

Appendix A: Semi-Structured Interview Guide

Date:	Interviewer:	Start time:	End time:	Archival #:
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Introduction

Thank you for agreeing to participate in this interview. We are interviewing you to better understand your experiences at the Fangcang shelter hospital. So, there are no right or wrong answers to any of our questions, we are interested in your own experiences.

Participation in this study is voluntary and your decision to participate, or not participate, will not affect the care you currently receive from this hospital. The interview should take approximately one hour depending on how much information you would like to share. With your permission, I would like to audio record the interview because I don't want to miss any of your comments. All responses will be kept confidential. This means that your de-identified interview responses will only be shared with research team members, and we will ensure that any information we include in our report does not identify you as the respondent. You may decline to answer any question or stop the interview at any time and for any reason. Are there any questions about what I have just explained?

May I turn on the digital recorder?

A. Warm-up questions

Before we begin, it would be nice if you could tell me a bit about yourself. How long have you been in this hospital?

B. Demographic information

1. Age and gender
2. Place of primary residence

C. Core questions

1. Feelings and perceptions regarding the COVID-19 diagnosis

- a). When did you first test positive for COVID-19?
- b). Are/were any of your family members also infected with COVID-19?
- c). How do you feel about being diagnosed with COVID-19?
- d). Can you tell me about your understanding of your health condition?
- e). Can you tell me about your understanding of COVID-19 and its impacts on you and your family?
- f). Are you concerned about your health? What are your concerns?
- g). Are you concerned about your family? What are your concerns?

2. Experiences and needs during hospitalisation

- a). How would you describe your experiences as a patient in the Fangcang hospital?
- b). What things do you like or dislike about your hospital stay?
- c). Do you think your essential needs are met during hospitalisation? (Prompts: anything related to activities of daily living).
- d). Do you think your healthcare needs are met during hospitalisation?
- e). How would you describe your health since receiving care from this hospital? (Prompts: both physical and mental health).

3. Perceptions of the quality of the services provided in the hospital

- a). How would you describe the services you have received from this hospital? (Prompts: food service, sanitation service, healthcare service, etc)

b). What things you like or dislike about the services you have received from this hospital?

c). How would you describe the quality of care you received from this hospital?

4. Overall views and perceptions towards collective isolation.

a). Can you tell me about your views about isolation during infectious disease outbreaks

b). What is it like to be isolated with other COVID-19 patients in a shelter hospital?

c). Looking back on your experiences of being isolated at home, how does it differ to your isolation experiences at the Fangcang shelter hospital?

d). What do you think are the pros and cons of being isolated with other COVID-19 patients in a shared living environment?

e). How would describe the Fangcang shelter hospital in comparison with traditional hospitals?

5. Conclusion

a). Is there anything else that you would like to comment on about your hospitalisation experiences that we haven't discussed today?

Thank you very much for your time and the information you shared today.

Note: This interview guide only represents the main themes to be discussed with participants and hence does not include various probing questions that may be used, such as "Can you please tell me a little bit more about that" "What does this mean to you?"