9%)	47 (58.8%)	78 (86.7%)	40 (95.2%)	12 (50.0%)	25 (64.1%)	11 (73.3%)	46 (64.8%)
<i>Seek additional information / education outside of appointment time</i>	39 (49.4%)	23 (28.1%)	48 (60.0%)	51 (56.7%)	2 (4.8%)	5 (20.8%)	16 (41.0%)	4 (26.7%)	35 (49.3%)
<i>Is easy to use</i>	19 (24.1%)	18 (22.0%)	34 (42.5%)	55 (61.1%)	20 (47.6%)	11 (45.8%)	6 (15.4%)	5 (33.3%)	32 (45.1%)
<i>Easily talk to a clinician or healthcare professional using the telehealth system</i>	19 (24.1%)	13 (15.9%)	36 (45.0%)	51 (56.7%)	2 (4.8%)	7 (29.2%)	9 (23.1%)	6 (40.0%)	25 (35.2%)
<i>Able to express myself effectively over digital platform</i>	18 (22.8%)	13 (15.9%)	24 (30.0%)	32 (30.0%)	1 (2.4%)	4 (16.7%)	7 (18.0%)	5 (33.3%)	19 (26.8%)
<i>Quality of consultation provided by telehealth are the same as in-person visits</i>	18 (22.8%)	12 (14.6%)	27 (33.8%)	32 (35.6%)	17 (40.5%)	9 (37.5%)	7 (18.0%)	5 (33.3%)	25 (35.2%)
<i>Feel comfortable sharing with the doctor my concerns/sensitive issues while sitting in my house/environment I am comfortable in</i>	22 (27.9%)	15 (18.3%)	33 (41.3%)	48 (53.3%)	1 (2.4%)	9 (37.5%)	12 (30.8%)	5 (33.3%)	22 (31.0%)
<i>Feel empowered to manage my health, watch out for short-term and long-term conditions</i>	4 (5.1%)	16 (19.5%)	16 (20.0%)	35 (38.9%)	2 (4.8%)	4 (16.7%)	8 (20.5%)	5 (33.3%)	21 (29.6%)
<i>Lower the risk of getting COVID-19 from hospital visits</i>	9 (11.4%)	22 (26.8%)	14 (17.5%)	55 (61.1%)	1 (2.4%)	7 (29.2%)	16 (41.0%)	6 (40.0%)	20 (28.2%)
Reasons for not using telehealth									
<i>Not comfortable using technology (e.g. elderly, those who are not familiar with technology)</i>	28 (35.4%)	27 (32.9%)	21 (26.3%)	8 (8.9%)	20 (47.6%)	6 (25.0%)	8 (20.5%)	2 (13.3%)	23 (32.4%)
<i>Not comfortable that I do not have a personal contact with the doctor (i.e., virtual nature of contact)</i>	31 (39.2%)	22 (26.8%)	31 (38.8%)	14 (15.6%)	1 (2.4%)	4 (16.7%)	10 (25.6%)	3 (20.0%)	36 (50.7%)
<i>Worried about my data privacy</i>	29 (36.7%)	40 (48.8%)	40 (50.0%)	34 (37.8%)	18 (42.9%)	12 (50.0%)	14 (35.9%)	3 (20.0%)	45 (63.4%)
<i>Not able to get internet connectivity / technology to use telehealth service (e.g. cost limitations, living in remote area, etc)</i>	22 (27.9%)	13 (15.9%)	28 (35.0%)	19 (21.1%)	1 (2.4%)	5 (20.8%)	3 (7.7%)	4 (26.7%)	20 (28.2%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

<i>Do not trust technology use for my HIV prevention care</i>	15 (19.0%)	17 (20.7%)	19 (23.8%)	3 (3.3%)	17 (40.5%)	2 (8.3%)	6 (15.4%)	1 (6.7%)	14 (19.7%)
<i>Do not think the quality of the care will be same as the clinic visit</i>	19 (24.1%)	10 (12.2%)	25 (31.3%)	16 (17.8%)	2 (4.8%)	5 (20.8%)	5 (12.8%)	2 (13.3%)	21 (29.6%)
<i>I live with other people. It may expose my status.</i>	1 (1.3%)	24 (29.3%)	20 (25.0%)	18 (20.0%)	2 (4.8%)	7 (29.2%)	7 (18.0%)	2 (13.3%)	19 (26.8%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S5. Reasons for using or not using telehealth services among IARs telehealth users (country/territory-specific).

IAR, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base (past/current telehealth users)	53	25	59	30	133	10	36	4	51
Reasons for using telehealth									
<i>Improves my access to HIV prevention care services</i>	20 (37.7%)	7 (28.0%)	20 (33.9%)	19 (63.3%)	4 (3.0%)	7 (70.0%)	19 (52.8%)	2 (50.0%)	28 (54.9%)
<i>Saves travel time to a hospital or clinic or pharmacy</i>	27 (50.9%)	8 (32.0%)	34 (57.6%)	9 (30.0%)	83 (62.4%)	3 (30.0%)	18 (50.0%)	2 (50.0%)	27 (52.9%)
<i>Seek additional information / education outside of appointment time</i>	15 (28.3%)	14 (56.0%)	21 (35.6%)	18 (60.0%)	50 (37.6%)	4 (40.0%)	12 (33.3%)	4 (100.0%)	25 (49.0%)
<i>Is easy to use</i>	9 (17.0%)	13 (52.0%)	18 (30.5%)	9 (30.0%)	85 (63.9%)	4 (40.0%)	9 (25.0%)	2 (50.0%)	21 (41.2%)
<i>Easily talk to a clinician or healthcare professional using the telehealth system</i>	15 (28.3%)	7 (28.0%)	21 (35.6%)	20 (66.7%)	14 (10.5%)	2 (20.0%)	8 (22.2%)	4 (100.0%)	24 (47.1%)
<i>Able to express myself effectively over digital platform</i>	14 (26.4%)	7 (28.0%)	6 (10.2%)	8 (26.7%)	59 (44.4%)	2 (20.0%)	7 (19.4%)	2 (50.0%)	16 (31.4%)
<i>Quality of consultation provided by telehealth are the same as in-person visits</i>	10 (18.9%)	8 (32.0%)	7 (11.9%)	10 (33.3%)	33 (24.8%)	2 (20.0%)	16 (44.4%)	1 (25.0%)	18 (35.3%)
<i>Feel comfortable sharing with the doctor my concerns/sensitive issues while sitting in my house/environment I am comfortable in</i>	15 (28.3%)	3 (12.0%)	14 (23.7%)	9 (30.0%)	5 (3.8%)	3 (30.0%)	12 (33.3%)	1 (25.0%)	22 (43.1%)
<i>Feel empowered to manage my health, watch out for short-term and long-term conditions</i>	14 (26.4%)	12 (48.0%)	12 (20.3%)	5 (16.7%)	23 (17.3%)	2 (20.0%)	9 (25.0%)	0 (0.0%)	18 (35.3%)
<i>Lower the risk of getting COVID-19 from hospital visits</i>	14 (26.4%)	9 (36.0%)	11 (18.6%)	8 (26.7%)	3 (2.3%)	1 (10.0%)	12 (33.3%)	1 (25.0%)	24 (47.1%)
<i>Helps me to stay in connect with communities / CBOs for peer support or consultation</i>	16 (30.2%)	8 (32.0%)	3 (5.1%)	4 (13.3%)	4 (3.0%)	0 (0.0%)	5 (13.9%)	1 (25.0%)	21 (41.2%)
Reasons for not using telehealth									
<i>Not comfortable using technology (e.g. elderly, those who are not familiar with technology)</i>	18 (34.0%)	5 (20.0%)	10 (17.0%)	3 (10.0%)	0 (0.0%)	2 (20.0%)	9 (25.0%)	0 (0.0%)	11 (21.6%)
<i>Not comfortable that I do not have a personal contact with the doctor (i.e., virtual nature of contact)</i>	21 (39.6%)	10 (40.0%)	22 (37.3%)	23 (76.7%)	88 (66.2%)	5 (50.0%)	12 (33.3%)	2 (50.0%)	14 (27.5%)
<i>Worried about my data privacy</i>	21 (39.6%)	6 (24.0%)	22 (37.3%)	8 (26.7%)	5 (3.8%)	5 (50.0%)	9 (25.0%)	2 (50.0%)	29 (56.9%)
<i>Not able to get internet connectivity / technology to use telehealth service (e.g. cost limitations, living in remote area, etc)</i>	10 (18.9%)	9 (36.0%)	10 (17.0%)	15 (50.0%)	72 (54.1%)	0 (0.0%)	5 (13.9%)	0 (0.0%)	15 (29.4%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

<i>Do not trust technology use for my HIV prevention care</i>	9 (17.0%)	6 (24.0%)	5 (8.5%)	8 (26.7%)	48 (36.1%)	1 (10.0%)	4 (11.1%)	2 (50.0%)	15 (29.4%)
<i>Do not think the quality of the care will be same as the clinic visit</i>	15 (28.3%)	4 (16.0%)	13 (22.0%)	8 (26.7%)	7 (5.3%)	2 (20.0%)	7 (19.4%)	0 (0.0%)	16 (31.4%)
<i>I live with other people. It may expose my status.</i>	8 (15.1%)	3 (12.0%)	17 (28.8%)	5 (16.7%)	1 (0.8%)	1 (10.0%)	14 (38.9%)	2 (50.0%)	18 (35.3%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S6. Digital platforms for HIV care and types of information preferred or anticipated by PLWH respondents (country/territory-specific).

PLWH, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base of telehealth users (regional n=522)	79	82	80	90	42	24	39	15	71
Digital platforms used to access telehealth services									
<i>Real-time video /audio communications</i>	49 (62.0%)	37 (45.1%)	46 (57.5%)	80 (88.9%)	4 (9.5%)	19 (79.2%)	26 (66.7%)	9 (60.0%)	42 (59.2%)
<i>Mobile health App (e.g., track health measurements, set appointment or drug reminders through smartphones)</i>	30 (38.0%)	67 (81.7%)	51 (63.8%)	40 (44.4%)	40 (95.2%)	7 (29.2%)	19 (48.7%)	5 (33.3%)	50 (70.4%)
<i>Remote prescription refill and delivery (e.g. prescription refill app, delivery via ride hailing services, drone delivery)</i>	39 (49.4%)	20 (24.4%)	44 (55.0%)	68 (75.6%)	1 (2.4%)	3 (12.5%)	6 (15.4%)	4 (26.7%)	39 (54.9%)
<i>Store-and-forward (e.g., storage and transmission of MRIs, X-rays, photos, videos) or shared drive (e.g., Google Drive, Dropbox)</i>	25 (31.7%)	11 (13.4%)	27 (33.8%)	44 (48.9%)	20 (47.6%)	3 (12.5%)	6 (15.4%)	2 (13.3%)	26 (36.6%)
Preferred digital platforms									
<i>Real-time video /audio communications</i>	48 (60.8%)	31 (37.8%)	30 (37.5%)	67 (74.4%)	1 (2.4%)	12 (50.0%)	21 (53.9%)	8 (53.3%)	25 (35.2%)
<i>Mobile health App (e.g., track health measurements, set appointment or drug reminders through smartphones)</i>	21 (26.6%)	42 (51.2%)	41 (51.3%)	10 (11.1%)	40 (95.2%)	7 (29.2%)	12 (30.8%)	6 (40.0%)	37 (52.1%)
<i>Store-and-forward (e.g., storage and transmission of MRIs, X-rays, photos, videos) or shared drive (e.g., Google Drive, Dropbox)</i>	9 (11.4%)	1 (1.2%)	9 (11.3%)	13 (14.4%)	0 (0.0%)	1 (4.2%)	4 (10.3%)	1 (6.7%)	8 (11.3%)
Base of non-users of telehealth (regional n=265)	21	7	20	10	11	92	62	21	21
Preferred digital platforms									
<i>Real-time video /audio communications</i>	10 (47.6%)	2 (28.6%)	11 (55.0%)	7 (70.0%)	6 (54.6%)	39 (42.4%)	33 (53.2%)	13 (61.9%)	21 (100.0%)
<i>Mobile health App (e.g., track health measurements, set appointment or drug reminders through smartphones)</i>	9 (42.9%)	4 (57.1%)	5 (25.0%)	3 (30.0%)	3 (27.3%)	43 (46.7%)	25 (40.3%)	5 (23.8%)	0 (0.0%)
<i>Store-and-forward (e.g., storage and transmission of MRIs, X-rays, photos, videos) or shared drive (e.g., Google Drive, Dropbox)</i>	1 (4.8%)	0 (0.0%)	4 (20.0%)	0 (0.0%)	2 (18.2%)	7 (7.6%)	4 (6.5%)	1 (4.8%)	0 (0.0%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S7. Digital platforms for HIV care and types of information preferred or anticipated by IAR respondents (country/territory-specific).

IAR, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base of telehealth users (regional n=401)	53	25	59	30	133	10	36	4	51
Digital platforms used to access telehealth services									
<i>Real-time video /audio communications</i>	33 (62.0%)	11 (45.1%)	34 (57.5%)	27 (88.9%)	13 (9.5%)	8 (79.2%)	24 (66.7%)	2 (60.0%)	30 (59.2%)
<i>Mobile health App (e.g., track health measurements, set appointment or drug reminders through smartphones)</i>	20 (38.0%)	20 (81.7%)	38 (63.8%)	13 (44.4%)	127 (95.2%)	3 (29.2%)	18 (48.7%)	1 (33.3%)	36 (70.4%)
<i>Remote prescription refill and delivery (e.g. prescription refill app, delivery via ride hailing services, drone delivery)</i>	26 (49.4%)	6 (24.4%)	32 (55.0%)	23 (75.6%)	3 (2.4%)	1 (12.5%)	6 (15.4%)	1 (26.7%)	28 (54.9%)
<i>Store-and-forward (e.g., storage and transmission of MRIs, X-rays, photos, videos) or shared drive (e.g., Google Drive, Dropbox)</i>	17 (31.7%)	3 (13.4%)	20 (33.8%)	15 (48.9%)	63 (47.6%)	1 (12.5%)	6 (15.4%)	1 (13.3%)	19 (36.6%)
Preferred digital platforms									
<i>Real-time video /audio communications</i>	28 (52.8%)	11 (44.0%)	27 (45.8%)	18 (60.0%)	1 (0.8%)	6 (60.0%)	25 (69.4%)	1 (25.0%)	30 (58.8%)
<i>Mobile health App (e.g., track health measurements, set appointment or drug reminders through smartphones)</i>	15 (28.3%)	11 (44.0%)	28 (47.5%)	12 (40.0%)	131 (98.5%)	4 (40.0%)	9 (25.0%)	2 (50.0%)	15 (29.4%)
<i>Store-and-forward (e.g., storage and transmission of MRIs, X-rays, photos, videos) or shared drive (e.g., Google Drive, Dropbox)</i>	10 (18.9%)	3 (12.0%)	4 (6.8%)	0 (0.0%)	1 (0.8%)	0 (0.0%)	1 (2.8%)	0 (0.0%)	6 (11.8%)
Base of non-users of telehealth (regional n=376)	47	15	41	5	11	140	64	7	51
Preferred digital platforms									
<i>Real-time video /audio communications</i>	21 (44.7%)	4 (26.7%)	14 (34.2%)	4 (80.0%)	3 (27.3%)	68 (48.6%)	43 (67.2%)	5 (71.4%)	4 (30.8%)
<i>Mobile health App (e.g., track health measurements, set appointment or drug reminders through smartphones)</i>	20 (42.6%)	10 (66.7%)	20 (48.8%)	1 (20.0%)	8 (72.7%)	61 (43.6%)	17 (26.6%)	0 (0.0%)	9 (69.2%)
<i>Store-and-forward (e.g., storage and transmission of MRIs, X-rays, photos, videos) or shared drive (e.g., Google Drive, Dropbox)</i>	6 (12.8%)	1 (6.7%)	7 (17.1%)	0 (0.0%)	0 (0.0%)	7 (5.0%)	3 (4.7%)	2 (28.6%)	0 (0.0%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S8. Types of telehealth services used and preferred by people living with HIV (PLWH) (country/territory-specific)

PLWH (regional n=522)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base (telehealth users)	79	82	80	90	42	24	39	15	71
Telehealth services used									
<i>Phone consultations with doctor/counsellor/nurse, etc</i>	46 (58.2%)	64 (78.1%)	37 (46.3%)	76 (84.4%)	20 (47.6%)	21 (87.5%)	18 (46.2%)	6 (40.0%)	49 (69.0%)
<i>Video consultations</i>	29 (36.7%)	15 (18.3%)	43 (53.8%)	67 (74.4%)	22 (52.4%)	3 (12.5%)	14 (35.9%)	4 (26.7%)	36 (50.7%)
<i>E-prescription & Refill medications remotely</i>	23 (29.1%)	11 (13.4%)	41 (51.3%)	73 (81.1%)	2 (4.8%)	6 (25.0%)	10 (25.6%)	2 (13.3%)	31 (43.7%)
<i>Communications of lab test results through electronic devices</i>	32 (40.5%)	13 (15.9%)	36 (45.0%)	64 (71.1%)	20 (47.6%)	4 (16.7%)	11 (28.2%)	2 (13.3%)	27 (38.0%)
<i>Appointment reminders and billing statements</i>	20 (25.3%)	10 (12.2%)	18 (22.5%)	54 (60.0%)	4 (9.5%)	7 (29.2%)	8 (20.5%)	4 (26.7%)	25 (35.2%)
<i>Treatment / medication reminders via app / teleservice</i>	16 (20.3%)	15 (18.3%)	23 (28.8%)	39 (43.3%)	18 (42.9%)	7 (29.2%)	7 (18.0%)	4 (26.7%)	31 (43.7%)
<i>Communicating of COVID-related health information</i>	25 (31.7%)	14 (17.1%)	21 (26.3%)	38 (42.2%)	18 (42.9%)	12 (50.0%)	15 (38.5%)	1 (6.7%)	17 (23.9%)
<i>Communicating of HIV-related health information</i>	24 (30.4%)	18 (22.0%)	29 (36.3%)	39 (43.3%)	39 (92.9%)	15 (62.5%)	15 (38.5%)	2 (13.3%)	27 (38.0%)
<i>Connection to community groups for other services</i>	7 (8.9%)	28 (34.2%)	11 (13.8%)	21 (23.3%)	2 (4.8%)	7 (29.2%)	10 (25.6%)	2 (13.3%)	34 (47.9%)
Preferred telehealth services									
<i>Phone consultations with doctor/counsellor/nurse, etc</i>	59 (74.7%)	78 (95.1%)	48 (60.0%)	79 (87.8%)	21 (50.0%)	23 (95.8%)	30 (76.9%)	11 (73.3%)	53 (74.7%)
<i>Video consultations</i>	48 (60.8%)	41 (50.0%)	52 (65.0%)	75 (83.3%)	38 (90.5%)	12 (50.0%)	32 (82.1%)	11 (73.3%)	39 (54.9%)
<i>E-prescription & Refill medications remotely</i>	56 (70.9%)	35 (42.7%)	59 (73.8%)	78 (86.7%)	4 (9.5%)	15 (62.5%)	29 (74.4%)	13 (86.7%)	42 (59.2%)
<i>Communications of lab test results through electronic devices</i>	45 (57.0%)	41 (50.0%)	55 (68.8%)	77 (85.6%)	40 (95.2%)	10 (41.7%)	19 (48.7%)	10 (66.7%)	49 (69.0%)
<i>Appointment reminders and billing statements</i>	45 (57.0%)	20 (24.4%)	31 (38.8%)	52 (57.8%)	3 (7.1%)	13 (54.2%)	19 (48.7%)	7 (46.7%)	35 (49.3%)
<i>Treatment / medication reminders via app / teleservice</i>	44 (55.7%)	36 (43.9%)	44 (55.0%)	31 (34.4%)	41 (97.6%)	14 (58.3%)	20 (51.3%)	12 (80.0%)	39 (54.9%)
<i>Communicating of COVID-related health information</i>	41 (51.9%)	41 (50.0%)	43 (53.8%)	13 (14.4%)	20 (47.6%)	8 (33.3%)	13 (33.3%)	5 (33.3%)	22 (31.0%)
<i>Communicating of HIV-related health information</i>	35 (44.3%)	61 (74.4%)	47 (58.8%)	27 (30.0%)	20 (47.6%)	16 (66.7%)	15 (38.5%)	3 (20.0%)	33 (46.5%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

<i>Connection to community groups for other services</i>	20 (25.3%)	52 (63.4%)	20 (25.0%)	18 (20.0%)	22 (52.4%)	9 (37.5%)	16 (41.0%)	3 (20.0%)	43 (60.6%)
Base of non-users of telehealth (regional n=265)	21	7	20	10	11	92	62	21	21
Preferred telehealth services									
<i>Phone consultations with doctor / counsellor / nurse, etc</i>	12 (57.1%)	6 (85.7%)	14 (70.0%)	8 (80.0%)	6 (54.6%)	84 (91.3%)	53 (85.5%)	17 (81.0%)	18 (85.7%)
<i>Video consultations</i>	13 (61.9%)	0 (0.0%)	8 (40.0%)	4 (40.0%)	7 (63.6%)	37 (40.2%)	35 (56.5%)	11 (52.4%)	6 (28.6%)
<i>E-prescription & Refill medications remotely</i>	15 (71.4%)	2 (28.6%)	15 (75.0%)	8 (80.0%)	10 (90.9%)	74 (80.4%)	55 (88.7%)	18 (85.7%)	19 (90.5%)
<i>Communications of lab test results through electronic devices</i>	13 (61.9%)	2 (28.6%)	16 (80.0%)	8 (80.0%)	8 (72.7%)	54 (58.7%)	32 (51.6%)	13 (61.9%)	7 (33.3%)
<i>Appointment reminders and billing statements</i>	11 (52.4%)	1 (14.3%)	6 (30.0%)	4 (40.0%)	6 (54.6%)	40 (43.5%)	27 (43.6%)	13 (61.9%)	17 (81.0%)
<i>Treatment / medication reminders via app / teleservice</i>	12 (57.1%)	6 (85.7%)	10 (50.0%)	6 (60.0%)	7 (63.6%)	51 (55.4%)	40 (64.5%)	9 (42.9%)	13 (61.9%)
<i>Communicating of COVID-related health information</i>	10 (47.6%)	4 (57.1%)	7 (35.0%)	1 (10.0%)	1 (9.1%)	10 (10.9%)	10 (16.1%)	4 (19.1%)	5 (23.8%)
<i>Communicating of HIV-related health information</i>	10 (47.6%)	7 (100.0%)	12 (60.0%)	6 (60.0%)	4 (36.4%)	65 (70.7%)	27 (43.6%)	12 (57.1%)	13 (61.9%)
<i>Connection to community groups for other services</i>	9 (42.9%)	6 (85.7%)	11 (55.0%)	5 (50.0%)	6 (54.6%)	44 (47.8%)	30 (48.4%)	7 (33.3%)	7 (33.3%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S9. Types of telehealth services used and preferred by individuals at-risk of HIV transmission or acquisition

(IAR) (country/territory-specific)

IAR, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base of telehealth users (regional n=401)	53	25	59	30	133	10	36	4	51
Telehealth services used									
<i>Phone consultations with doctor/counsellor/nurse, etc</i>	33 (62.3%)	18 (72.0%)	39 (66.1%)	10 (33.3%)	23 (17.3%)	8 (80.0%)	17 (47.2%)	2 (50.0%)	37 (72.6%)
<i>Video consultations</i>	17 (32.1%)	10 (40.0%)	25 (42.4%)	9 (30.0%)	68 (51.1%)	2 (20.0%)	9 (25.0%)	3 (75.0%)	23 (45.1%)
<i>E-prescription & Refill medications remotely</i>	18 (34.0%)	8 (32.0%)	22 (37.3%)	16 (53.3%)	21 (15.8%)	2 (20.0%)	10 (27.8%)	2 (50.0%)	24 (47.1%)
<i>Communications of lab test results through electronic devices</i>	12 (22.6%)	5 (20.0%)	26 (44.1%)	10 (33.3%)	111 (83.5%)	4 (40.0%)	11 (30.6%)	3 (75.0%)	25 (49.0%)
<i>Appointment reminders and billing statements</i>	13 (24.5%)	8 (32.0%)	3 (5.1%)	10 (33.3%)	44 (33.1%)	0 (0.0%)	6 (16.7%)	2 (50.0%)	19 (37.3%)
<i>Treatment / medication reminders via app / teleservice</i>	10 (18.9%)	8 (32.0%)	12 (20.3%)	11 (36.7%)	66 (49.6%)	0 (0.0%)	7 (19.4%)	3 (75.0%)	28 (54.9%)
<i>Communicating of COVID-related health information</i>	19 (35.9%)	8 (32.0%)	12 (20.3%)	12 (40.0%)	6 (4.5%)	3 (30.0%)	6 (16.7%)	2 (50.0%)	21 (41.2%)
<i>Communicating of HIV-related health information</i>	20 (37.7%)	8 (32.0%)	16 (27.1%)	6 (20.0%)	52 (39.1%)	7 (70.0%)	12 (33.3%)	4 (100.0%)	27 (52.9%)
<i>Connection to community groups for other services</i>	18 (34.0%)	4 (16.0%)	4 (6.8%)	3 (10.0%)	24 (18.1%)	1 (10.0%)	8 (22.2%)	3 (75.0%)	31 (60.8%)
Preferred telehealth services									
<i>Phone consultations with doctor/counsellor/nurse, etc</i>	34 (64.2%)	18 (72.0%)	44 (74.6%)	18 (60.0%)	83 (62.4%)	9 (90.0%)	31 (86.1%)	1 (25.0%)	41 (80.4%)
<i>Video consultations</i>	36 (67.9%)	17 (68.0%)	39 (66.1%)	17 (56.7%)	90 (67.7%)	8 (80.0%)	20 (55.6%)	3 (75.0%)	27 (52.9%)
<i>E-prescription & Refill medications remotely</i>	36 (67.9%)	11 (44.0%)	51 (86.4%)	24 (80.0%)	68 (51.1%)	7 (70.0%)	29 (80.6%)	4 (100.0%)	30 (58.8%)
<i>Communications of lab test results through electronic devices</i>	30 (56.6%)	17 (68.0%)	43 (72.9%)	21 (70.0%)	104 (78.2%)	5 (50.0%)	18 (50.0%)	2 (50.0%)	28 (54.9%)
<i>Appointment reminders and billing statements</i>	18 (34.0%)	9 (36.0%)	19 (32.2%)	11 (36.7%)	23 (17.3%)	5 (50.0%)	16 (44.4%)	2 (50.0%)	22 (43.1%)
<i>Treatment / medication reminders via app / teleservice</i>	28 (52.8%)	17 (68.0%)	31 (52.5%)	22 (73.3%)	91 (68.4%)	6 (60.0%)	22 (61.1%)	2 (50.0%)	26 (51.0%)
<i>Communicating of COVID-related health information</i>	31 (58.5%)	14 (56.0%)	24 (40.7%)	18 (60.0%)	111 (83.5%)	3 (30.0%)	8 (22.2%)	1 (25.0%)	20 (39.2%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

<i>Communicating of HIV-related health information</i>	26 (49.1%)	10 (40.0%)	29 (49.2%)	13 (43.3%)	54 (40.6%)	7 (70.0%)	21 (58.3%)	3 (75.0%)	30 (58.8%)
<i>Connection to community groups for other services</i>	23 (43.4%)	12 (48.0%)	14 (23.7%)	6 (20.0%)	41 (30.8%)	0 (0.0%)	15 (41.7%)	2 (50.0%)	30 (58.8%)
Base of non-users of telehealth (regional n=376)	47	15	41	5	11	140	64	7	13
Preferred telehealth services									
<i>Phone consultations with doctor / counsellor / nurse, etc</i>	28 (59.6%)	12 (80.0%)	29 (70.7%)	4 (80.0%)	6 (54.6%)	116 (82.8%)	55 (85.7%)	5 (71.4%)	12 (92.3%)
<i>Video consultations</i>	20 (42.6%)	12 (80.0%)	30 (73.2%)	4 (80.0%)	6 (54.6%)	94 (67.2%)	34 (52.9%)	4 (57.1%)	2 (15.4%)
<i>E-prescription & Refill medications remotely</i>	31 (66.0%)	8 (53.3%)	21 (51.2%)	4 (80.0%)	10 (90.9%)	114 (81.3%)	51 (80.0%)	6 (85.7%)	10 (76.9%)
<i>Communications of lab test results through electronic devices</i>	31 (66.0%)	8 (53.3%)	28 (68.3%)	2 (40.0%)	10 (90.9%)	77 (54.7%)	39 (60.7%)	6 (85.7%)	12 (92.3%)
<i>Appointment reminders and billing statements</i>	25 (53.2%)	7 (46.7%)	16 (39.0%)	3 (60.0%)	6 (54.6%)	57 (40.6%)	30 (47.1%)	2 (28.6%)	5 (38.5%)
<i>Treatment / medication reminders via app / teleservice</i>	29 (61.7%)	12 (80.0%)	25 (61.0%)	1 (20.0%)	8 (72.7%)	96 (68.8%)	44 (68.6%)	4 (57.1%)	8 (61.5%)
<i>Communicating of COVID-related health information</i>	26 (55.3%)	4 (26.7%)	19 (46.3%)	0 (0.0%)	0 (0.0%)	44 (31.3%)	13 (20.0%)	3 (42.9%)	4 (30.8%)
<i>Communicating of HIV-related health information</i>	24 (51.1%)	8 (53.3%)	20 (48.8%)	4 (80.0%)	6 (54.6%)	48 (34.4%)	32 (50.0%)	3 (42.9%)	5 (38.5%)
<i>Connection to community groups for other services</i>	17 (36.2%)	3 (20.0%)	16 (39.0%)	3 (60.0%)	3 (27.3%)	53 (37.5%)	22 (34.3%)	2 (28.6%)	7 (53.9%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S10. Types of tools used to support consultation discussions and its perceived trustworthiness among PLWH telehealth users (country/territory-specific).

PLWH, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base	79	82	80	90	42	24	39	15	71
Types of educational tools used to support consultation discussions									
<i>Software provided by hospital / clinics</i>	45 (57.0%)	31 (37.8%)	33 (41.3%)	28 (31.1%)	6 (14.3%)	5 (20.8%)	18 (46.2%)	5 (33.3%)	26 (36.6%)
<i>Mobile app provided by clinic / health care providers / local HIV community groups</i>	51 (64.6%)	52 (63.4%)	47 (58.8%)	43 (47.8%)	34 (81.0%)	13 (54.2%)	16 (41.0%)	8 (53.3%)	42 (59.2%)
<i>News or social media (e.g. national news)</i>	18 (22.8%)	28 (34.2%)	43 (53.8%)	50 (55.6%)	7 (16.7%)	4 (16.7%)	7 (18.0%)	6 (40.0%)	33 (46.5%)
<i>Paper-based materials received from clinic / health care providers / local HIV community groups</i>	21 (26.6%)	22 (26.8%)	39 (48.8%)	11 (12.2%)	2 (4.8%)	6 (25.0%)	9 (23.1%)	1 (6.7%)	33 (46.5%)
<i>Journals for healthcare professionals</i>	22 (27.9%)	16 (19.5%)	29 (36.3%)	11 (12.2%)	17 (40.5%)	2 (8.3%)	6 (15.4%)	2 (13.3%)	19 (26.8%)
<i>Word of mouth from peers / colleagues</i>	19 (24.1%)	29 (35.4%)	24 (30.0%)	13 (14.4%)	2 (4.8%)	4 (16.7%)	7 (18.0%)	4 (26.7%)	22 (31.0%)
<i>Websites (e.g. hospital websites or community-based organization websites)</i>	5 (6.3%)	15 (18.3%)	25 (31.3%)	51 (56.7%)	2 (4.8%)	6 (25.0%)	12 (30.8%)	6 (40.0%)	30 (42.3%)
Trustworthiness of the information provided									
<i>Software provided by hospital / clinics</i>	28 (35.4%)	29 (35.4%)	16 (20.0%)	17 (18.9%)	2 (4.8%)	11 (45.8%)	14 (35.9%)	4 (26.7%)	22 (31.0%)
<i>Mobile app provided by clinic / health care providers / local HIV community groups</i>	27 (34.2%)	24 (29.3%)	21 (26.3%)	37 (41.1%)	19 (45.2%)	5 (20.8%)	7 (18.0%)	2 (13.3%)	23 (32.4%)
<i>News or social media (e.g. national news)</i>	7 (8.9%)	3 (3.7%)	19 (23.8%)	4 (4.4%)	21 (50.0%)	0 (0.0%)	2 (5.1%)	2 (13.3%)	10 (14.1%)
<i>Paper-based materials received from clinic / health care providers / local HIV community groups</i>	9 (11.4%)	9 (11.0%)	11 (13.8%)	10 (11.1%)	0 (0.0%)	4 (16.7%)	5 (12.8%)	1 (6.7%)	5 (7.0%)
<i>Journals for healthcare professionals</i>	3 (3.8%)	1 (1.2%)	10 (12.5%)	13 (14.4%)	0 (0.0%)	2 (8.3%)	6 (15.4%)	5 (33.3%)	2 (2.8%)
<i>Word of mouth from peers / colleagues</i>	1 (1.3%)	15 (18.3%)	3 (3.8%)	2 (2.2%)	0 (0.0%)	0 (0.0%)	2 (5.1%)	1 (6.7%)	4 (5.6%)
<i>Websites (e.g. hospital websites or community-based organization websites)</i>	4 (5.1%)	1 (1.2%)	0 (0.0%)	7 (7.8%)	0 (0.0%)	2 (8.3%)	3 (7.7%)	0 (0.0%)	5 (7.0%)

Title: Enhancing HIV services to build back from COVID-19 through telehealth services: An exploratory observational study

Supplementary Table S11. Types of tools used to support consultation discussions and its perceived trustworthiness among IAR telehealth users (country/territory-specific).

IAR, n (%)	Hong Kong	India	Malaysia	Philippines	Singapore	South Korea	Taiwan	Thailand	Vietnam
Base	53	25	59	30	133	10	36	4	51
Types of educational tools used to support consultation discussions									
<i>Software provided by hospital / clinics</i>	21 (39.6%)	6 (24.0%)	30 (50.9%)	9 (30.0%)	22 (16.5%)	3 (30.0%)	16 (44.4%)	1 (25.0%)	18 (35.3%)
<i>Mobile app provided by clinic / health care providers / local HIV community groups</i>	27 (50.9%)	12 (48.0%)	41 (69.5%)	23 (76.7%)	74 (55.6%)	3 (30.0%)	23 (63.9%)	3 (75.0%)	29 (56.9%)
<i>News or social media (e.g. national news)</i>	18 (34.0%)	10 (40.0%)	18 (30.5%)	8 (26.7%)	44 (33.1%)	6 (60.0%)	6 (16.7%)	2 (50.0%)	24 (47.1%)
<i>Paper-based materials received from clinic / health care providers / local HIV community groups</i>	15 (28.3%)	9 (36.0%)	30 (50.9%)	20 (66.7%)	32 (24.1%)	2 (20.0%)	15 (41.7%)	3 (75.0%)	26 (51.0%)
<i>Journals for healthcare professionals</i>	13 (24.5%)	9 (36.0%)	15 (25.4%)	8 (26.7%)	23 (17.3%)	0 (0.0%)	4 (11.1%)	3 (75.0%)	13 (25.5%)
<i>Word of mouth from peers / colleagues</i>	13 (24.5%)	8 (32.0%)	11 (18.6%)	8 (26.7%)	72 (54.1%)	2 (20.0%)	13 (36.1%)	2 (50.0%)	20 (39.2%)
<i>Websites (e.g. hospital websites or community-based organization websites)</i>	11 (20.8%)	4 (16.0%)	5 (8.5%)	4 (13.3%)	5 (3.8%)	4 (40.0%)	8 (22.2%)	2 (50.0%)	20 (39.2%)
Trustworthiness of the information provided									
<i>Software provided by hospital / clinics</i>	19 (35.9%)	7 (28.0%)	13 (22.0%)	6 (20.0%)	4 (3.0%)	4 (40.0%)	21 (58.3%)	1 (25.0%)	17 (33.3%)
<i>Mobile app provided by clinic / health care providers / local HIV community groups</i>	17 (32.1%)	6 (24.0%)	17 (28.8%)	16 (53.3%)	49 (36.8%)	1 (10.0%)	5 (13.9%)	1 (25.0%)	14 (27.5%)
<i>News or social media (e.g. national news)</i>	2 (3.8%)	2 (8.0%)	9 (15.3%)	4 (13.3%)	60 (45.1%)	2 (20.0%)	2 (5.6%)	0 (0.0%)	6 (11.8%)
<i>Paper-based materials received from clinic / health care providers / local HIV community groups</i>	7 (13.2%)	3 (12.0%)	12 (20.3%)	3 (10.0%)	20 (15.0%)	0 (0.0%)	2 (5.6%)	1 (25.0%)	4 (7.8%)
<i>Journals for healthcare professionals</i>	4 (7.6%)	4 (16.0%)	5 (8.5%)	0 (0.0%)	0 (0.0%)	3 (30.0%)	1 (2.8%)	1 (25.0%)	5 (9.8%)
<i>Word of mouth from peers / colleagues</i>	4 (7.6%)	2 (8.0%)	1 (1.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (8.3%)	0 (0.0%)	2 (3.9%)
<i>Websites (e.g. hospital websites or community-based organization websites)</i>	0 (0.0%)	1 (4.0%)	2 (3.4%)	1 (3.3%)	0 (0.0%)	0 (0.0%)	2 (5.6%)	0 (0.0%)	3 (5.9%)