

Note: This is Online Appendix 1 of Caetani R, Wiechmann SL, Brancher JD, Oliveira VHF, Deminice R. Using a mobile application for antiretroviral therapy adherence in people living with HIV: A longitudinal pilot study. S Afr J HIV Med. 2025;26(1), a1646. <https://doi.org/10.4102/sajhivmed.v26i1.1646>.

### *Qualitative results for the Uelness application*

Categories	Users (n=20)	
<b>Did the application help you keep track of your antiretroviral medication intake?</b>		
A lot	20% (4)	
Enough	25% (5)	
Indifferent	40% (8)	
Not much	10% (2)	
Did not answer	5% (1)	
<b>How satisfied were you with the application?</b>		
Very happy	30% (6)	
Satisfied	35% (7)	
Indifferent	25% (5)	
Dissatisfied	5% (1)	
Did not answer	5% (1)	
<b>As for using the app, did you find it...?</b>		
Very easy	15% (3)	
Easy	55% (11)	
Average	15% (3)	
Difficult	10% (2)	
Did not answer	5% (1)	
<b>What did you like most about the application?</b>		
Medication schedule reminder	65% (13)	
Medication and appointment reminders	30% (6)	
Did not answer	5% (1)	
<b>What didn't you like?</b>		
Nothing	"nothing left to be desired", "nothing, I've had no problems with the app"	45% (9)
Notifications	"I was annoyed by the amount of notifications that arrived on my mobile phone, I ended up uninstalling the app because of this" "when I changed my medication schedule, the app didn't update and kept waking me up at the old time" "I'm not receiving notifications, they only appear when I click on the application"	30% (6)
Technical	"I had trouble registering the new medicines that the doctor gave me during the consultation" "I can't remember the application password" "I couldn't register two medicines at the same time"	15% (3)
Time	"I haven't had time to master the app and use all its functions"	5% (1)
Did not answer		5% (1)
<b>What can we improve in the application?</b>		
Nothing	"it's great, there's nothing to improve"	40% (8)

	"I like the app, it's easy to use and helps me remember my medication"	
Resources	<p>"The dependence on the internet, I realized, only wakes you up if you have wifi. I don't have it at home, but I'm glad I have 4G"</p> <p>"I could see my blood test results on the app"</p> <p>"the medication could be updated automatically according to the prescription, without having to keep updating the app every time it changes"</p> <p>"the notification should be loud"</p> <p>"the app should be offered at the start of treatment, so that it keeps waking people up until they take the medicine"</p>	25% (5)
Synchronization and/or updating	<p>"no need to go into the app to register the dose, it should wake up right"</p> <p>"I didn't miss it because I had an appointment and I didn't remember because the app didn't notify me"</p> <p>"at first it woke me up perfectly, but after a while it stopped notifying me and I ended up forgetting to use it"</p>	15% (3)
Secrecy	"one of the things that could be improved is the fact that the name of the antiretroviral drug doesn't appear on the notification, because they might find out what I have"	10% (2)
Aspect	"more user-friendly appearance and someone who will use it, help develop the app"	5% (1)
Did not answer		5% (1)
<b>What prevented you from using the app more?</b>		
Technical	<p>"my mobile phone broke, I had to change my device and I couldn't remember the name of the app to install it again"</p> <p>"I used it for a while, then I lost my mobile phone"</p> <p>"I was out of memory, I had to uninstall to free up space"</p> <p>"my mobile phone had a virus and was crashing"</p>	35% (7)
Update	<p>"my ART has changed and I haven't updated it in the app"</p> <p>"it stopped notifying me on its own and I couldn't update it"</p> <p>"the fact that I have to go into the app to register the dose, because it's not notifying me anymore"</p>	25% (5)
Habit	<p>"I've been taking the medication for over 25 years, I'm already in the habit, I remember before the app"</p> <p>"I already have the habit of using the alarm clock on my mobile phone, so the two wake up together"</p>	20% (4)
Difficulty	"I had difficulty using the application"	5% (1)
Notifications	"notifications annoy me"	5% (1)
Time	"I don't have much time to spend on my mobile phone"	5% (1)
Did not answer		5% (1)