

## Supplement 2: Overview of origin barriers and facilitators

<b>Barriers originated from Sakaguchi-Tang et al [1]</b>	<b>Barriers originated from Technology Acceptance Model (TAM) [2]</b>
Paying for usage	Paying for usage
Privacy issues	Doesn't improve my health
Doesn't improve my health	
Only available online	
Slow response from doctor	
Can't communicate with doctor	
Difficult to enter text	
Illustrations difficult to comprehend	
<b>Facilitators originated from Sakaguchi-Tang et al [1]</b>	<b>Facilitators originated from Technology Acceptance Model (TAM) [2]</b>
Easy to use	Easy to use
Easy to find information	Easy to find information
Use recommended by my doctor	Use recommended by my doctor
Share my medical information with my doctor	Use recommended by my family
Support from nurse	
Additional info on my illness and health	
Video explaining portal	
Use recommended by my family	
Voice commands	
Written info accompanied by illustrations	

- [1] Sakaguchi-Tang DK, Bosold AL, Choi YK, Turner AM. Patient portal use and experience among older adults: Systematic review. *JMIR Med Informatics* 2017;5. <https://doi.org/10.2196/medinform.8092>.
- [2] Davis FD. Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Q Manag Inf Syst* 1989;13:319–39. <https://doi.org/10.2307/249008>.