**Appendix 3**

**Observation guide - evaluation of intervention**

**Date:**

**Place:**

**Observer:**

**BEFORE THE HOME VISIT**

1. How do the healthcare professional prepare for the home visit?

a. Where is information obtained? How? What e-services are used?

b. Is any information printed?

2. Do the healthcare professional use any e-services on the trip to the patient's home?

a. Map / navigation support? Communication?

**DURING THE HOME VISIT**

Is the mHealth application used to access medical records?

a. For example lab tests, medication list…

4. Do the healthcare professional and the patient interact by using the mobile tool?

5. How is the communication between the healthcare professional and patient affected?

6. Do the healthcare professional document anything directly in the medical record on site?

a. Is this communicated to the patient?

7. Is any decision support system used during the home visit?

a. Purpose? Results? Communicated to the patient?

8. Is any communication service used during the home visit?

a. Purpose? (second opinion, gather information, convey information)

**AFTER THE HOME VISIT**

9. Is any information documented after the home visit?

a. Where? Traveling or at the health center?

b. With which tools? Mobile services or regular journal systems?

**ADVERSE EVENTS**

- Document in particular if something unforeseen occurs during the home visit and how the mobile services are used in these cases

(acute deterioration, second opinion from other healthcare professionals, unplanned visit to patient)