

Appendix A. Measurement instrument

Table A. Measurement instrument	
Constructs	Items
Intention to interact with doctors	<ul style="list-style-type: none"> • I will exchange health information with doctors on online health platform • I will response to doctors on online health platform quickly. • I will interact with doctors on online health platform intensively.
Convenience of online health platforms	<ul style="list-style-type: none"> • It is convenience for me to interact with doctors by using this online health platform. • Using online health platform gives me convenience in interacting with doctors. • I find online health platform are convenient for interacting with doctors.
Inconvenience of physical health facilities	<ul style="list-style-type: none"> • It is not convenience for me to interact with doctors by using these online health platform. • Physical health facilities do not give me convenience in interacting with doctors. • I find physical health facilities are not convenient for interacting with doctors.
Ease of use	<ul style="list-style-type: none"> • My usage with the online health platform is clear and understandable. • Using online health platform does not require a lot of my mental effort. • I find the online health platform to be easy to use.
Perceived synchronicity	<ul style="list-style-type: none"> • Getting information from the online health platform is very fast. • I was able to obtain the information I want without any delay through online health platform.

	<ul style="list-style-type: none"> • When I clicked on the links, I felt I was getting instantaneous information on the online health platform.
Inaccessibility	<ul style="list-style-type: none"> • It is not easy to get health advice from physical health care facilities. • There is long distance to get to the physical health care facilities. • It is long to wait for starting my consultation in physical health care facilities. • I have times to find it difficult to get health care because I had to take time off work.
Discontinuity	<ul style="list-style-type: none"> • There is not a health professional knows me best at physical health facilities. • In past 12 months, I was took care by different health person in physical health facilities. • I have times that the person I was seeing did not have access to my recent tests or exam results in physical health facilities. • I have times that the person I was consulting did not know my most recent medical history in physical health facilities.