

## SURVEY RESPONSE SUMMARY

### PUBLIC

1. If you are a patient, will you be open when questioned by your doctor; meaning that you will elaborate on your current condition/symptoms and your medical record (not concealing any disease or complications you've experienced)?

- Open

2. By any chance of a patient not being open to questions, what disease would you assume they are concealing?

- Reproductive/sexual diseases, like HIV/AIDS, etc.
- Heavily stigmatized diseases, like tuberculosis, Covid-19.
- Pandemic/plagues, like Covid-19.

3. If a patient covers up their true medical record to a doctor (refuses to be open), what do you think would be the cause? (you can choose more than one option)

- The shame and fear of being rejected by friends, their family, and neighbors.
- Societal and mass media scrutiny on the sick, being rejected by their environment.

4. Receiving more information on the disease will allow the patients to change their behavior and be more open to the attending doctor. \*

- Strongly agree.

5. What is your most used electronic device? \*

- I use my phone more than I use my PC / laptop

6. There are times where patients would be in a dilemma; knowing that they have a potentially contagious disease, but at the same time doubts whether they should be open about it. What proper actions must they take in response to this? \*

- They should be open about their disease, so that other people can maintain a healthy distance to prevent further transmission.

7. Which social media platform do you use most often. Do rank from used most (number 1) to used least (number 6). For example, if “Facebook” is the one you use most often, type 1 next to “Facebook”.

- Whatsapp

8. Where do you acquire most health-related informations from (choose one that you source the most)? \*

- Via HP/gadget: accessing a link that is SHARED by friends on social media (example: through Whatsapp, Telegram, Instagram, etc.)
- Via HP/gadget: INDIVIDUAL RESEARCH example “Google Search, with the absence of any attached links”.

9. Which internet platform do you count on when trying to get information on the Coronavirus pandemic? \*

- Mobile applications (HP)
- Official websites

10. Based on your personal preferences, what kind of format eases audiences in understanding information we’re currently accessing (seeing/reading/listening)? \*

- Multimedia (texts, graphics, and audio).

11. As far as you can recollect, have you ever concealed any disease you've experienced to prevent friends, family, or your neighbors from knowing? \*

- I've never concealed my medical records.

12. If someone has hidden their disease from their friends and family, what do you think they are experiencing/thinking? (you can choose more than one) \*

- Ashamed because being sick is taboo
- They think the disease is not contagious (non-communicable), so they don't think it's going to infect anyone.

13. If you were to experience such sickness you would wish to keep a secret, what would be your reaction at that moment of knowing? \*

- Shocked but still having the faith that I will heal.

14. Based on your knowledge, how have Coronavirus patients been treated by their environment (friends, family, etc.)? \*

- They are supported well.

15. Based on your knowledge, how have hospitals responded to Coronavirus patients? \*

- Well.

## **DOCTORS**

1. During anamnesis, I have encountered patients who aren't transparent/dishonest about their medical records and their complaints? \*

- Agree.

2. Can you state from every 10 patients you encounter, how many of them do you think aren't open/dishonest: \*

- 1-2 patients.

3. Do closed off/dishonest patients hinder your efforts in diagnosing them? \*

- Strongly agree.

4. What are the effects of a patient's dishonesty/lack of transparency to your diagnostic process? \*

- Complicates the diagnostic process, and raises the potential of misdiagnosis.

5. Usually the lack of transparency in patients happen because they might be experiencing a certain diseases/conditions. What do you think those diseases/conditions are (you can choose more than one option)? \*

- Reproductive/sexual diseases, like HIV/AIDS, etc. -195
- Heavily stigmatized diseases, like tuberculosis, Covid-19. -160

6. If patients aren't open/dishonest to their doctors, what do you think might be the cause? (you can choose more than one option): \*

- The shame and fear of being rejected by friends, their family, and neighbors. 175
- Societal and mass media scrutiny on the sick, being rejected by their environment. 146

7. We know that the media (including social media) plays a role in extending information to the general public. This results in the risk misinformation when a news is falsely reported, which in turn harms many. What do you think should be done? (You can choose more than one option). \*

- It can cause stigma and discrimination in the face of the public (example, to the Covid-19 plague): 150

- Doctors should have at least a preliminary understanding in the field of communications & mass media: **148**

8. If a patient receives additional information (from doctors/the hospital) about their disease, chances of them to change their attitude is raised. In turn, they will be more open to the doctors (and hospitals) who are assessing them \*

- Agree.

9. How do you think information can be passed on correctly to avoid scaring them? (you can choose more than one option). \*

- Explain to them factually, based on the procedures that have been made by the hospital - **142**
- Through a persuasive, patient-centered approach. - **173**

10. There are some assumptions that due to unideal patient-doctor communications, patients doubt the doctor's competency and diagnosis. \*

- Agree.

11. What electronic device do you use most often? \*

- I use my HP (gadget) more than I use my PC / laptop

12. Which social media platform do you use most often. Do rank from used most (number 1) to used least (number 6). For example, if "Telegram" is the one you use most often, type 1 in the column next to "Telegram". \*

- Whatsapp (WA): 205

13. What platform do you use most to acquire information about the coronavirus? \*

- Website

14. What format do easily-understood information come in? \*

- Multimedia (texts, graphics and audio).

15. Experts declare that patient-doctor communication should deter uncertainty that patients experience. Do choose causes of uncertainty that is most important to you (you can choose more than one option). \*

- The quality of information they receiver from varied sources 154
- Misleading information from the media/social media 163

Table of questionnaires and answers

No	Questionnaires	Answers
1	If you are a patient, will you be open when questioned by your doctor; meaning that you will elaborate on your current condition/symptoms and your medical record (not concealing any disease or complications you've experienced)?	Most respondents answer "open".
2		