

Guideline for Community members

1. Background Information: *Age, education, occupation, gender, income, number of family members*
2. During the pandemic, what kinds of health problems did you encounter [maternal healthcare (ANC, PNC, delivery) neonatal/child health/ chronic illnesses (diabetes, arthritis, asthma, cardiovascular disease, and hypertension)]? Please tell about your health problem in details.
3. What steps did you take in order to seek health care for your health issues? Where did you visit? Please tell us about your experience of receiving health services.
4. What challenges did you face in reaching facilities (movement restriction, transportation)? How did you overcome those challenges?
5. What challenges did you face in receiving care at facilities (Human Resources crisis, management issues, unavailability of health care providers, unavailable services, and others)? How did you overcome those challenges?
6. Did the health facilities in your area maintain the prevention measures (social distance, handwashing facilities)?

Thank you so much!

Key Informant Interview Guideline for Healthcare Provider

1. Background Information: *Age, education, position, experience, gender*
2. Please describe your roles and responsibilities. Share your experience of offering health services during the pandemic. In comparison with the COVID-19 pandemic time, what changes have you observed in your routine practice? (Changes in patient flow, patients' attitudes, morbidity mix, timing of service, etc.)
3. Are you able to provide health care services to chronic illness patients/maternal and child care as you did prior to the pandemic? If no, why?
4. During the current pandemic, do all patients at your facility receive equal treatment for COVID-19, MNCH, and chronic diseases? If no, please describe. (Probes: who are excluded/who are included)
5. What challenges do you face in providing general healthcare services during the pandemic? (e.g., medicine and other supply shortages, unavailable human resources, unavailability of safety equipment, other challenges?)
6. What is the condition of infection prevention and control at your facility?
7. How do you manage patients? How do you ensure social distance and other preventative measures at your facility? What challenges do you face doing this? Do patients cooperate?
8. What do you do if you encounter a patient with COVID-19 symptoms? How do you isolate a patient with Coronavirus symptoms from the rest of the patients? What measures do you take to stop infection spread to other patients? What challenges do you face doing this? Do patients cooperate?
9. In your opinion, what should be done to improve service delivery and to improve the safety of health care providers and patients?

Thank you so much!

Key Informant Interview Guideline for Policymakers

1. As a sector expert, please share your experience regarding the ongoing Covid-19 pandemic.
2. In your opinion, can people access services for non-Covid-19 health problems when required? Are there any disparities in providing services to patients with Covid-19 and non-Covid-19 issues?
3. Regarding the overall planning and monitoring, what are your observations? (Probe: continuation of providing general health services, coordination between different ministries, etc.)
4. What is your observation about the role of the health system in ensuring the safety of those working directly with general patients during Covid-19?
5. In the current situation, how do you see the treatment of patients other than Covid-19 patients? Are there any challenges in providing and receiving healthcare services?
6. What is your opinion on ensuring healthcare services for general patients during a pandemic situation?
7. In your opinion, what should be done to improve the quality of healthcare, protect patients, and improve the safety of healthcare providers?
8. What would be your overall suggestion to deal with the existing situation? (Probe preparedness, rapid response to case management, community engagement, maintaining recommended guidelines, etc.)

Thank you so much!