**Consolidated criteria for reporting qualitative research (COREQ): 32-item checklist**

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| **Item number** | **Guide questions** | **Reported on** |
| **Domain 1: Research team and reﬂexivity**  |
| *Personal Characteristics*  |  |  |
| 1. Interviewer/facilitator | Which author/s conducted the interview or focus group?  | In Data collection |
| 2. Credentials | What were the researcher’s credentials? E.g. PhD, MD  | PhD, MPH, MBBS |
| 3. Occupation | What was their occupation at the time of the study?  | Academic faculty and staff in the University and medical centers  |
| 4. Gender | Was the researcher male or female?  | Female/male |
| 5. Experience and training | What experience or training did the researcher have?  | Training in social science, public health and medicine  |
| *Relationship with participants*  |  |  |
| 6. Relationship established | Was a relationship established prior to study commencement?  | No relationship was established between interviewers and participants prior to study commencement. |
| 7. Participant knowledge of the interviewer  | What did the participants know about the researcher? e.g. personal goals, reasons for doing the research  | Participants were aware of the primary purpose of the study (Participant recruitment) |
| 8. Interviewer characteristics | What characteristics were reported about the interviewer/facilitator? e.g. Bias, assumptions, reasons and interests in the research topic  | Interviewers have extensive experience in conducting qualitative research (in data collection). |
| **Domain 2: study design**  |
| *Theoretical framework*  |  |  |
| 9. Methodological orientation and Theory  | What methodological orientation was stated to underpin the study? e.g. grounded theory, discourse analysis, ethnography, phenomenology, content analysis  | Reflexive thematic analysis (in Data analysis)  |
| *Participant selection*  |  |  |
| 10. Sampling | How were participants selected? e.g. purposive, convenience, consecutive, snowball  | Purposive sampling was employed (in Participant recruitment) |
| 11. Method of approach | How were participants approached? e.g. face-to-face, telephone, mail, email  | Mail and telephone (in Participant recruitment) |
| 12. Sample size | How many participants were in the study?  | 30 (in Results) |
| 13. Non-participation | How many people refused to participate or dropped out? Reasons?  | 95 because they were busy or not interested (in participant recruitment) |
| *Setting* |  |  |
| 14. Setting of data collection | Where was the data collected? e.g. home, clinic, workplace  | Via online video conferencing such as Zoom (data collection). |
| 15. Presence of non-participants | Was anyone else present besides the participants and researchers?  | No |
| 16. Description of sample | What are the important characteristics of the sample? e.g. demographic data, date  | Characteristics of the sample were described in Results and Table 1. |
| *Data collection*  |  |  |
| 17. Interview guide | Were questions, prompts, guides provided by the authors? Was it pilot tested?  | In data collection  |
| 18. Repeat interviews | Were repeat interviews carried out? If yes, how many?  | Repeat interviews were not conducted. |
| 19. Audio/visual recording | Did the research use audio or visual recording to collect the data?  | Yes, in data collection |
| 20. Field notes | Were ﬁeld notes made during and/or after the interview or focus group? | Field notes were made (in data collection). |
| 21. Duration | What was the duration of the inter views or focus group?  | 65-127 minutes (in data collection). |
| 22. Data saturation | Was data saturation discussed?  | Yes (in data analysis) |
| 23. Transcripts returned | Were transcripts returned to participants for comment and/or correction?  | Transcripts were not returned to participants due to time constraints.  |
| **Domain 3: analysis and ﬁndings**  |
| *Data analysis*  |  |  |
| 24. Number of data coders | How many data coders coded the data?  | Two (in data analysis). |
| 25. Description of the coding tree | Did authors provide a description of the coding tree?  | Yes, but not presented in the manuscript. |
| 26. Derivation of themes | Were themes identiﬁed in advance or derived from the data?  | Themes were derived from the data (in data analysis). |
| 27. Software | What software, if applicable, was used to manage the data?  | NVivo was used (in data analysis). |
| 28. Participant checking | Did participants provide feedback on the ﬁndings?  | Participants did not provide feedback. |
| *Reporting*  |  |  |
| 29. Quotations presented | Were participant quotations presented to illustrate the themes/ﬁndings? Was each quotation identiﬁed? e.g. participant number  | Quotations were presented and participant number was provided. |
| 30. Data and ﬁndings consistent | Was there consistency between the data presented and the ﬁndings?  | Consistency was checked (data analysis). |
| 31. Clarity of major themes | Were major themes clearly presented in the ﬁndings?  | Major themes were presented (results). |
| 32. Clarity of minor themes | Is there a description of diverse cases or discussion of minor themes?  | Minor themes and diverse cases were described.  |