

Figure S1. Data Flow Diagram Decision Tree Chatbot - Home page

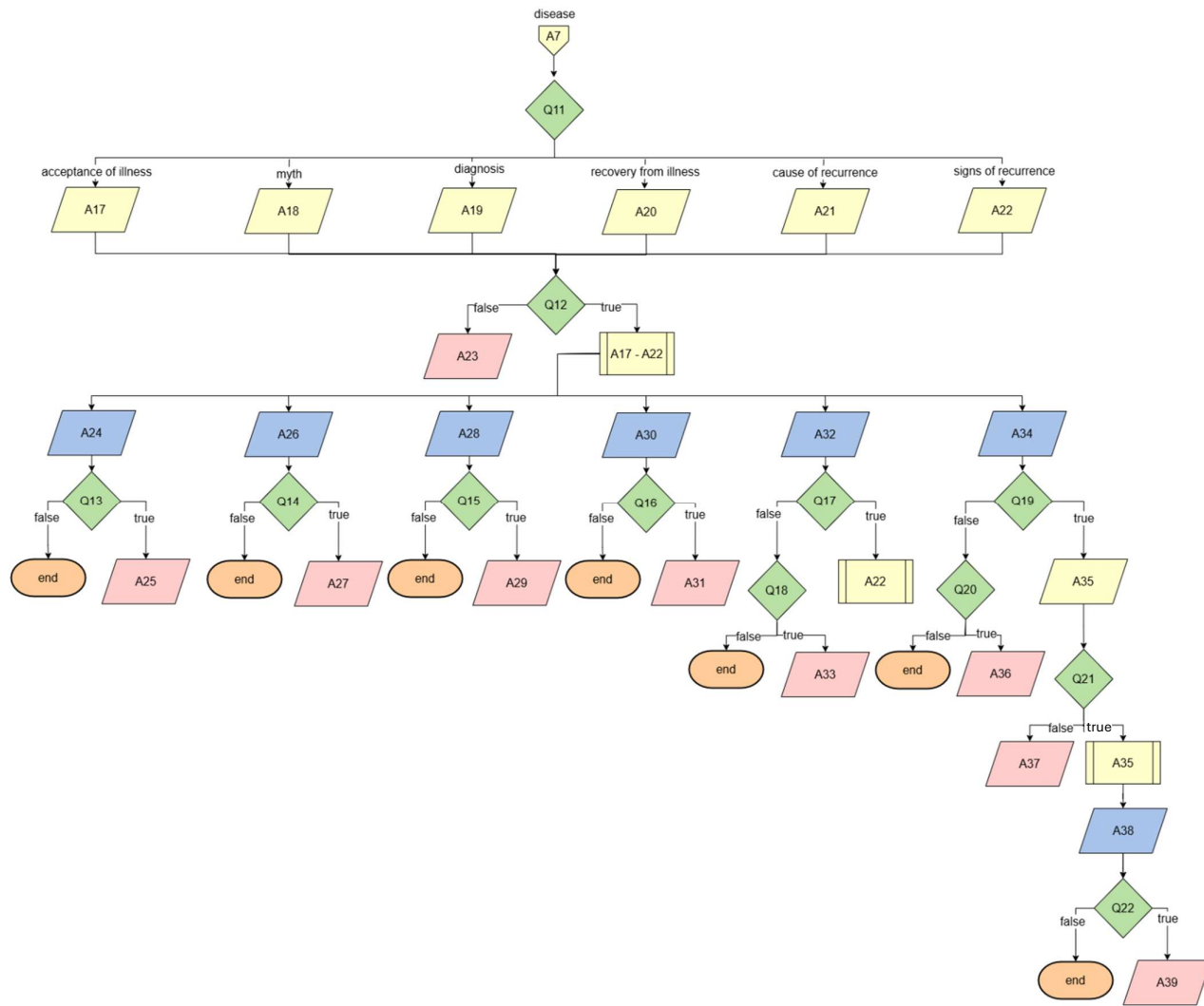


Figure S2. Data Flow Diagram Decision Tree Chatbot - Disease

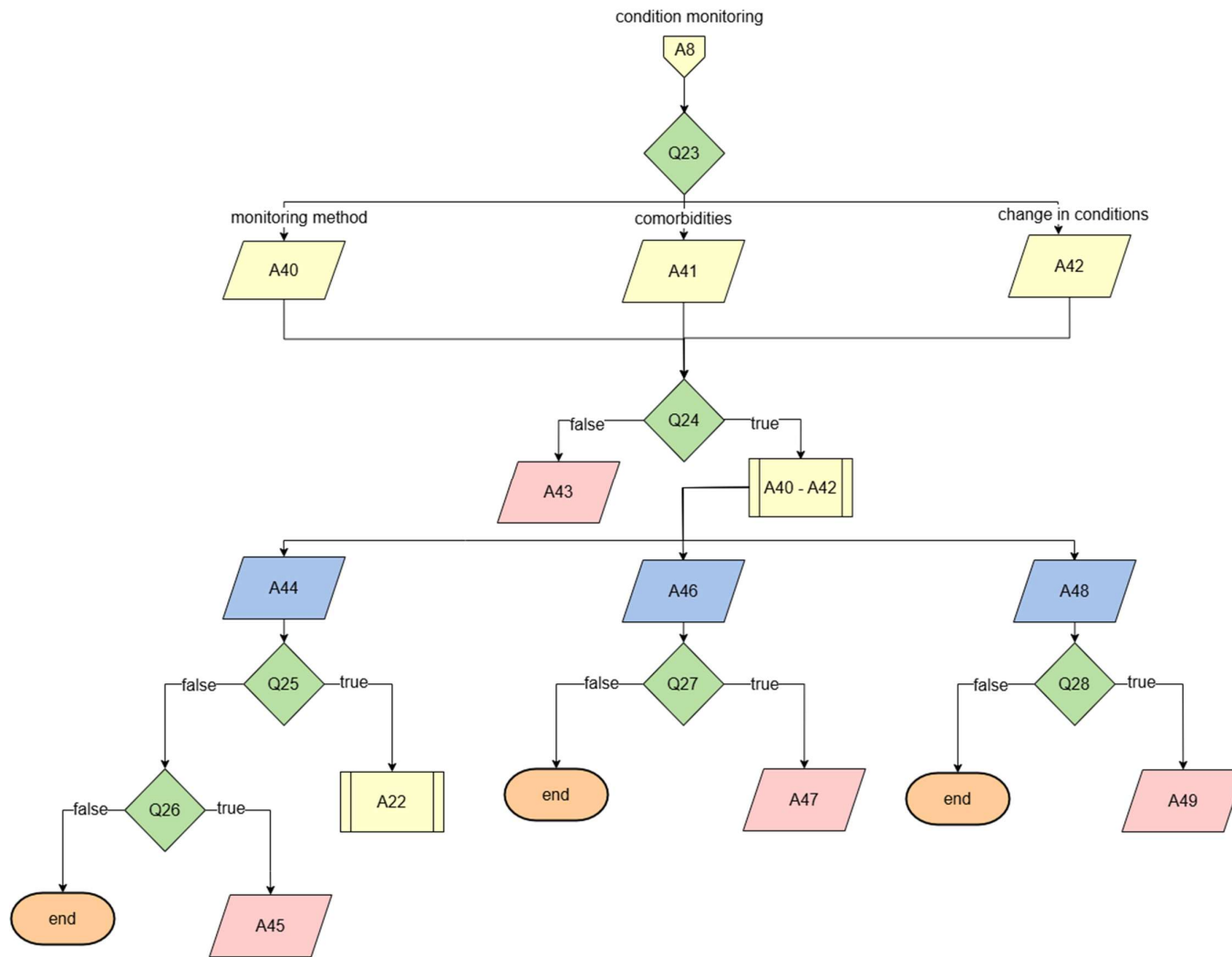


Figure S3. Data Flow Diagram Decision Tree Chatbot – Condition monitoring

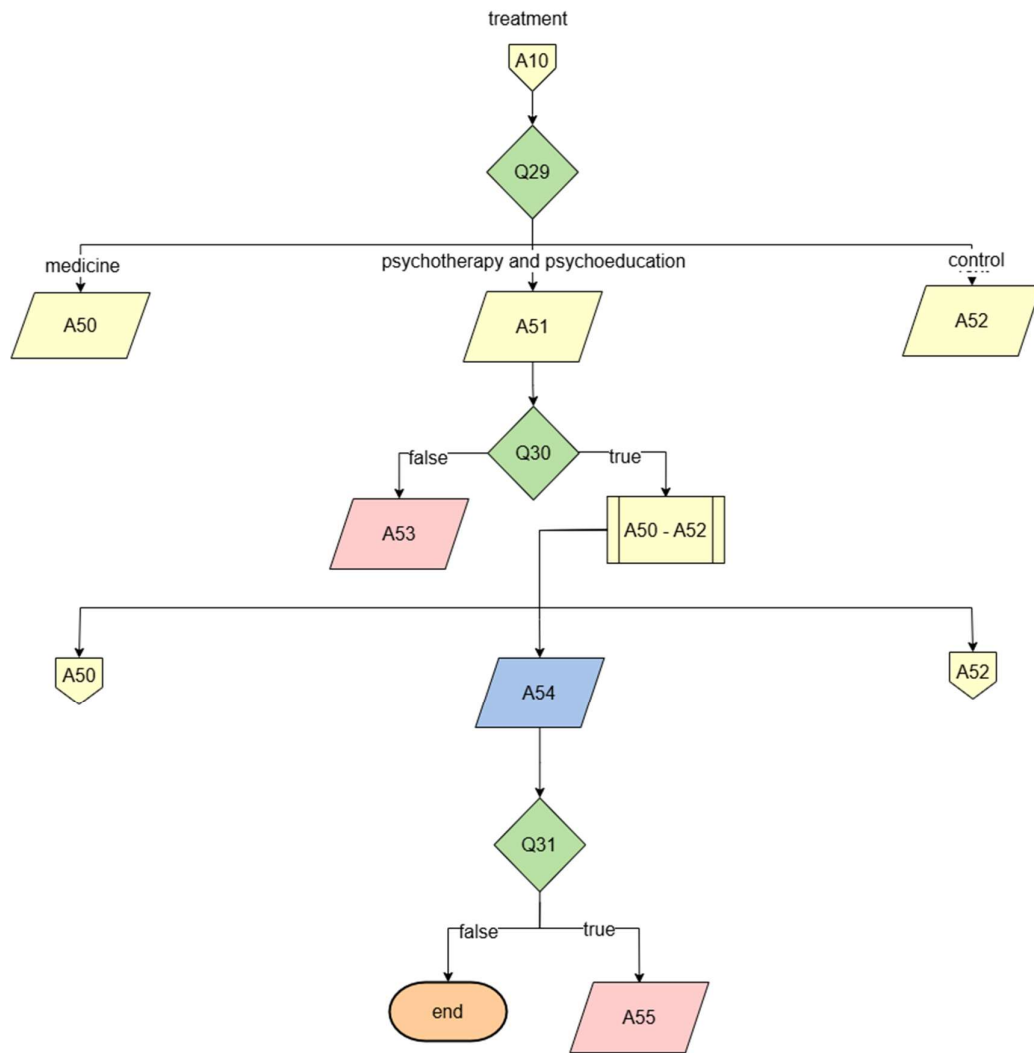


Figure S4. Data Flow Diagram Decision Tree Chatbot - Treatment

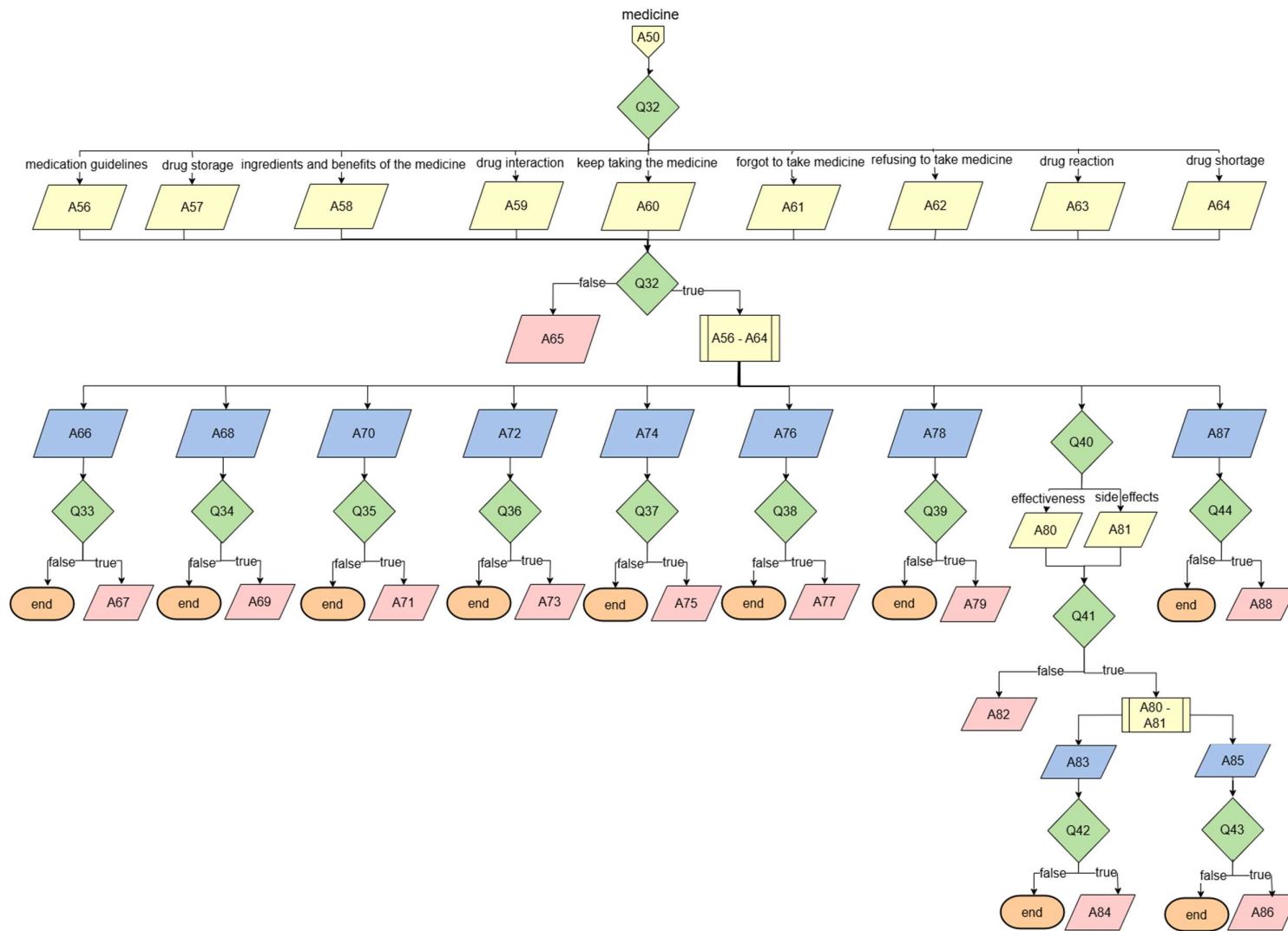


Figure S5. Data Flow Diagram Decision Tree Chatbot – medicine

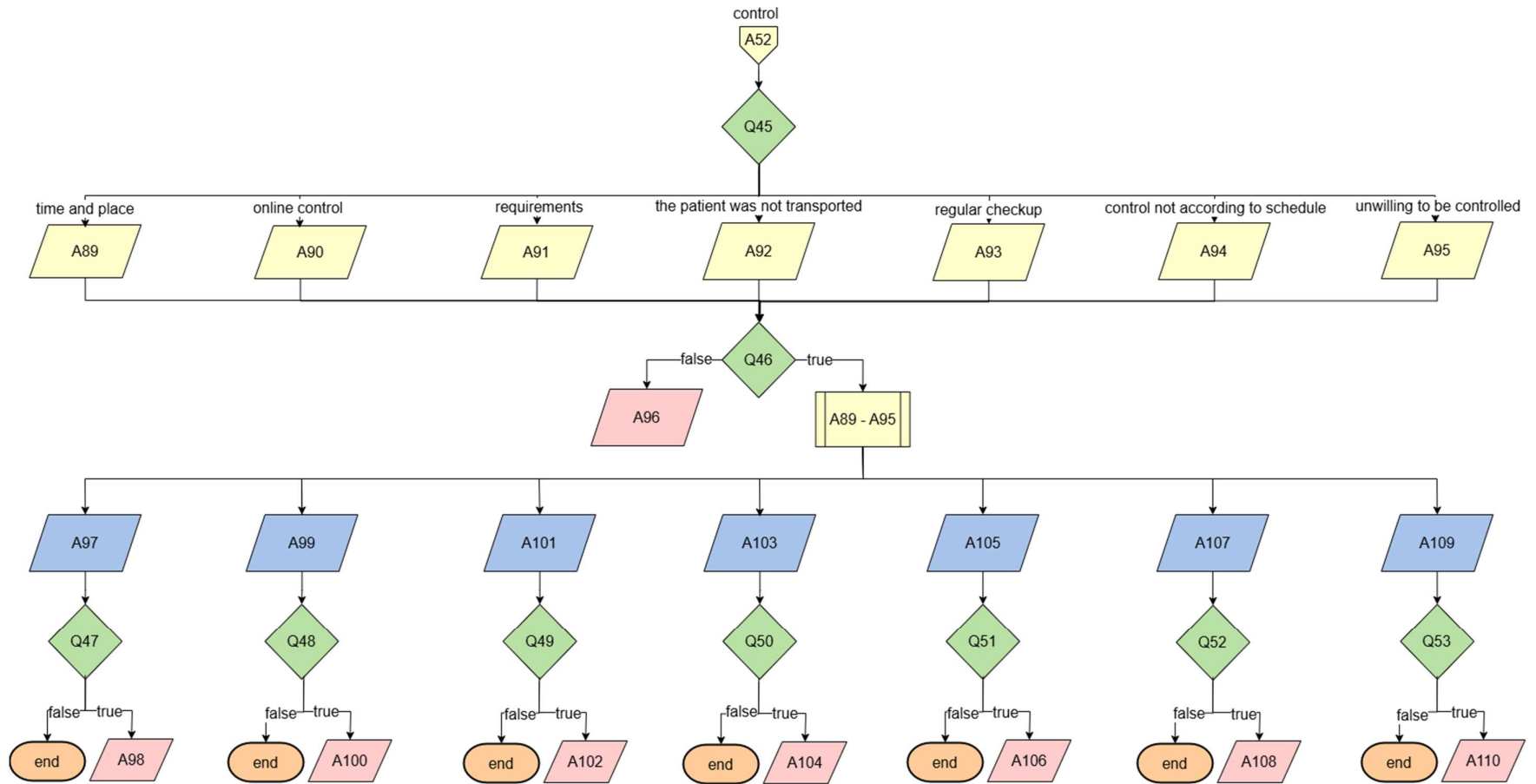


Figure S6. Data Flow Diagram Decision Tree Chatbot - control

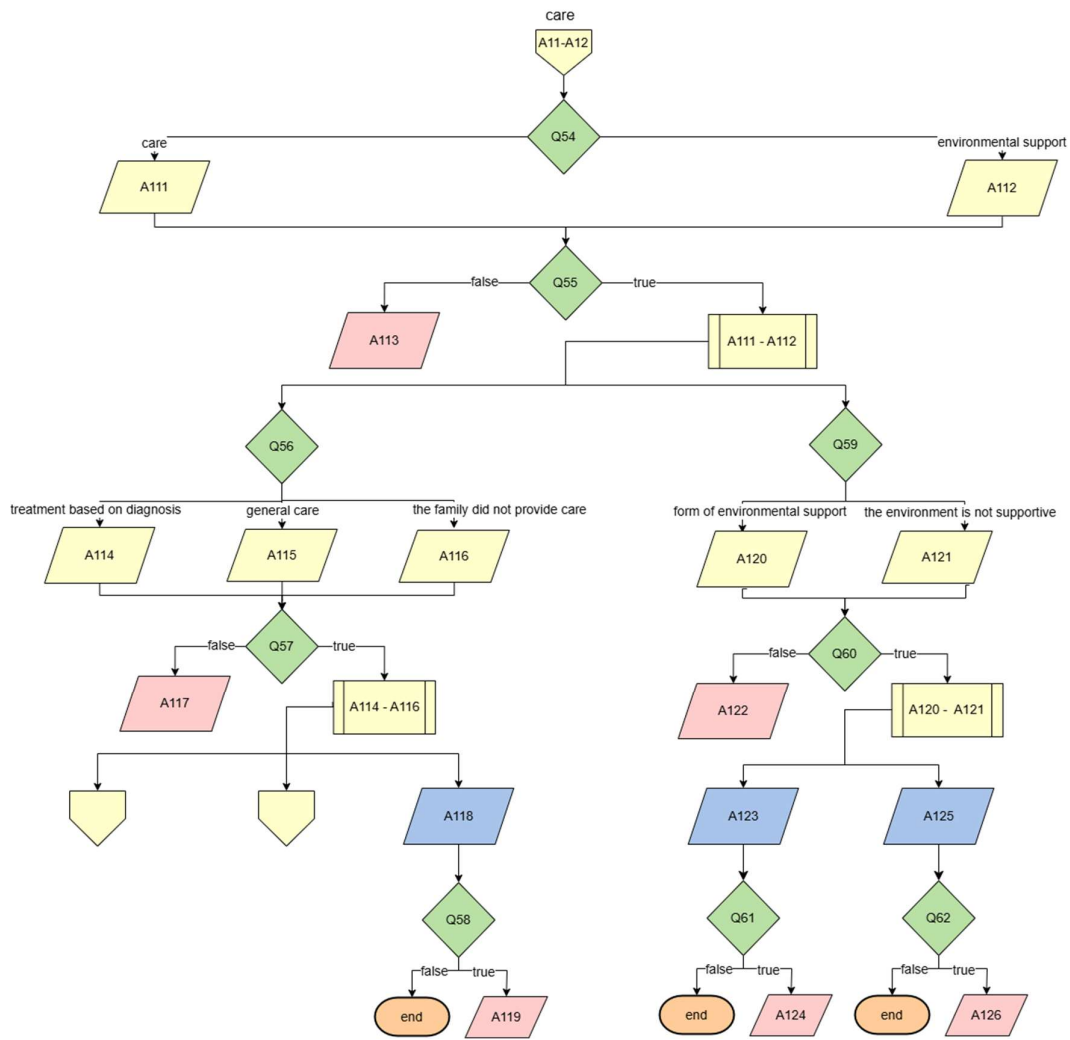


Figure S7. Data Flow Diagram Decision Tree Chatbot – care and environmental support

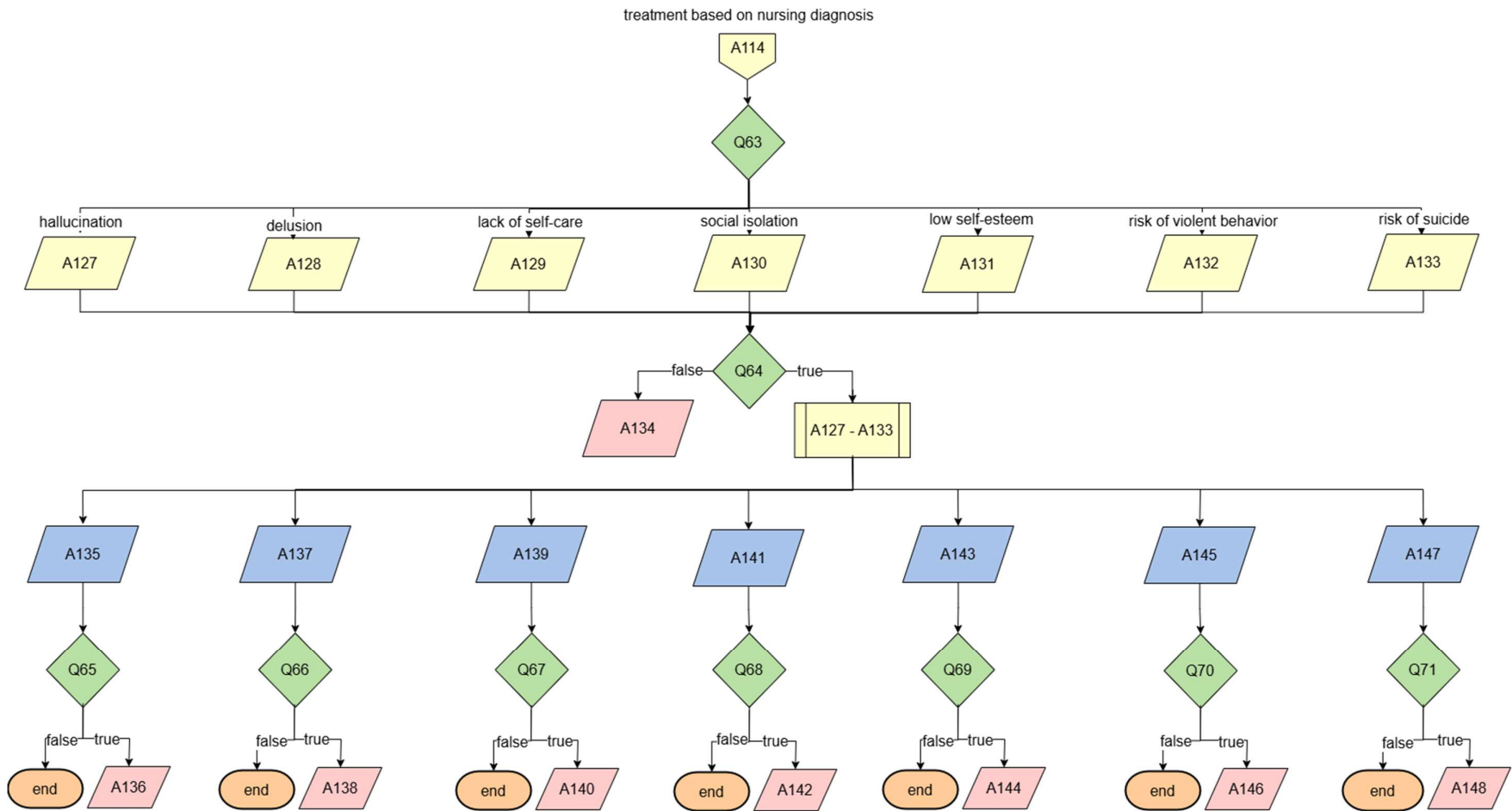


Figure S8. Data Flow Diagram Decision Tree Chatbot – Treatment based on nursing diagnosis

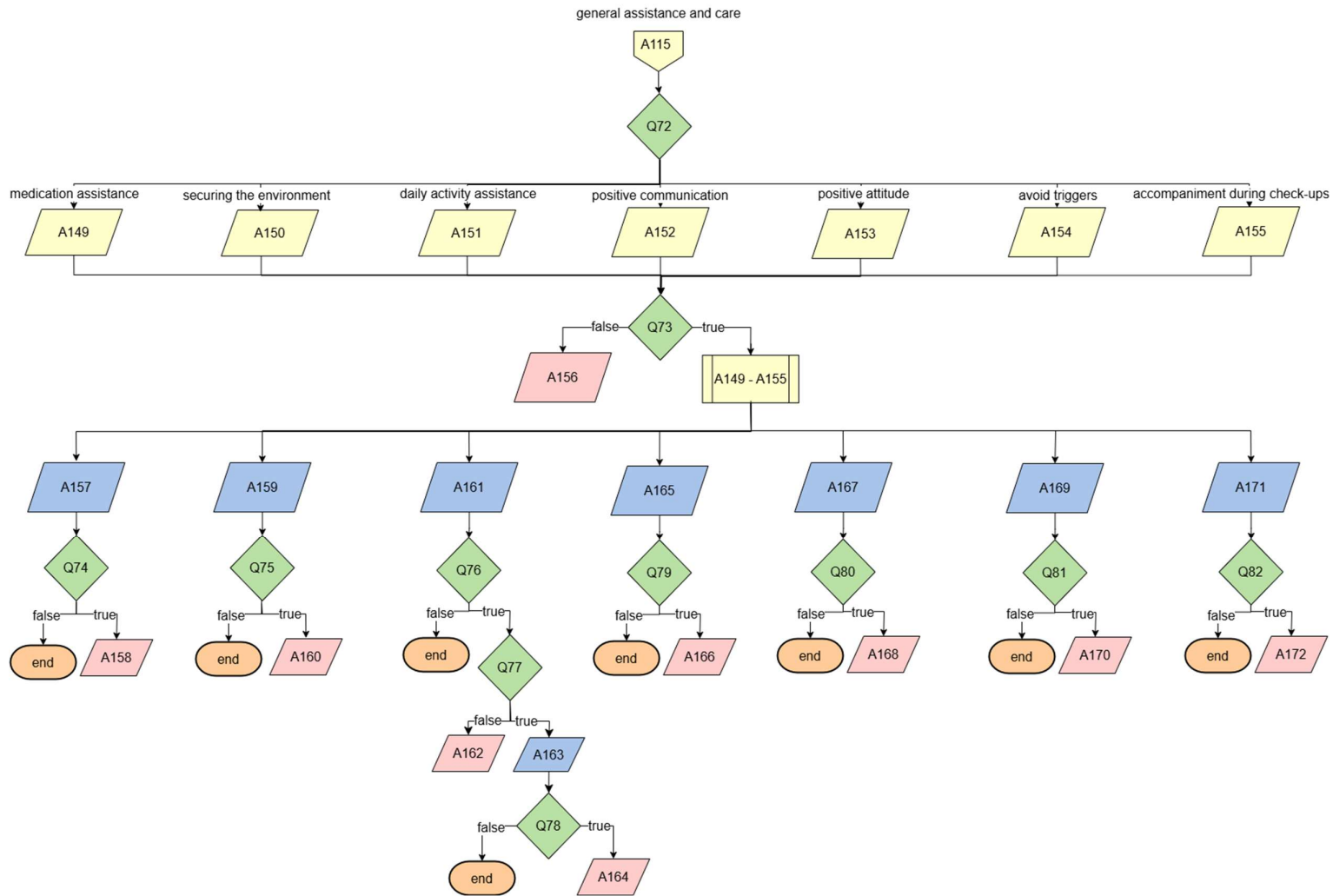


Figure S9. Data Flow Diagram Decision Tree Chatbot – General assistance and care

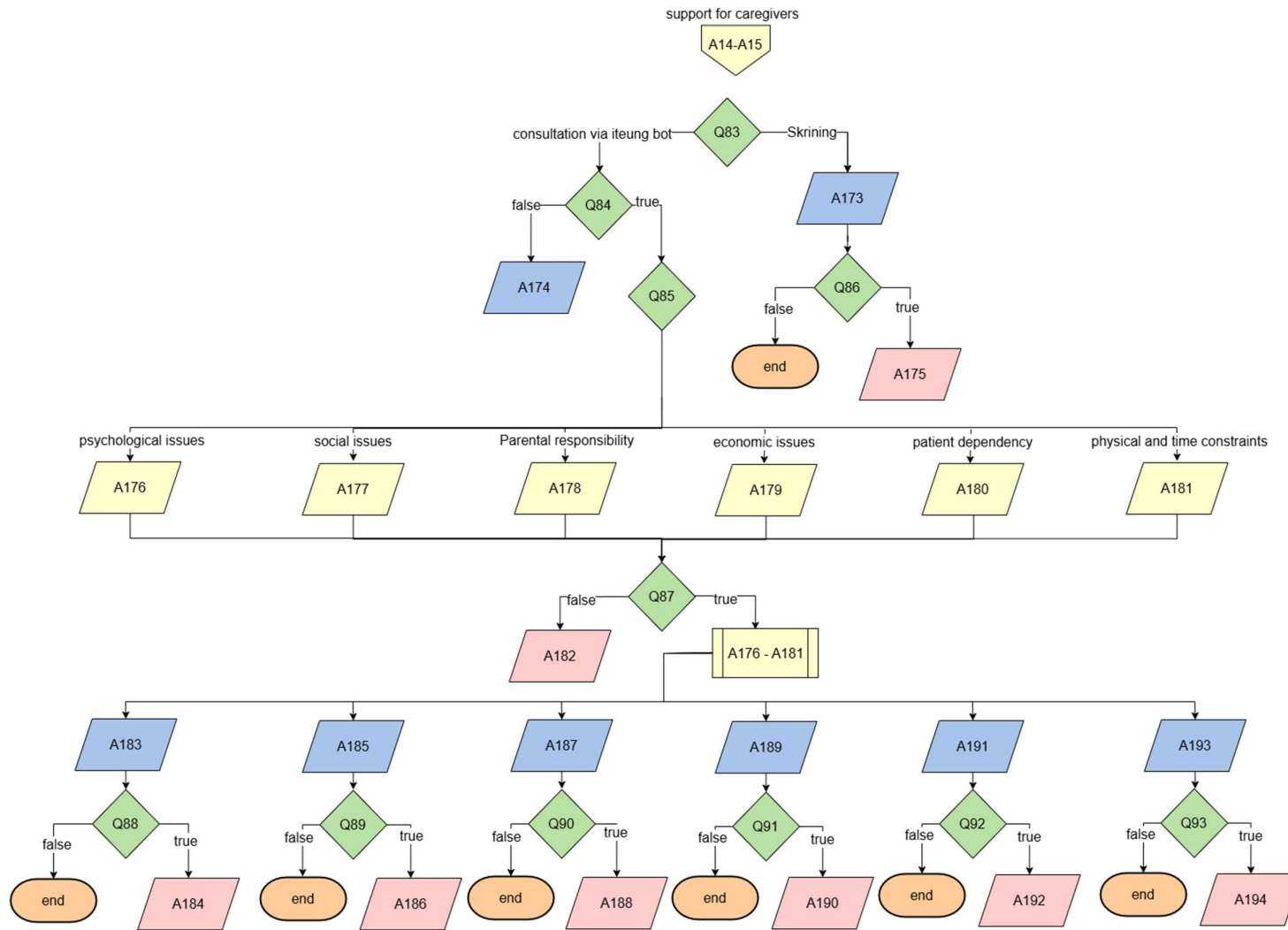


Figure S10. Data Flow Diagram Decision Tree Chatbot – support for caregiver

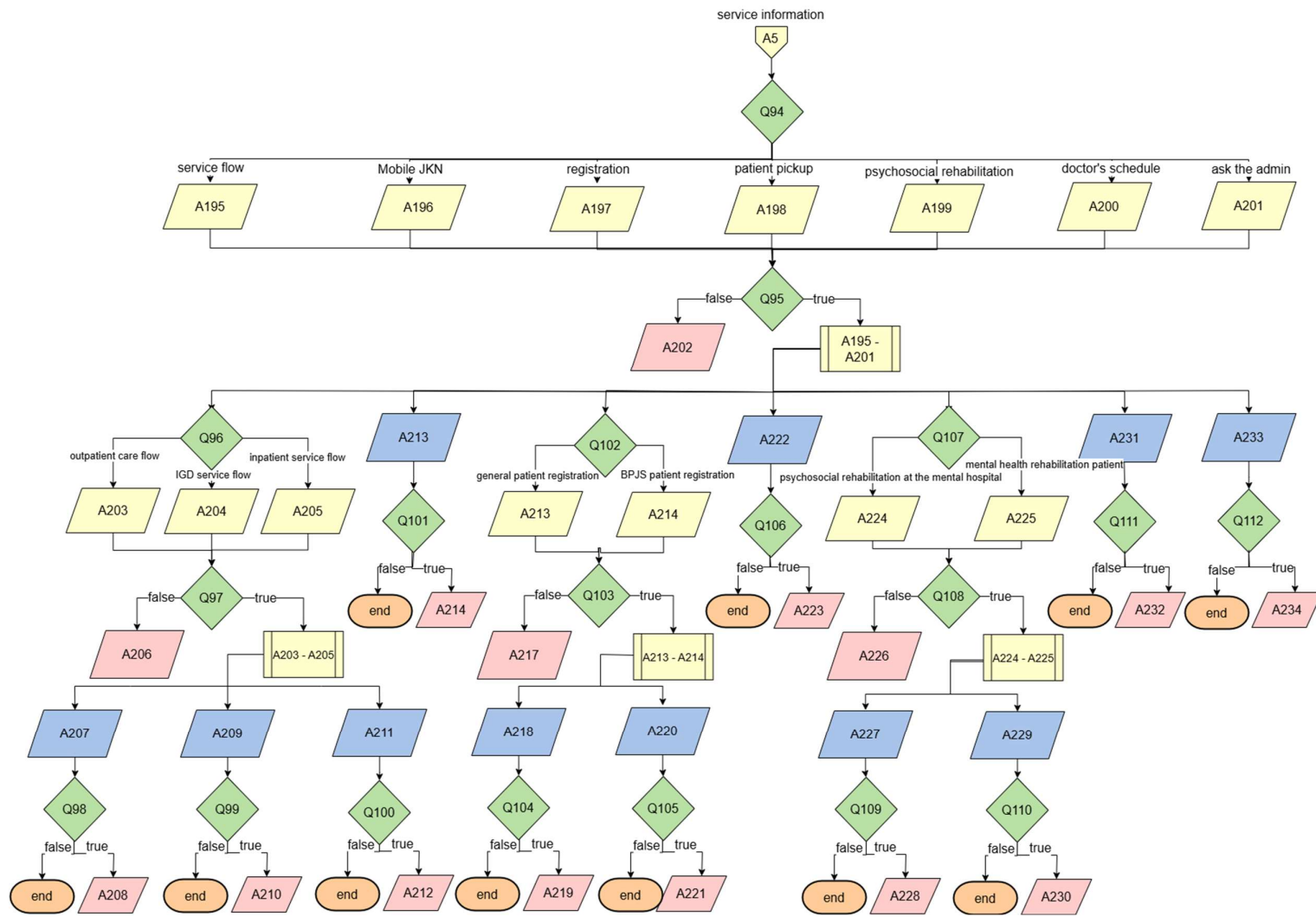


Figure S11. Data Flow Diagram Decision Tree Chatbot – service information

Supplementary Table 1. Description of Question Codes

Code	Description
Q1	Are you a patient or a caregiver of a patient after hospital discharge?
Q2	What type of consultation do you need?
Q3	Would you like to continue?
Q4	Please choose: patient illness or patient condition monitoring.
Q5	Would you like to continue?
Q6	Please select the information you would like to know.
Q7	Would you like to continue?
Q8	Please choose whether you want to perform screening or consultation.
Q9	Would you like to continue?
Q10	Please select which service information you would like to know.
Q11	Please choose what you would like to know.
Q12	Would you like to continue?
Q13	Is there anything else you would like to know?
Q14	Is there anything else you would like to know?
Q15	Is there anything else you would like to know?
Q16	Is there anything else you would like to know?
Q17	Would you like to know the signs of relapse?
Q18	Is there anything else you would like to know?
Q19	Would you like to know about early relapse prevention interventions?
Q20	Is there anything else you would like to know?
Q21	Would you like to continue?
Q22	Is there anything else you would like to know?
Q23	Please select the information you would like to know.
Q24	Would you like to know the signs of relapse?
Q25	Would you like to know the signs of relapse?
Q26	Is there anything else you would like to know?
Q27	Is there anything else you would like to know?
Q28	Is there anything else you would like to know?
Q29	Please select the information you would like to know.
Q30	Would you like to continue?
Q31	Is there anything else you would like to know?
Q32	Would you like to continue?
Q33	Is there anything else you would like to know?
Q34	Is there anything else you would like to know?
Q35	Is there anything else you would like to know?
Q36	Is there anything else you would like to know?
Q37	Is there anything else you would like to know?
Q38	Is there anything else you would like to know?
Q39	Is there anything else you would like to know?
Q40	What would you like to know about medication reactions?
Q41	Would you like to continue?
Q42	Is there anything else you would like to know?
Q43	Is there anything else you would like to know?

Q44	Is there anything else you would like to know?
Q45	Please select the information you would like to know.
Q46	Would you like to continue?
Q47	Is there anything else you would like to know?
Q48	Is there anything else you would like to know?
Q49	Is there anything else you would like to know?
Q50	Is there anything else you would like to know?
Q51	Is there anything else you would like to know?
Q52	Is there anything else you would like to know?
Q53	Is there anything else you would like to know?
Q54	Please select the information you would like to know.
Q55	Would you like to continue?
Q56	Please select the information you would like to know.
Q57	Would you like to continue?
Q58	Is there anything else you would like to know?
Q59	Please select the information you would like to know.
Q60	Would you like to continue?
Q61	Is there anything else you would like to know?
Q62	Is there anything else you would like to know?
Q63	Please select the information you would like to know.
Q64	Would you like to continue?
Q65	Is there anything else you would like to know?
Q66	Is there anything else you would like to know?
Q67	Is there anything else you would like to know?
Q68	Is there anything else you would like to know?
Q69	Is there anything else you would like to know?
Q70	Is there anything else you would like to know?
Q71	Is there anything else you would like to know?
Q72	Please select the information you would like to know.
Q73	Would you like to continue?
Q74	Is there anything else you would like to know?
Q75	Is there anything else you would like to know?
Q76	Is there anything else you would like to know?
Q77	Would you like to know activities that support patient independence?
Q78	Would you like to continue?
Q79	Is there anything else you would like to know?
Q80	Is there anything else you would like to know?
Q81	Is there anything else you would like to know?
Q82	Is there anything else you would like to know?
Q83	Please select whether you would like to perform screening or consultation.
Q84	Please choose whether you would like to consult with Iteung Bot or a health professional.
Q85	Would you like to continue the consultation?
Q86	Is there anything else you would like to know?
Q87	Would you like to continue?
Q88	Is there anything else you would like to know?

Q89	Is there anything else you would like to know?
Q90	Is there anything else you would like to know?
Q91	Is there anything else you would like to know?
Q92	Is there anything else you would like to know?
Q93	Is there anything else you would like to know?
Q94	Please select the information you would like to know.
Q95	Would you like to continue?
Q96	Please select the information you would like to know.
Q97	Would you like to continue?
Q98	Is there anything else you would like to know?
Q99	Is there anything else you would like to know?
Q100	Is there anything else you would like to know?
Q101	Is there anything else you would like to know?
Q102	Please select the information you would like to know.
Q103	Would you like to continue?
Q104	Is there anything else you would like to know?
Q105	Is there anything else you would like to know?
Q106	Is there anything else you would like to know?
Q107	Please select the information you would like to know.
Q108	Would you like to continue?
Q109	Is there anything else you would like to know?
Q110	Is there anything else you would like to know?
Q111	Is there anything else you would like to know?
Q112	Is there anything else you would like to know?

Supplementary Table 2. Description of Chatbot Response Codes

Code	Description
A1	Contact WhatsApp administrator: +62 812-2129-2020 (working days)
A2	Patient condition
A3	Patient recovery support
A4	Caregiver support
A5	Service information
A6	Return to the previous menu
A7	Disease information
A8	Patient condition monitoring
A9	Return to the previous menu
A10	Medication management
A11	Patient care
A12	Environmental or community support
A13	Return to the previous menu
A14	Mental health screening
A15	Consultation
A16	Return to the previous menu
A17	How can my family and I accept the illness we are facing?

A18	Myths about mental illness
A19	Mental illness diagnosis
A20	Can mental illness be cured?
A21	Causes of relapse
A22	Signs and symptoms of relapse
A23	Return to the previous menu
A24	Acceptance of illness takes time and each person experiences it differently. It is normal to need time to adapt. Further information about illness acceptance is available through the provided educational link. Consultation with a psychologist at West Java Provincial Mental Hospital is recommended if additional support is needed.
A25	Return to the previous menu
A26	Mental disorders may be caused by multiple factors such as brain chemistry imbalance, family history, traumatic experiences, or severe life stress. Treatment is evidence-based and involves consultation with professionals such as psychiatrists or psychologists along with family support.
A27	Return to the previous menu
A28	Information about mental illness diagnosis is available through the educational link provided.
A29	Return to the previous menu
A30	Recovery from mental illness varies depending on the severity of the condition and the support available. With appropriate management, individuals can live productive lives. Key recovery factors include medication adherence, family support, therapy, and regular activities.
A31	Return to the previous menu
A32	Mental illness relapse may occur due to biological, psychological, or social factors such as medication non-adherence, stress, lack of family support, or irregular medical follow-up. Caregivers are encouraged to maintain medication adherence and regular consultation with healthcare professionals.
A33	Return to the previous menu
A34	Common relapse signs include sleep disturbances, emotional changes, disorganized thinking, unusual behavior, perceptual disturbances such as hallucinations, medication non-adherence, and physical or behavioral changes.
A35	Early intervention strategies for relapse prevention
A36	Return to the previous menu
A37	Return to the previous menu
A38	Relapse may occur gradually or suddenly. Families can perform early interventions such as communicating calmly, ensuring medication adherence, reducing stress, encouraging positive activities, monitoring symptoms, and consulting healthcare professionals if necessary.
A39	Return to the previous menu
A40	Return to the previous menu
A41	Comorbid physical illness after discharge

A42	What should be done if the patient's condition does not improve or becomes more agitated after discharge?
A43	Return to the previous menu
A44	Families can monitor patient conditions at home by observing behavior changes, ensuring medication adherence, and contacting healthcare providers if professional monitoring is required.
A45	Return to the previous menu
A46	If additional medical conditions appear after discharge, visit the nearest health facility for further examination.
A47	Return to the previous menu
A48	Mental health recovery often occurs gradually. Families should ensure medication adherence, attend scheduled follow-ups, and seek emergency care if the patient becomes dangerous to themselves or others.
A49	Return to the previous menu
A50	Medication information
A51	Psychotherapy and psychoeducation
A52	Follow-up consultation
A53	Return to the previous menu
A54	Contact WhatsApp service: +62 812-2129-2020
A55	Return to the previous menu
A56	Medication dosage rules: can patients change the dosage themselves?
A57	Proper medication storage
A58	Medication composition and benefits
A59	Drug interactions
A60	Why must medication be taken continuously?
A61	What should be done if medication is forgotten?
A62	What if the patient refuses to take medication?
A63	Medication reactions
A64	What should be done if medication from the hospital is insufficient?
A65	Return to the previous menu
A66	Psychiatric medications must be taken consistently according to the physician's prescription to maintain stable therapeutic levels. Adjusting dosage or stopping medication without medical supervision may cause relapse or serious side effects.
A67	Return to the previous menu
A68	Proper medication storage guidelines include keeping medicines in a cool dry place, away from sunlight and humidity, stored in original packaging, and checking expiration dates regularly.
A69	Return to the previous menu
A70	Psychiatric medications have different functions depending on the condition treated, including stabilizing mood, reducing anxiety, or controlling psychotic symptoms.
A71	Return to the previous menu
A72	For information about interactions between psychiatric medication and other drugs or food, contact the KJOL service.
A73	Return to the previous menu

A74	Many mental illnesses are chronic conditions; medication helps maintain stability and prevent relapse.
A75	Return to the previous menu
A76	If a dose is missed and it is still early, take the medication immediately. If it is close to the next scheduled dose, skip the missed dose and continue normally.
A77	Return to the previous menu
A78	Tips for encouraging patients to take medication include open discussion, explaining the purpose of medication, maintaining routines, monitoring symptoms, and consulting professionals if refusal persists.
A79	Return to the previous menu
A80	Medication effectiveness
A81	Medication side effects
A82	Return to the previous menu
A83	Psychiatric medication helps reduce symptoms but may affect individuals differently. Medication adherence and regular consultation are important.
A84	Return to the previous menu
A85	Signs of antipsychotic side effects are available through the educational link provided.
A86	Return to the previous menu
A87	Contact the administrator via WhatsApp for further assistance.
A88	Return to the previous menu
A89	When should the next medical follow-up occur?
A90	Is online consultation available?
A91	Administrative requirements for post-discharge follow-up
A92	Can follow-up occur without bringing the patient?
A93	Why is routine follow-up important?
A94	Can follow-up occur outside the scheduled time?
A95	What should be done if the patient refuses follow-up consultation?
A96	Return to the previous menu
A97	Follow-up schedule: first follow-up 14 days after discharge, routine follow-up every 1–2 months depending on physician recommendations.
A98	Return to the previous menu
A99	Online follow-up consultation is currently not available.
A100	Return to the previous menu
A101	Follow-up requirements include discharge summary, follow-up plan letter, identification card, and health insurance card if applicable.
A102	Return to the previous menu
A103	Patients should attend follow-up consultations because psychiatrists need to assess their condition directly.
A104	Return to the previous menu
A105	Routine follow-up ensures patient stability, medication evaluation, relapse detection, psychosocial support, and treatment adherence.
A106	Return to the previous menu
A107	Follow-up should ideally occur according to the scheduled date recommended by the physician.

A108	Return to the previous menu
A109	If the patient refuses follow-up consultation, families should communicate calmly and seek assistance from healthcare professionals.
A110	Return to the previous menu
A111	Home care
A112	Environmental and community support
A113	Return to the previous menu
A114	Patient care based on diagnosis
A115	General patient care and support
A116	What if the family cannot fully provide caregiving support?
A117	Return to the previous menu
A118	If family support is limited, options include psychosocial rehabilitation programs, community health services, or social support institutions.
A119	Return to the previous menu
A120	Forms of environmental support
A121	What if the environment is not supportive?
A122	Return to the previous menu
A123	Community support includes reducing stigma, encouraging social participation, and providing a safe environment.
A124	Return to the previous menu
A125	If the environment is not supportive, families may seek assistance from local health centers or community health workers.
A126	Return to the previous menu
A127	Patients with hallucinations
A128	Patients with delusions
A129	Patients with self-care deficits
A130	Patients with social isolation
A131	Patients with low self-esteem
A132	Patients with risk of violent behavior
A133	Patients with suicide risk
A134	Return to the previous menu
A135– A147	Educational resource links for diagnosis-based patient care
A148	Return to the previous menu
A149	Medication supervision
A150	Ensuring a safe home environment
A151	Daily activity assistance
A152	Positive communication
A153	Positive attitudes that support recovery
A154	Avoid relapse triggers and conflicts
A155	Support during follow-up consultations
A156	Return to the previous menu
A157– A171	Practical guidance for caregiving activities including medication supervision, daily routines, communication, and patient support
A172	Return to the previous menu
A173	Mental health screening link

A174	Consultation service link
A175	Return to the previous menu
A176– A181	Strategies to address caregiver emotional, social, caregiving responsibility, economic, dependency, and time challenges
A182	Return to the previous menu
A183– A193	Guidance for caregiver psychological support, social support, caregiving burden management, and coping strategies
A194	Return to the previous menu
A195	Service flow
A196	Mobile JKN information
A197	Registration
A198	Patient transportation service
A199	Psychosocial rehabilitation
A200	Doctor schedule
A201	Contact administrator
A202	Return to the previous menu
A203	Outpatient follow-up flow
A204	Emergency department admission flow
A205	Inpatient admission flow
A206	Return to the previous menu
A207– A212	Educational service information links
A213	Mobile JKN information link
A214	Return to the previous menu
A215	Registration for general patients
A216	Registration for insured patients (BPJS)
A217	Return to the previous menu
A218– A223	Registration information links
A224	Psychosocial rehabilitation at RSJ (Daycare/Nightcare)
A225	Mental rehabilitation center
A226	Return to the previous menu
A227– A229	Psychosocial rehabilitation institution information
A230	Return to the previous menu
A231	Hospital social media information
A232	Return to the previous menu
A233	WhatsApp consultation link
A234	Return to the previous menu