

Supplementary Materials

Table S1. Questionnaire on mHealth Users' adoption Behavior from the Perspective of the Push-Pull-Mooring Framework.

Dear Sir/Madam:

Hi! Thank you so much for taking the time to participate in this survey!

This questionnaire is designed for academic research purposes. All your responses will be kept confidential. The main purpose of this questionnaire is to investigate the adoption behavior of mHealth APP users, and to understand users' adoption and views of mHealth services. We solemnly promise that the results of the questionnaire are for research use only and will not bring you any negative impact. Please fill in the questionnaire according to your actual situation and feelings. We sincerely thank you for your contribution to this research.

Before filling in the questionnaire, please read the following text so that you can get a preliminary understanding of mHealth services, which will facilitate the completion of the questionnaire. mHealth care refers to light health care based on mobile terminal equipment, which mainly includes online medical services such as online appointment registration, disease consultation and consultation, personal management of diseases, checking electronic checklists, and pharmaceutical e-commerce. mHealth APPs include official WeChat accounts of hospitals or Weibo accounts, Chunyu Doctor, Ping An Good Doctor, Lilac Doctor, Registration Network, Baidu Doctor, Dingdang Kuaiyao, 1 Medicine Network, Fun Hospital, 39 Medical Assistant, Medical Treasure, Thumb Doctor, Mom Mizhi, Meiyou, Health Online Assistant and other APPs. Please read each statement below and tick "√" in the corresponding option according to your true feelings.

Thanks again for your help and support!

Screening item

1. Have you ever used a mHealth APP?

A. have B. No (stop answering questions)

Test items

Do you agree with the following points of view, please mark "√" directly on the corresponding score.

1 means totally disagree, 2 means disagree, 4 means basically agree, 6 means agree, 7 means completely agree.

Item	Disagree → Agree						
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Indicate your agreement with the following services of mHealth APPs from 1–7.

Inconvenience	Compared with the traditional way of seeking medical treatment, I think mHealth services can improve the efficiency of medical treatment.	1	2	3	4	5	6	7
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	Compared with the traditional way of seeking medical treatment, I think online medical consultation saves more time and effort.	1	2	3	4	5	6	7
	Compared with traditional medical treatment, I think mHealth APPs have less time and space constraints, which increases the convenience of life.	1	2	3	4	5	6	7
	If friends, classmates and colleagues use mHealth APPs, I will also use mHealth APPs.	1	2	3	4	5	6	7
Peer influence	If family members and relatives use mHealth APPs, I will also use mHealth APPs.	1	2	3	4	5	6	7
	Recommendations or suggestions from professionals such as doctors, nurses, etc. will affect whether I use mHealth APPs.	1	2	3	4	5	6	7
	mHealth APPs are easy to operate, learn and use, and they are helpful to my life.	1	2	3	4	5	6	7
Attractiveness of mHealth APPs	Compared with the traditional medical treatment, I think online doctor-patient communication will produce better results.	1	2	3	4	5	6	7
	For sensitive health issues, I think it's easier and more relaxing to consult a doctor online.	1	2	3	4	5	6	7
	I don't want mHealth APPs to change the way I see a doctor before.	1	2	3	4	5	6	7
	Compared with traditional medical channels, I feel that using mHealth APPs will increase my mental burden.	1	2	3	4	5	6	7
High conversion cost	I feel that using mHealth APPs will bring me some losses (e.g., time, energy, money, etc.).	1	2	3	4	5	6	7
	I think that using mHealth APPs will consume more resources (e.g., smartphone, computer, network speed, etc.).	1	2	3	4	5	6	7
	I am worried that using mHealth APPs will reveal my privacy and health data.	1	2	3	4	5	6	7
High risk	I am worried that using mHealth APPs cannot address my conditions well.	1	2	3	4	5	6	7
	Compared with traditional methods, I am worried that the quality of medical services provided by mHealth APPs is not good enough.	1	2	3	4	5	6	7

Indicate your agreement with the items for adoption attitude of mHealth APPs from 1 to 7.

I would like to know about mHealth APPs 1 2 3 4 5 6 7

I recently thought about using mHealth APPs 1 2 3 4 5 6 7

My evaluation of mHealth APP services is positive 1 2 3 4 5 6 7

Indicate your agreement with the items for willingness to adopt mHealth APPs from 1 to 7.

I am willing to use mHealth APPs for consultation, disease management and other medical services 1 2 3 4 5 6 7

I am willing to use mHealth APPs frequently and am interested in the latest products or services 1 2 3 4 5 6 7

I think the service one gets through mHealth APPs is worth it 1 2 3 4 5 6 7

It is very safe to get medical services on mHealth APPs and it is a pleasant experience 1 2 3 4 5 6 7

Indicate your agreement with the items for adoption behavior of mHealth APPs from 1 to 7.

I will set up, select or adjust the functions of mHealth APPs to meet my personal needs 1 2 3 4 5 6 7

I will recommend mHealth APPs to people I know 1 2 3 4 5 6 7

I will encourage people around me to experience mHealth services 1 2 3 4 5 6 7

Basic Information

1. Your gender:

A. Male

B. Female

2. Your age:

A. Under 18 years old B. 18–30 years old

C. 30–40 years old

D. 40–55 years old E. Over 55 years old

3. Your educational background:

A. Junior high school and below B. High school/technical school/technical secondary school/college C. Undergraduate D. Graduate and above

4. Your occupation is:

A. White-collar workers (state-owned enterprises/foreign enterprises/private enterprises/institutions) B. Civil servants C. students D. Individual/Private Owner

E. Freelancers F. Medical workers G. Unemployed H. Other_____

5. Your personal monthly income is:

A. ≤ 1000 yuan B. 1001–3000 yuan C. 3001–5000 yuan D. 5001–8000 yuan

E. 8001–12,000 yuan F. $>12,000$ yuan

6. The number of times you use mHealth APPs for registration, consultation, consultation, etc. is:

A. 1–2 times B. 3–4 times C. 5–6 times D. More than 6 times