PARTICIPANT INFORMATION SHEET

You are invited to participate in a semi-structured interview about your experience in implementing internet-based cognitive behavioural therapy (iCBT). This information sheet provides you with information about the study. Where "personal data" is used, it means data about you which makes you identifiable: (i) from such data or (ii) from such data and other information which the National University of Singapore (NUS) has or is likely to have. The Principal Investigator (the research doctor or the person in charge of this research) or his/her representative will also describe this research to you and answer all your questions. Read the information below and ask questions about anything you don't understand before deciding whether to take part.

PART I: General Information

NUS-IRB Reference Code: NUS-IRB-2025-562

1. Protocol title

Assessing the Clinical and Cost Effectiveness of Internet-Based Cognitive Behavioural Therapy (iCBT) for Anxiety and Depression in Singapore.

2. Principal Investigator and co-investigator(s), if any, with the contact and address of organization

This research is conducted by the National University of Singapore, Saw Swee Hock School of Public Health (SSHSPH) in partnership with MOH Office for Healthcare Transformation (MOHT) and Agency for Integrated Care (AIC). For all questions regarding this study, please contact the principal investigator and/or co-investigators:

S/N	Role	Name	Contact
1	Principal Investigator	Professor Gerald Koh (NUS SSHSPH, MOHT)	**Email:** • alvin.neo@moht.com.sg • sandra.yeo@moht.com.sg • nicole.chia@moht.com.sg **Address:** MOH Office for Healthcare Transformation Pte. Ltd. 1 North Buona Vista Link, #09-02, Elementum Singapore 139691
2	Co-Investigator	Dr Alvin Neo (NUS SSHSPH, MOHT)	
3	Co-Investigator	Dr Charmaine Lim (MOHT)	
4	Co-Investigator	Dr Shilpa Tyagi (NUS SSHSPH, MOHT)	
5	Co-Investigator	Ms Sandra Yeo (NUS SSHSPH, MOHT)	
6	Co-Investigator	Ms Nicole Chia (MOHT)	

3. Whom should I call if I have any questions or problems?

Please contact the principal investigator and/or co-investigators stated above.

This study has undergone an ethics review by the National University of Singapore Institutional Review Board (NUS-IRB). For an independent opinion on the rights and welfare of research participants, you may contact a staff member of the NUS-IRB at (+65) 6516 1234 (Mondays to Thursdays, 8:30am – 6:00pm; Fridays, 8:30am – 5:30pm, excluding public holidays) or email irb@nus.edu.sg.

4. Who can participate in the research? What is the expected duration of my participation? What is the duration of this research?

You have been invited to participate because you have been identified as a service provider involved in the delivery, referral or oversight of iCBT within the main research study. This is a once-off semi-structured in-depth interview lasting approximately 45 to 60 minutes. The entire duration of this research is expected to last for 3 years.

5. What is the approximate number of research subjects involved?

Recruitment will continue until thematic saturation is reached. The anticipated number of research subjects required to reach thematic saturation is 20.

6. What will be done if I take part in this research study?

If you take part in this study, you will undergo a semi-structured in-depth interview conducted via secure videoconferencing or in person*. The interview will be audio-recorded and professionally transcribed verbatim. Anonymised participant quotes may be included in the research publications/presentations. Key domains covered in the interviews include but are not limited to:

- Initial perceptions and expectations of iCBT
- Experiences integrating iCBT into routine workflows
- Perceived clinical value and patient suitability
- Digital usability and training adequacy
- Impact on workload, time, and role boundaries
- Organisational and system-level enablers or constraints
- Reflections on sustainability and future improvements

*In-person interview locations may include:

- AIC office (No.5 Maxwell Road #10-00, Tower Block, MND Complex Singapore 069110)
- MOHT office (1 N Buona Vista Link, #09-02 Elementum, Singapore 139691)
- COMIT site where the service provider is based at

7. Will there be reimbursement for reasonable transport costs and time spent from my participation?

You will receive a reimbursement of $100 SGD (cash or equivalent value) for your time, travel expenses, and completion of the interview.

8. How will my privacy and the confidentiality of my research records be protected?

NUS has established data management policies and rules for protection of the personal data of human research subjects in NUS studies, including the collection, use and storage of such data.

Additionally, our researchers are required to comply with the Human Biomedical Research Act (HBRA) and other applicable laws. Under the HBRA and the Personal Data Protection Act (PDPA), researchers must take all reasonable steps and safeguards as needed to protect individually identifiable information or material

against accidental or unlawful loss, modification or destruction, or unauthorised access, disclosure, copying, use or modification.

For purposes of validating the research findings and supporting future research work, research data (without personal identifiers) used in any publication will be kept for a minimum of 10 years before being discarded in accordance with the NUS Research Data Management Policy.

PART II: Information on this Human Biomedical Research

9. What is the nature of this biomedical research?

iCBT has demonstrated clinical effectiveness for anxiety and depressive disorders across multiple randomised controlled trials. However, successful real-world implementation within routine healthcare services depends heavily on service-provider engagement, workflow integration, and organisational readiness which are not adequately captured by quantitative outcomes alone.

In Singapore, the integration of iCBT into primary care and community mental-health pathways is relatively novel. The main iCBT study evaluates clinical effectiveness and cost-effectiveness. However, a parallel qualitative study is required to contextualise trial findings, identify implementation barriers and enablers and inform national scale-up and policy decisions.

This qualitative study therefore aims to explore service providers' experiences of implementing iCBT within Singapore's primary-care and community mental-health ecosystem.

10. What is the purpose of this biomedical research?

To explore service providers' experiences, perceptions and contextual factors influencing the implementation of iCBT within routine primary-care and community mental-health services participating in the main iCBT study.

11. What are the possible risks, discomforts or inconveniences to me if I participate in this research?

The possible risks of participating in this interview are no greater than those encountered in daily life. You may experience minor inconveniences regarding the time commitment and potential technical difficulties. As the interview may last up to 60 minutes, you might experience fatigue from talking for an extended period.

To minimise these risks, you are free to pause the interview at any time. You may choose to discontinue the session or withdraw from this interview by informing the study team. All data will be de-identified to protect your privacy.

12. What benefits can I expect from participating in the research?

Your participation will contribute valuable knowledge to the scientific understanding and advancement of digital mental health treatments.

13. Are there any alternative procedures or treatments available to me? What are the potential benefits and risks of such alternatives?

There are no alternative procedures available.

14. If I am injured as a result of participating in this research, what are the compensation and treatments available to me?

If you sustain an injury directly resulting from your participation in this study while adhering to all protocol requirements and staff instructions, NUS will cover all medically necessary treatment expenses. Your consent to participate does not waive

any legal rights, nor does it release the investigators, sponsors, or NUS from liability for negligence.

15. Do I have to incur any expenses by participating in this research?

If you take part in this study, you will not have to pay for any procedures or services provided.

16. Will my participation in this research involve the use of any information that will identify me?

Your personal data (i.e. name and contact details) will be collected in this study for scheduling and communication purposes.

17. How will my personal identifiers collected from me be kept confidential?

Your personal information, including your name and contact details, will remain strictly confidential. Access will be limited to only: (1) specific study staff who require access to perform their duties, and (2) authorised data processors assisting with research data.

We employ multiple safeguards to protect your privacy:

- All research data will be pseudonymized using unique code numbers.
- Your identifiable information will be stored separately from research data.
- The key linking your identity to your code will be stored on encrypted, NUS IT-approved platforms in accordance with NUS Data Management Policy.
- No personally identifiable information will be published or presented.

Please be aware that:

1. We may be legally obligated to disclose information in certain circumstances (such as under the Infectious Diseases Act).
2. While we implement industry-standard security measures, complete anonymity in research can never be absolutely guaranteed due to the small possibility of either accidental re-identification or unauthorised data access.

18. Will any identifiable information obtained from me be used for future biomedical research?

Your personal data will be retained for a period of 7 years after the study. If you consent, we may re-contact you for participation in future research and/or follow-up in this study.

19. Will I be re-identified in the event of incidental finding(s) arising during the biomedical research?

No, this study is not designed to detect undiagnosed or emergent clinical conditions.

20. Can I withdraw my consent to the research at any time?

You can withdraw from the research at any time without giving any reasons, by informing the research coordinator or principal investigator verbally or in writing. Please note that the withdrawal of consent does not affect the research information obtained before the consent is withdrawn and such information may still be retained

and used for research. There will be no penalties or damages imposed on you should you withdraw your consent to participate in this research.

Study participation is entirely voluntary. You are entitled to refuse to participate or discontinue participation at any time in this research. Refusal to participate or withdrawal from participation will not cause loss of benefits to which you are otherwise entitled.

21. Will my personal data be shared and / or processed for use in research?

For this study, identifiable personal data will be collected solely for operational purposes such as scheduling of appointments, coordinating study-related activities, and completing the interview. This information will be accessible only to authorised members of the study team and will not be shared with any third party not named in this research.

Any data shared with collaborators will be in de-identified form, and the de-identification process will be performed by a limited number of designated study team members. The purpose of such data sharing is to enable collaborative data analysis and reporting aligned with the study's objectives.

There is no intention to share identifiable personal data with third parties or to use it for future unrelated research. The study team will ensure that all data processing complies with institutional policies, relevant data protection regulations, and IRB-approved procedures.

Consent Form for Research Subjects

Protocol title:
Assessing the Clinical and Cost Effectiveness of Internet-based Cognitive Behavioural Therapy (iCBT) for Anxiety and Depression in Singapore

Principal Investigator with the contact and organization:

Name: Professor Gerald Koh
Email: ephkohch@nus.edu.sg
Address: Saw Swee Hock School of Public Health
12 Science Drive 2, #10-01, Singapore 117549

I hereby acknowledge that:

1. My signature is my acknowledgement that I have agreed to take part in the above research.

2. I have received a copy of this information sheet that explains the use of *data** in this research. I understand its contents and agree to donate my *data** for the use of this research. I confirm that I consent to the collection, use, disclosure and processing of my *data** for the purposes of the study.

3. I can withdraw from the research at any point of time by informing the research coordinator or Principal Investigator. I am aware that that the withdrawal of consent does not affect the research information obtained before the consent is withdrawn and such information may still be retained and used for research.

4. I will not have any financial benefits that result from the commercial development of this research.

5. For sharing of data (including personal data) with external public agencies who may require the data generally for their own purposes:

☐ 5.1 I agree to the sharing of my data in de-identified or anonymized form with the MOH Office of Healthcare Transformation (1 N Buona Vista Link, #09-02 Elementum, Singapore 139691) and other relevant government ministries, statutory boards and/or any other government agencies when they require for their purposes as permitted by law or regulations.

☐ 5.2 I do not agree to the sharing of my data in de-identified or anonymized form with the MOH Office of Healthcare Transformation (1 N Buona Vista Link, #09-02 Elementum, Singapore 139691) and other relevant government ministries, statutory boards and/or any other government agencies when they require for their purposes as permitted by law or regulations.

6. For *human data* collected **for use in future research**:

☐ 6.1 I agree to the sharing of my de-identified/anonymised data for the purposes of future research studies after the completion of this study which are approved by the IRB, relevant laws and/ or the Singapore Government, with other researchers, service providers, regulators or third parties as follows:

- MOH Office for Healthcare Transformation, 1 N Buona Vista Link, #09-02 Elementum, Singapore 139691

☐ 6.2 I do not agree to the sharing of my de-identified/anonymised data for the purposes of future research studies after the completion of this study which are approved by the IRB, relevant laws and/ or the Singapore Government, with other researchers, service providers, regulators or third parties.

7. For purposes of **re-contact**:

☐ 7.1 I agree to be re-contacted for future related studies. I understand that future studies will be subject to an Institutional Review Board's approval.

☐ 7.2 I do not agree to be re-contacted for future related studies. I understand that future studies will be subject to an Institutional Review Board's approval.

8. For use of **audio-recordings**:

☐ 9.1 I agree to the audio-recording of my participation in the research. I understand that although my name will not be associated with the recordings used in publication/presentation, I may still be identified.

☐ 9.2 I do not agree to the audio-recording of my participation in the research.

_____ _____

Name and Signature (Research Subject) Date

I, the undersigned, certify to the following:

(a) I am 21 years of age or older.
(b) I have taken reasonable steps to ascertain the identity of the research subject.
(c) To the best of my knowledge, the research subject had the study fully explained in a language understood by him/ her and clearly understands the nature, risks and benefits of his/ her participation in the study.
(d) I have taken steps to ascertain that the consent has been given voluntarily without any coercion or intimidation.

_____ _____

Name and Signature (Witness) Date

_____ _____

Name and Signature (Consent Taker) Date