



eHealth assessment criteria - Delphi process, Round 1

Thank you for participating in this research

You have been invited to contribute because you have been identified as a key opinion leader and a leading eHealth expert with in-depth knowledge and understanding of what it takes to achieve successful adoption and implementation of novel technologies in healthcare. Your input will help shape the discussion around assessing the quality and impact of eHealth technologies, an area that is still being shaped and evolving every day. The survey will take about 25-30 minutes to complete.

Where does the initial list of assessment criteria come from?

To minimise bias and to avoid an initial set of criteria that is impacted by the subjective opinions of the research team, we conducted a systematic literature review to objectively identify the relevant criteria used to assess the quality and impact of eHealth tools.

We searched 5 databases for studies published between 2012 and 2022, yielding 675 results, of which 40 studies met the inclusion criteria. Similar assessment criteria from the different papers, frameworks, and initiatives were aggregated in 36 unique criteria grouped in 13 clusters. The resulting criteria were classified into technical, social, and organisational criteria. The technical assessment criteria were grouped in 5 clusters: technical aspects, functionality, content, data management, and design. The social assessment criteria were grouped in 4 clusters: human centricity, health outcomes, visible popularity metrics, and social aspects. And the organisational assessment criteria were grouped in 4 clusters: sustainability and scalability, health care organisation, health care context, and developer as shown in **Figure 1 below**. <https://pubmed.ncbi.nlm.nih.gov/36843321/>

We ask you to help us pressure-test and validate this list of criteria by giving us your expert opinion on:

1. Which criteria are relevant and important to be **included** in the validated assessment framework (only criteria rated as 4 or 5 by 75% of the expert panel will be kept) - *an overview of all criteria that you will be rating is shown in Figure 1 below*
2. Which criteria should be **removed**
3. Which criteria should be **added** if it was missed in the initial list of criteria (you will always have the option to add new criteria in every sub-category)
4. The **risk categories** that are valid for each criterion (e.g. the assessment criterion "behavioural change and persuasiveness" for tier C (digital interventions), but may not be relevant for tier A (system technologies) such as e-prescriptions and e-appointment systems) - *an overview of eHealth tools classified by intended purpose and stratified into risk tiers according to NICE ESF is shown in Figure 2 below*

Scope: This project focuses solely on assessing **patient-facing eHealth tools**, including self-management tools and remote eHealth solutions, rather than tools used within and between care providers (e.g., Electronic Health Records), digital biomarkers, or health data analytics systems used at population level.

Figure 1: The list of assessment criteria that was aggregated from the literature (published here: <https://pubmed.ncbi.nlm.nih.gov/36843321/>)

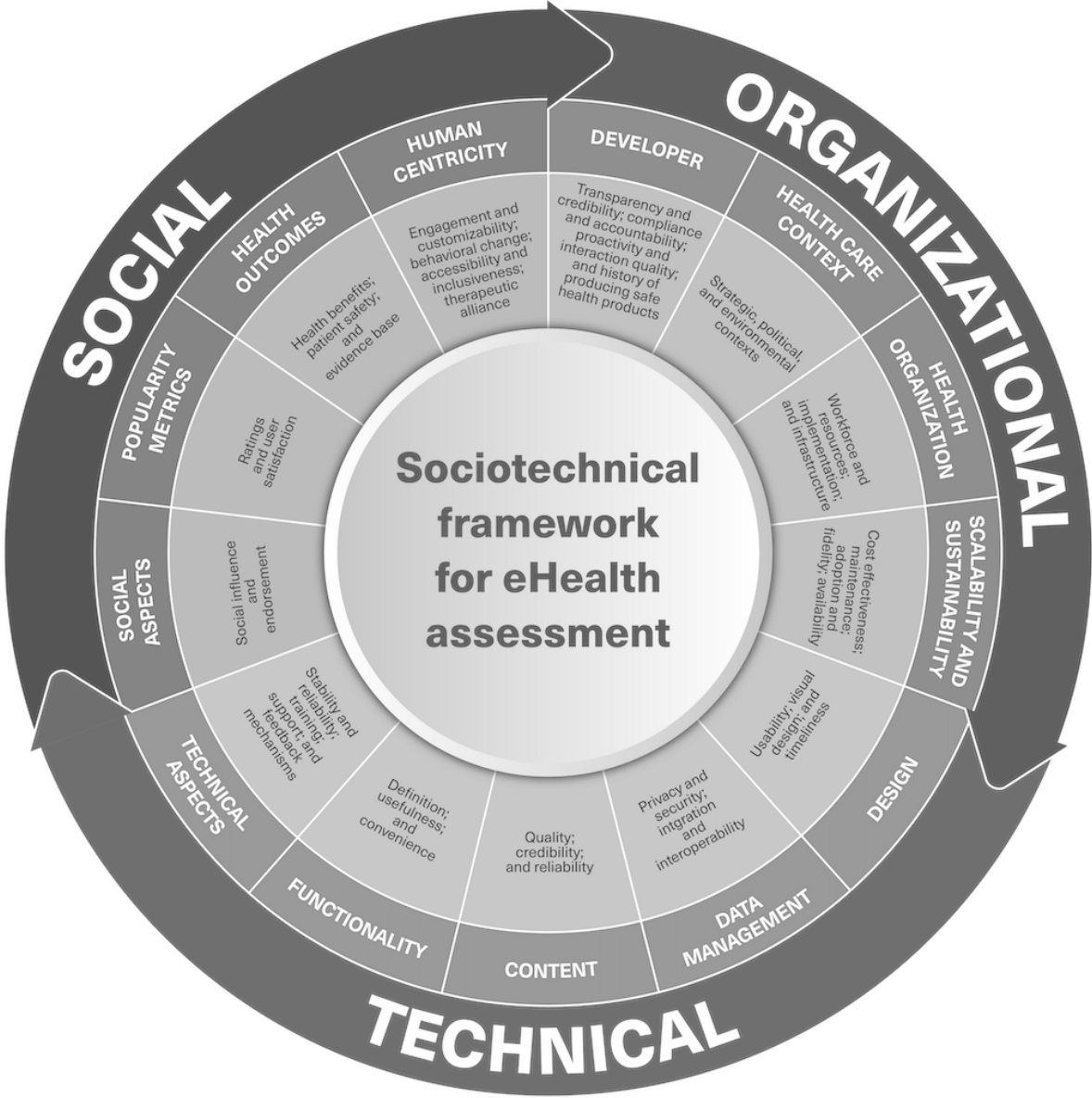
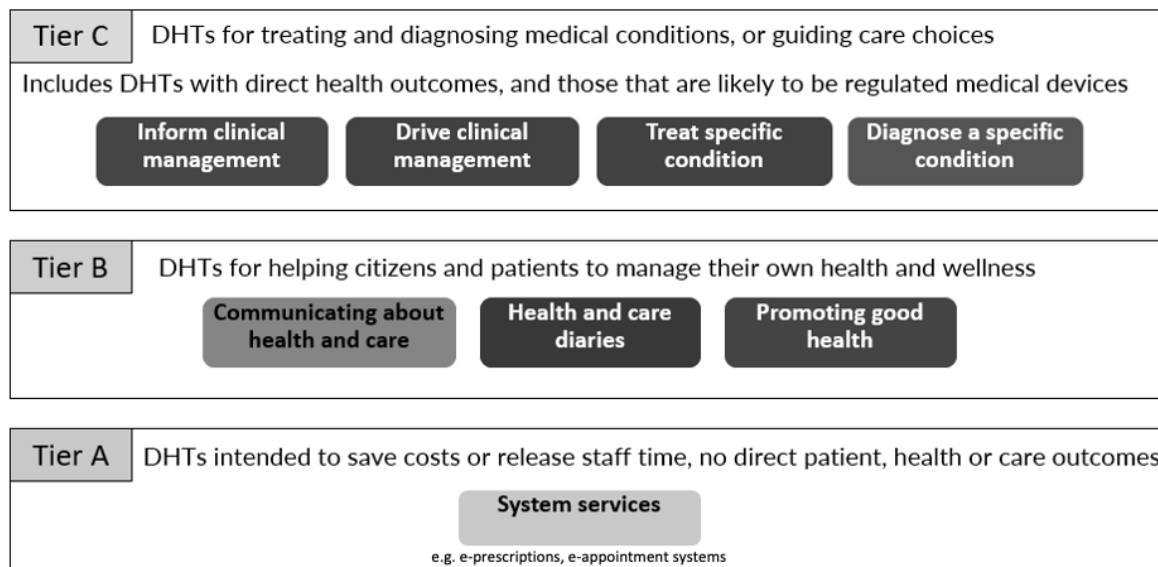


Figure 2: eHealth tools classified by intended purpose and stratified into risk tiers according to NICE ESF (DHTs = Digital Health tools)



Disclaimer: This research project is intended for educational purposes only and is not intended as legal advice. Payers have differing coverage and reimbursement policies. Laws, regulations, and health insurance policies concerning coverage, coding, and reimbursement are complex and are evolving rapidly. For legal advice, please consult with legal counsel.

This study is part of an overarching research project that is jointly sponsored by F Hoffmann-La Roche Ltd, KPT insurance, and Innosuisse (the Swiss Innovation Agency, grant 104.445 IP-ICT).



eHealth assessment criteria - Delphi process, Round 1

1. Technical Criteria

1.1. Technical aspects

1.1.1. Technical reliability and stability

* 1.1.1. The tool is functioning accurately and rapidly, without any error messages, glitches, or crashes (e.g., unexpected stops of running, response time)

1 I suggest this
criterion is
excluded

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5 This criterion is
extremely
relevant

I can't assess



* 1.1.1. The risk categories that are valid for this criterion (select from the dropdown menu)

1.1.2. Training and documentation

* 1.1.2. The tool provides adequate training resources for end users to ensure their comfort with basic competencies and skills needed to use the tool effectively (e.g., in the form of training material, tutorials, videos, user guides or documentation)

1 I suggest this
criterion is
excluded

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5 This criterion is
extremely
relevant

I can't assess



* 1.1.2. The risk categories that are valid for this criterion (select from the dropdown menu)

1.1.3. Support and help resources

* 1.1.3. It's easy and obvious to access help when needed (e.g. hotline, support email, contact form, help section)

1 I suggest this
criterion is
excluded

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5 This criterion is
extremely
relevant

I can't assess

					<input data-bbox="1208 310 1240 352" type="radio"/>
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* 1.1.3. The risk categories that are valid for this criterion (select from the dropdown menu)



1.1.4. Feedback mechanisms

* 1.1.4. The tool allows the possibility to give instant feedback to the developers (e.g., provider messaging to report technical issues or errors)

1 I suggest this
criterion is
excluded

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5 This criterion is
extremely
relevant

I can't assess

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* 1.1.4. The risk categories that are valid for this criterion (select from the dropdown menu)



1.1.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?



1.2. Functionality

1.2.1. Feature definition, attributes, functionality, purpose, and user requirements

* 1.2.1.a. There is clear information about the tool's features and appropriate ways to utilize it (e.g., adjunct, standalone)

1 I suggest this
criterion is
excluded

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5 This criterion is
extremely
relevant

I can't assess

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* 1.2.1.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.2.1.b. The functionality of each element is clearly identifiable (e.g. if the user must take a specific action, the tool clearly and visually indicates the action to be taken)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	○
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* 1.2.1.b. The risk categories that are valid for this criterion (select from the dropdown menu)

1.2.2. Feature usefulness, utility, and relevance

* 1.2.2.a. The tool has specific, measurable and achievable goals (desired outcomes) that are specified/obvious within the tool itself

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

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* 1.2.2.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.2.2.b. The tool considers multiple health issues and related ones, and sufficiently addresses them to help meet the intended purpose

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	○
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* 1.2.2.b. The risk categories that are valid for this criterion (select from the dropdown menu)

1.2.3. Feature convenience

* 1.2.3. Interactive features such as reminders, push notifications, and prompts are customisable and not overwhelming (e.g. users can customise the frequency and timing of reminders to suit their daily routines)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

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* 1.2.3. The risk categories that are valid for this criterion (select from the dropdown menu)

1.2.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

1.3. Content

1.3.1 Content quality

* 1.3.1.a. Health-related content is accurate, complete, consistent, and timely (e.g. according to state of the art scientific evidence)

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criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	☐
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* 1.3.1.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.3.1.b. The tool's content is provided in a clear and appropriate way for the target audience (using an understandable, plain and simple language, with messages adapted to the user profile in terms of linguistic style and level, facilitating user understanding and avoiding using technicalities)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	☐
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* 1.3.1.b. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.3.1.c. There is sufficient information throughout the tool without any omissions, over-explanations, or irrelevant data

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess



* 1.3.1.c. The risk categories that are valid for this criterion (select from the dropdown menu)

1.3.2. Credibility

* 1.3.2.a. The tool contains high quality information (e.g. text, feedback, charts, measures, references) from credible and legitimate sources (e.g., WHO)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess



* 1.3.2.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.3.2.b. The content has been reviewed by (or originated from) healthcare professionals

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess



* 1.3.2.b. The risk categories that are valid for this criterion (select from the dropdown menu)

1.3.3. Content validity and reliability

* 1.3.3. The tool's contents are relevant to the underlying objective and likely to be effective in achieving the specified purpose in the specific intended population

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	☐
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* 1.3.3. The risk categories that are valid for this criterion (select from the dropdown menu)

1.3.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

1.4. Data management

1.4.1. Privacy and security

* 1.4.1.a. The tool has a clear privacy policy and informs the users on how their data will be kept confidential and secured and how the data may be used (e.g., for commercial or research purposes)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	☐
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* 1.4.1.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.4.1.b. The tool explicitly reports being compliant with the relevant data privacy and protection laws (e.g. GDPR, HIPAA...), and the treatment of any personal data is compatible with the Patient Data Act, Personal Data Act, and other applicable privacy laws

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	☐
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* 1.4.1.b. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.4.1.c. The tool respects informed consent and allows the user to opt out of data collection (e.g. ability to configure the settings of their data storage, access, and management)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 1.4.1.c. The risk categories that are valid for this criterion (select from the dropdown menu)

1.4.2. Data integration and interoperability

* 1.4.2.a. The tool allows exchange of data with other apps, e-tools, wearable devices, electronic health records (ability to exchange data with other systems on a technical and policy level)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 1.4.2.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.4.2.b. The tool allows the user to move across different platforms (e.g. mobile app vs web app, iOS vs Android)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 1.4.2.b. The risk categories that are valid for this criterion (select from the dropdown menu)

1.4.3. Timeliness

* 1.4.3. The tool can be used in real time (i.e. real-time data tracking), e.g. if the user is experiencing a health issue, reducing waits and sometimes harmful delays for both those who receive and those who give care

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

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* 1.4.3. The risk categories that are valid for this criterion (select from the dropdown menu)

1.4.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

1.5. Design

1.5.1. Usability

* 1.5.1.a. It is easy to navigate through the tool (e.g. to move from one location to another and to move backwards, and the design is responsive to the screen size used)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

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* 1.5.1.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.5.1.b. Learning to use the tool is easy and does not require a lot of time, appropriate explanations appear if needed

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

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* 1.5.1.b. The risk categories that are valid for this criterion (select from the dropdown menu)

1.5.2. Visual design

* 1.5.2.a. The visual design is appealing and has a harmonious look and feel (including colours, and fonts are appropriately sized for the target audience)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 1.5.2.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 1.5.2.b. To tool's appearance is well structured, and important information is clear and stands out

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 1.5.2.b. The risk categories that are valid for this criterion (select from the dropdown menu)

1.5.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?



eHealth assessment criteria - Delphi process, Round 1

2. Social Criteria

2.1. Human centricity

2.1.1. User engagement, customisability, tailoring, user control

* 2.1.1.a. The tool includes high quality interactive features (enables user input and reaction) and is presented in an engaging way (e.g., contains the right mix of video/audio/text/graphics)

1 I suggest this
criterion is
excluded

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5 This criterion is
extremely
relevant

I can't assess



* 2.1.1.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 2.1.1.b. The tool is customisable and allows the user to control all the necessary settings and features (e.g., notifications, alerts, sounds, colours, and fonts)

1 I suggest this
criterion is
excluded

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5 This criterion is
extremely
relevant

I can't assess



* 2.1.1.b. The risk categories that are valid for this criterion (select from the dropdown menu)

* 2.1.1.c. There's evidence for collaboration with users in the tool's development (e.g. a strong and balanced advisory board with clinical/patients/technical team members able to lead the product design and development)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	○
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* 2.1.1.c. The risk categories that are valid for this criterion (select from the dropdown menu)

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2.1.2. Behavioural change, persuasiveness

* 2.1.2.a. The tool is persuasive and aims at understanding what influences people's behaviour and decision making, and then uses this information to design compelling user interactions by offering relevant and customisable therapeutic activities and encouraging users to complete them (e.g. through incentivization, gamification...)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	○
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* 2.1.2.a. The risk categories that are valid for this criterion (select from the dropdown menu)

⌵

* 2.1.2.b. The tool provides appropriate ongoing feedback and appropriate call to action based on the user's state and activities (e.g. provides guidance based on user-entered information)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

★	★	★	★	★	○
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* 2.1.2.b. The risk categories that are valid for this criterion (select from the dropdown menu)

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2.1.3. Equity, accessibility, inclusiveness

* 2.1.3.a. The tool's content and design are appropriate for the target audience and accessible to vulnerable populations (e.g. adjust text size, text to voice, colourblind colour scheme adjuster, any specificity for use by minors, offline features). i.e. It takes the user context into account and does not vary in quality because of personal characteristics such as disabilities or vision problems etc.

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 2.1.3.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 2.1.3.b. The tool takes into account culturally relevant factors (e.g. different languages and alphabets, specific religious or cultural requirements or restrictions)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 2.1.3.b. The risk categories that are valid for this criterion (select from the dropdown menu)

2.1.4. Therapeutic alliance

* 2.1.4. The tool has the ability to foster the interaction between the health care professionals and their patients (e.g. communication features, feedback options)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 2.1.4. The risk categories that are valid for this criterion (select from the dropdown menu)

2.1.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

2.2. Health outcomes

2.2.1. Health benefits and effectiveness

* 2.2.1. The tool has been trialled and tested in a real world setting, and its effectiveness was verified by evidence in published scientific literature (e.g. usability studies and user research)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 2.2.1. The risk categories that are valid for this criterion (select from the dropdown menu)

2.2.2. Evidence base

* 2.2.2. The tool's clinical effectiveness is supported by strong research (e.g. pre-registered RCTs - Randomised Controlled Trials) with adequate statistical power conducted by credible sources, in which the tool was found to be superior to an appropriate placebo or equivalent to acceptable evidence-based treatment groups

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 2.2.2. The risk categories that are valid for this criterion (select from the dropdown menu)

2.2.3. Patient safety

* 2.2.3.a. The tool clearly identifies the risks that its management may pose for user safety and has gone through the proper certification processes to ensure its safety (e.g. software as a medical device, third-party certification by a medical or governmental organisation)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 2.2.3.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 2.2.3.b. The tool contains a disclaimer (or a statement of similar implication) that the information provided/content does not replace a health care professional's judgment

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

					<input data-bbox="1208 302 1240 344" type="radio"/>
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* 2.2.3.b. The risk categories that are valid for this criterion (select from the dropdown menu)



* 2.2.3.c. The tool warns about potential risks when necessary and properly handles potentially "dangerous" information entered by a patient (e.g. when it is necessary to consult a professional), i.e. avoiding injuries to patients from the care that is intended to help them

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

					<input data-bbox="1208 844 1240 886" type="radio"/>
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* 2.2.3.c. The risk categories that are valid for this criterion (select from the dropdown menu)



2.2.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add this sub-category?



2.3. Visible popularity metrics

2.3.1. Ratings and user satisfaction

* 2.3.1. The tool's visible users' reviews and ratings are favourable (e.g. a star rating above 4/5 stars). Using users' perceived value through users' reviews and ratings as a proxy for quality, usefulness, or acceptability and popularity.

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criterion is
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5 *This criterion is
extremely
relevant*

I can't assess

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* 2.3.1. The risk categories that are valid for this criterion (select from the dropdown menu)

2.3.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

2.4. Social aspects

2.4.1. Social influence and endorsement

* 2.4.1.a. The tool has been verified, given a good review, or endorsed by a legitimate/reliable source such as a health organisation or health authority (e.g., APA; FDA in the US; NIH; NHS in the UK; NICE in the UK).

1 <i>I suggest this criterion is excluded</i>	2	3	4	5 <i>This criterion is extremely relevant</i>	I can't assess
★	★	★	★	★	○

* 2.4.1.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 2.4.1.b. The tool provides possibilities for peer support and/or social networking

1 <i>I suggest this criterion is excluded</i>	2	3	4	5 <i>This criterion is extremely relevant</i>	I can't assess
★	★	★	★	★	○

* 2.4.1.b. The risk categories that are valid for this criterion (select from the dropdown menu)

2.4.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

3. Organisational Criteria

3.1. Scalability and sustainability

3.1.1. Cost effectiveness

* 3.1.1. A cost-benefit analysis was performed and led to positive results. I.e. the balance between the costs and benefits arising from the tool's utilisation. This refers to the tool's direct costs (purchase price, subscription, licensing...), but may also include costs associated with the tool's selection, staff training, setting up support mechanisms, and appropriate governance

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 3.1.1. The risk categories that are valid for this criterion (select from the dropdown menu)

3.1.2. Maintenance

* 3.1.2. The tool gets periodic updates and maintenance both from technical and content perspectives (e.g. last update not older than 12 months)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 3.1.2. The risk categories that are valid for this criterion (select from the dropdown menu)

3.1.3. Adoption and fidelity

* 3.1.3. The tool is implemented and utilised within the target health system under usual care OR a large group of clinicians officially refers patients to utilise it (this can be checked by looking at the unique monthly users and their percentage in relation to the target population in the target health system/market).

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 3.1.3. The risk categories that are valid for this criterion (select from the dropdown menu)

3.1.4. Availability

* 3.1.4. The tool and its data can be accessed at any time and on different platforms and operating systems (e.g., Android, iOS...)

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criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess



* 3.1.4. The risk categories that are valid for this criterion (select from the dropdown menu)

3.1.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

3.2. Healthcare organisation

3.2.1. Implementation

* 3.2.1. Assesses the extent to which the tool can be implemented as intended (i.e., feasibility of implementing the tool at a pre-determined date and time). This can be checked by looking at how long it takes, on average, from the contractual agreement until the tool is fully up and running in a healthcare organisation

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess



* 3.2.1. The risk categories that are valid for this criterion (select from the dropdown menu)

3.2.2. Workforce and resources

* 3.2.2. Assesses the workforce and resources required to scale-up the tool, and the implications for care process and care management (e.g. does the tool fit well into existing workflows, roles and responsibilities, or requires new workflows, new roles etc.)

1 *I suggest this
criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

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* 3.2.2. The risk categories that are valid for this criterion (select from the dropdown menu)

3.2.3. Infrastructure

* 3.2.3. Assesses the readiness of the necessary infrastructure for the tool's implementation. i.e. Whether the tool can fit into existing infrastructure or would require investment in additional infrastructure (if yes, is it low, medium, or high investment)

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criterion is
excluded*

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5 *This criterion is
extremely
relevant*

I can't assess

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* 3.2.3. The risk categories that are valid for this criterion (select from the dropdown menu)

3.2.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

3.3. Healthcare context

3.3.1. Strategic, political, and environmental contexts

* 3.3.1. How favourable are the pre-conditions (strategic, political, and environmental contexts) that influence the scaling up of the eHealth tool. For example, the tool's suitability to the socioeconomic context in question, considerations of foreign languages that the tool needs to support, literacy level, and the local regulatory environment

1 *I suggest this
criterion is
excluded*

2

3

4

5 *This criterion is
extremely
relevant*

I can't assess

					☐
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* 3.3.1. The risk categories that are valid for this criterion (select from the dropdown menu)

3.3.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

3.4. Developer

3.4.1. Transparency and credibility

* 3.4.1.a. Contact details of the tool's provider are available, easy to find, and include office address, email, and team members details

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 3.4.1.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 3.4.1.b. Availability of information and credentials of the individuals and organisations involved in the development and funding of the tool (transparency on the involvement of any parties that may lead to conflict of interest, e.g. commercial sponsors and partners, financial disclosure)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	○

* 3.4.1.b. The risk categories that are valid for this criterion (select from the dropdown menu)

3.4.2. Compliance and accountability

* 3.4.2. The provider respects ethical conduct, clinical responsibility, and the rules and regulations protecting patient's rights and societal interests (e.g., the tool was approved or certified by a regulatory body in the case of software as a medical device, GDPR, HIPAA...)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 3.4.2. The risk categories that are valid for this criterion (select from the dropdown menu)

3.4.3. Proactivity and interaction quality

* 3.4.3.a. Interaction quality between the provider and the users, including responsiveness, after sales services, and customer orientation (e.g. provider responds to direct requests/messages swiftly and professionally)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 3.4.3.a. The risk categories that are valid for this criterion (select from the dropdown menu)

* 3.4.3.b. Demonstration of excellence in a proactive approach to the assessment of user needs, and continuous learning (e.g. provider continuously takes user feedback into account in the periodic updates and iterations of the tool and communicates this to the users)

1 I suggest this criterion is excluded	2	3	4	5 This criterion is extremely relevant	I can't assess
★	★	★	★	★	☐

* 3.4.3.b. The risk categories that are valid for this criterion (select from the dropdown menu)

3.4.4. History of producing safe health products

* 3.4.4. The tool's provider has specific experience in the eHealth field OR academic institution (e.g., university) OR health care system (or large health providers' organisation).

1 *I suggest this
criterion is
excluded*

2

3

4

5 *This criterion is
extremely
relevant*

I can't assess

					☐
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* 3.4.4. The risk categories that are valid for this criterion (select from the dropdown menu)

3.4.o. Have we missed any important assessment criteria in this sub-category? Or do you have any comments to add to this sub-category?

Thank you for your valuable time and contribution. You will hear from the research team as soon as Round 1 results have been summarised so we can schedule an interview with you to discuss the initial results and how to take this effort forward and make it accessible and easy to use to the relevant stakeholders.