

## ANNEX 1.

### QUESTIONNAIRE

1. How often do you need information on illnesses or health in general?
  - Once a week or more often
  - A few times a month
  - A few times per 3 months
  - A few times a year or less often
2. Most of the information on illnesses and health you find/obtain from ... (you may select multiple answers)
  - TV and radio
  - Print media (newspapers, magazines) and books
  - Internet
  - My GP, outpatient clinics, hospitals, pharmacies
  - Close friends and family members
  - Library
  - Social day care centres for seniors
  - Other
3. You come across health information....
  - by accident (e.g. while reading another article you also spot health news)
  - by conducting a relevant search (e.g. you submit the specific query)
4. What do you search information on most often?
  - How to stay healthy and prevent illnesses
  - About some illness or medical condition
  - About health facilities and doctors
  - About medicinal products and pharmacies
  - Personal medical records (from online patient portal Digilugu.ee)
  - Other
5. How would you rate your computer skills? They are....
  - excellent
  - good
  - satisfactory
  - poor
  - I have never used a computer
6. Do you have access to a personal computer or similar digital device which can be used for conducting online searches?
  - Yes, I do
  - No, I don't

If you do not have access to a computer, then proceed immediately to question 10

7. When did you last conduct an online search on health, illnesses or disease prevention? (please select only one answer)
- In the past 7 days
  - In the past 30 days
  - In the past 6 months or less often
  - I don't look for information about health or illnesses on the Web
8. The main online sources you obtain health information from include: (you may select multiple answers)
- Designated e-health portals and websites on illnesses (e.g. *kliinik.ee*, *inimene.ee*, web-based clinic, etc)
  - Random top search results to a query e.g. when googling it seems that they are clicked on a lot
  - Digital publications of mainstream media (e.g. national dailies *Postimees*, *Eesti Päevaleht*, etc) or online news portals (e.g. *Estonian Public Broadcasting*, *Delfi*) and their health sections (e.g. *Postimees Tervis*), health magazines (e.g. *Tervis+*, etc)
  - Social media platforms (Facebook, Twitter, YouTube, etc)
  - Blogs
  - Wikipedia
  - Alternative medicine websites (e.g. *alternatiivravi.ee*, *tervisekliinik.ee*, etc)
  - Internet forums and discussion groups where people share their experiences with medical professionals and illnesses
  - Alternative media (e.g. *Telegram*)
  - Official websites of international organisations, government offices and public agencies e.g. WHO, Estonian National Institute for Health Development, Estonian Health Board, etc
  - Research databases and open access sites disseminating research outputs
  - Films, videos
  - Other
9. When searching for online information on health concerns or illnesses you have experienced the following problems.... (you may select multiple answers)
- Can't find the information you are looking for
  - Don't know what to make of the information retrieved (e.g. should I believe the article/story or not)
  - It is difficult to distinguish between relevant and irrelevant search results
  - Other issues
  - No problems at all
10. During the COVID-19 lockdown, how important was it for you to have access to a doctor from a distance (e.g. exchanging e-mails, texting, video consultations)?
- Important
  - Not very important
  - Rather unimportant

11. During the COVID-19 lockdown, did you wish for more detailed information on any of the following aspects? (please select not more than 5)
- Which are the exact symptoms of coronavirus?
  - Who should I contact in case of suspected infection?
  - If diagnosed, how long do I have to remain at home?
  - Questions related to sickness benefit
  - How not to contract the virus in public places, public transport, shops
  - Do face masks protect against the virus?
  - Where to buy most effective masks and other personal protective equipment?
  - Which disinfectant agents work best?
  - Where to get food and medicine if I can't go outside?
  - Can close friends and family members visit me?
  - Other
12. Would you like to get vaccinated against COVID-19 once the vaccine becomes available?
- Of course
  - I doubt it
  - No
13. Do you engage in any of the following activities? (you may select multiple answers)
- Take regular walks or ride a bike
  - Swim, work out in a gym, exercise or do other sports at home
  - Are otherwise physically active (e.g. gardening)
  - Watch your diet, try to eat healthy (e.g. plenty of fruits and vegetables)
  - Eat high-fat foods, ready or precooked meals or sweets
  - Consume alcohol often
  - Smoke
  - Sit a lot
14. How is your health in general? In your opinion it is .....
- Very good
  - Good
  - Fair
  - Poor
  - I do not wish to answer this question
15. Would you have any use for digital health solutions or services? For instance, the kind that allow you to consult with medical personnel, monitor your blood pressure or sleep patterns, check your heart rate, remind you to take a pill or keep you company?
- Yes
  - No
  - I don't know

**Characteristics of respondents** (gender, age, nationality, education level, employed/unemployed) and monthly income.