

FORM A - For individuals who accessed services in-person

Section A – Demography and Diagnosis

- 1) Date of Interview - DD/MM/YYYY
- 2) Name of the participant -
- 3) City of Residence - 4) Age -
- 5) Gender – Male Female Others *(tick the appropriate)*
- 4) Mobility India File Number -
- 5) Diagnosis (during the visits between June to October 2020)
.....
- 6) Services Availed (during the visits between June to October 2020)
.....

To be field by Researchers before initiating interview

Section B – Experience with In-person services

The current section is dedicated to collect information from participants about their experience while using in-person mode of delivery of ██████████ (MI) rehabilitative and assisted technology services. The interviewer is requested to confirm with participants if they availed in-person services with MI during the period of June to October 2020. Kindly proceed after taking AV consent.

7) Can you rate your overall experience while using in-person services provided by MI during the month from June to October (COVID-19 pandemic) on a scale of 1 to 5; One being least satisfied, three being unsure, five being extremely satisfied



(1)



(2)



(3)



(4)



(5)

7.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

8) How easy it was for you to reach the clinic/camp/community representative while using in-person services provided by MI during the months of June to October, on scale of 1 to 5; One being most difficult, three being easy, five being extremely easy;”



(1)



(2)



(3)



(4)



(5)

8.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

9) How easy it was to understand the information given by clinical staff while using in-person services provided by MI on scale of 1 to 10; One being most difficult, three being easy, five being extremely easy;



(1)



(2)



(3)



(4)



(5)

9.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

10) In case you are offered to use current services via online mode by MI, how likely are you to switch from in-person to online mode on scale of 1 to 5; One being not at all likely, three being unsure, ten being extremely likely;



(1)



(2)



(3)



(4)



(5)

10.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

Section C – Financial Costs Associated

In this section, the focus is to ask about monetary costs incurred or saved by patients while using in-person services. Please ask participant to remember any costs that was additionally paid or saved

11. Did you have to pay money for any of the following

- [a] Public transport tickets exclusively for availing services
- [b] Loss of pay for the day exclusively for availing services
- [c] Fuel cost for travel with own vehicle exclusively for availing services
- [d] Food and beverage costs when traveling exclusively for availing services

12. On an average how much money you spent for complete trip to avail MI services in-person

- [a] less than ₹500
- [b] between ₹501 to ₹1000
- [c] More than ₹1000

Section D – Final Comments

Please ask participants for any other comments/ suggestions/ regarding the services provided by MI (max 100 words)

----- End of the form -----

FORM B - For individuals who accessed services online

Section A – Demography and Diagnosis

- 1) Date of Interview - DD/MM/YYYY
- 2) Name of the participant -
- 3) City of Residence - 4) Age -
- 5) Gender – Male Female Others *(tick the appropriate)*
- 4) Mobility India File Number -
- 5) Diagnosis (during the visits between June to October 2020)
.....
- 6) Services Availed (during the visits between June to October 2020)
.....

To be field by Researchers before initiating interview

Section B – Experience with Online services

The current section is dedicated to collect information from participants about their experience while using online mode of delivery of [REDACTED] rehabilitative and assisted technology services. The interviewer is requested to confirm with participants if they availed online services with MI during the period of June to October 2020. Kindly proceed after taking AV consent.

7) Can you rate your overall experience while using online services provided by MI during the month from June to October (COVID-19 pandemic) on a scale of 1 to 5; One being least satisfied, three being unsure, five being extremely satisfied



(1)



(2)



(3)



(4)



(5)

7.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

8) How easy it was for you to operate (usage of WhatsApp video/ Skype/ Zoom) while using online services provided by MI on scale of 1 to 5; One being most difficult, three being easy, five being extremely easy;



(1)



(2)



(3)



(4)



(5)

8.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

9) How easy it was to understand the information given by doctor while using online services provided by MI on scale of 1 to 5; One being most difficult, three being easy, five being extremely easy;



(1)



(2)



(3)



(4)



(5)

9.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

10) How likely are you to use online services provided by MI again, even if in-person services are available on scale of 1 to 5; One being not at all likely, three being not sure, five being extremely likely;



(1)



(2)



(3)



(4)



(5)

10.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

Section C – Financial Costs Associated

In this section, the focus is to ask about monetary costs incurred or saved by patients while using online services. Please ask participant to remember any costs that was additionally paid or saved

11. Did you have to do any of the following

- [a] pay money for Data Recharge exclusively for availing services
- [b] pay money for Purchase of Headphones/Earphones exclusively for availing services
- [c] Borrow device from friend/relative exclusively for availing services
- [d] Take help of family member/relative/friend to setup the process exclusively for availing services
- [e] pay money for Purchase new device (smartphone/tablet) exclusively for availing services

12. Did you save money for any of the following

- [a] Public transport tickets exclusively for availing in-person services
- [b] prevented loss of pay for the day exclusively for availing in-person services
- [c] Fuel cost for travel with own vehicle exclusively for availing in-person services
- [d] Food and beverage costs when traveling exclusively for in-person availing services

13) How easy it was for you to pay for using online services provided by MI on scale of 1 to 5; One being extremely difficult, three being easy, five being extremely easy;



(1)



(2)



(3)



(4)



(5)

14) What was your method of payment

- [a] Debit Card
- [b] UPI apps (Google Pay/ Phone Pe/ Paytm/ Free Charge/ etc)
- [c] Credit Card
- [d] Net banking
- [e] Others (specify)

Section D – Final Comments

Please ask participants for any other comments/ suggestions/ regarding the online services provided by MI (max 100 words)

----- End of the form -----

FORM C - For service providers using services online

Section A – Demography and Diagnosis

- 1) Date of Interview - DD/MM/YYYY
- 2) Name of the participant -
- 3) Designation - 4) Age -
- 5) Gender – Male Female Others *(tick the appropriate)*
- 4) Mobility India File Number -

To be field by Researchers before initiating interview

Section B – Experience with Online services

The current section is dedicated to collect information from service providers about their experience while using online mode of delivery of [REDACTED] rehabilitative and assisted technology services. Kindly proceed after taking AV consent.

5) Can you rate your overall experience while providing online services at MI on scale of 1 to 5; One being least satisfied, three being satisfied, five being extremely satisfied



(1)



(2)



(3)



(4)



(5)

5.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

6) How easy it was for you to operate (usage of WhatsApp video/ Skype/ Zoom) to provide online services for MI on scale of 1 to 10; One being most difficult, three being not sure, five being extremely easy;



(1)



(2)



(3)



(4)



(5)

6.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

7) How easy it was to explain the information to the patients while providing services for MI on scale of 1 to 5; One being most difficult, three being easy, five being extremely easy;



(1)



(2)



(3)



(4)



(5)

7.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

8) Would you prefer delivery through online services even after the pandemic on scale of 1 to 5; One being not at all likely, three being not sure, five being extremely likely;



(1)



(2)



(3)



(4)



(5)

8.1) Based on your rating given in previous question, can you explain the reason for giving specific score (Max 100 words)

9) Do you think the time provided for online services was more or less than for an in-person appointment for the same service?

Section C – Final Comments

Please ask service provider for any other comments/ suggestions/ regarding the online delivery of services provided by MI (max 100 words)

----- End of the form -----