

- 1 Table S1. Mandatory and voluntary questions (including answers) of
- 2 www.coronabambini.ch.

Number ^a	Question and answers
1	Age of my child: Younger than 3 months 3 months to 5 years 6 years to 12 years Older than 12 years
2	Is your child in poor general condition/feeling poorly?: Yes No
3	What are the symptoms of your child?: Fever Runny nose Sore throat Cough Diarrhoea Vomiting None
3.1	How strong is the cough?: Light Severe
4	Does your child have a fever or cough?: Fever Cough No fever and no cough Fever and cough
4.1	How high is the fever?: Up to 38.5 degrees Over 38.5 degrees
4.1.1	How long has your child had a fever?: For less than 3 days For 3 days or more
4.2	How strong is the cough?: Light Severe
4.2.1	How long has your child had a cough?: For less than 3 days For 3 days or more
5	What other symptoms of illness does your child have? Runny nose Sore throat Diarrhoea Vomiting None
6	What other symptoms of illness does your child have? Runny nose Sore throat Diarrhoea Vomiting Abdominal pain Myalgia Headache Loss of sense of taste Loss of sense of smell None

4 Table S1. continued

7	What are the symptoms of your child? Fever Runny nose Sore throat Light cough Severe cough Diarrhoea Vomiting Abdominal pain Myalgia Headache Loss of sense of taste Loss of sense of smell General weakness / Malaise Skin rash None
8	Has your child had contact with a person possibly infected with COVID-19 in the past 10 days? Yes No
8.1	What is the test result of this contact? Positive Negative Not yet known Unknown
8.1.1	Is it a close contact? Yes No
9	Has a COVID-19 test been ordered for your child by the FOPH or a cantonal health authority as part of contact tracing? Yes No
10	If you would like to receive the results by mail and agree to be contacted once for a follow-up survey, you can enter your e-mail address here: Free text answer
11	We are asking you to voluntarily answer the following questions to support research in the fight against COVID-19. If you prefer not to provide any information, you can simply skip the question and continue clicking without affecting the outcome:
12.1	Postcode: Free text answer
12.2	City: Free text answer
12.3	Canton: Zurich Berne Lucerne Uri Schwyz Obwald Nidwald Glarus Zoug Friburg Soleure Basle-City Basle-Country Schaffhouse Appenzell Outer-Rhodes Appenzell Inner-Rhodes St. Gall Grisons Argovia Thurgovia Ticino Vaud Wallis Neuchâtel Geneva Jura

5 Table S1. continued

12.4	Sex of the child: Male Female
12.5	Exact age of the child in years: 0 1 2 3 4 5 6 7 8 9 10 11 12 >12
12.6	If younger than one year, exact age of the child in months 1 2 3 4 5 6 7 8 9 10 11
12.7	What is your relationship to the child?: Mother Father Teacher Healthcare professional Other

6 ^a The following questions were asked for each age category:

7 • < 3 months (15.10.2020 – 16.02.2022): 1 – 3, 8 – 12

8 • 3 months – 5 years (15.10.2020 – 16.02.2022): 1, 2, 4, 5, 8 – 12

9 • 6 – 11 years (15.10.2020 – 26.04.2021): 1, 2, 4, 6, 8 – 12

10 • ≥ 12 years (15.10.2020 – 26.04.2021): 1, 2, 7 – 12

11 • ≥ 6 years (26.04.2021 – 16.02.2022): 1, 2, 7 – 12

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13 Table S2. Voluntary questions (including answers) of the follow-up survey.

Number	Question and answers
1	What did you do after using www.coronabambini.ch?: I took my child to the emergency department. I called my pediatrician/family doctor the same day. My pediatrician/family doctor's office was closed and I called him/her the next days during normal business hours next day. I visited my pediatrician's/family doctor's office without calling ahead of time. I kept my child at home but did not call my pediatrician/family doctor. I sent my child to school/daycare. Something else
1.1	What exactly did you end up doing?: Free text answer
2	Did your child get tested for COVID-19 within one week of filling in www.coronabambini.ch?: Yes No
2.1	What was the result of your child's COVID test?: Positive Negative
3	Did anybody from your household or close contacts get tested?: Yes, family Yes, close contacts in school/Kindergarten/Daycare No
3.1	What was the result?: Positive Negative
4	Did your child require medical care within one week of filling in www.coronabambini.ch?: Yes, at a pediatrician/family doctor's office. Yes, at the emergency department. Yes, my child was admitted to the hospital. No.
5	What did www.coronabambini recommend you?: To contact our pediatrician/family doctor the same day. To contact our pediatrician/family doctor within normal business hours. To watch my child's state at home and to contact our pediatrician/family doctor in case of worsening or persistence of symptoms. To send my child to school/kindergarten. I don't remember
6	Did you stick to the recommendations of www.coronabambini.ch?: Yes No
6.1	What made you follow the recommendation of www.coronabambini.ch?: I trust the website as a reliable information source. I compared the recommendations with recommendations from the media and took a decision. I compared the recommendations with those from the FOPH and took a decision. I sought advice from a person I trusted. Other
6.1.1	What other reasons made you follow the recommendation of www.coronabambini.ch?: Free text answer
6.2	What made you NOT follow the recommendation of www.coronabambini.ch?: I did not trust the website as a reliable source of information. The recommendations from the website differed from the media recommendations. I compared the recommendations with those from the FOPH and took a decision. I feared for my child and preferred to consult the paediatrician Other
6.2.1	What other reasons made you NOT follow the recommendation of www.coronabambini.ch?: Free text answer
7	What information were you looking for? I wanted...: ... to know if my child needs a test. ... to know if I need to consult my child's pediatrician/family doctor. ... to know if my child can go to school. ... more information on how to cope with COVID-19 symptoms. ... more information on COVID-19 symptoms. ... other
7.1	What other information were you looking for?: Free text answer
8	Did you find the information that you needed?: Yes. No, because the information was not comprehensive. No, because the information was not complete.

14 Table S2. continued

9	How did you learn about www.coronabambini.ch?: Through my pediatrician/family doctor Through the internet/media Through my school Through friends/family Through the FOPH website I was redirected through the FOPH Coronachecker Other
9.1	From what other source did you hear about www.coronabambini.ch?: Free text answer
10	Did www.coronabambini.ch adequately address your concerns regarding COVID-19?: Yes, the information from the website reassured me. No, the information from the website did not reassure me. No, the information from the website increased my fears and anxieties. I was not worried in the first place.
11	How did you cope with your fears? What helped you cope?: Free text answer
12	What is the highest education degree achieved by the child's mother?: Did not go to school Mandatory education (or a few years at school) Apprenticeship Higher technical or commercial college University I do not know or do not want to answer
13	What is the highest education degree achieved by the child's father?: Did not go to school Mandatory education (or a few years at school) Apprenticeship Higher technical or commercial college University I do not know or do not want to answer
14	Did you have difficulties paying your household bills during the last 12 months?: Yes No I do not know or do not want to answer
15	Compared to other families in Switzerland, the financial situation of your family is...: ...above average ...average ...below average ...I do not know or do not want to answer
16	Is there anything general you want to tell us about www.coronabambini.ch?: Free text answer
17	In a second stage, we will ask individual participants of this survey at a later date to take part in individual interviews for an expense compensation in order to gain further knowledge about the use of online triage tools. If you agree, we ask you to leave your contact number. The number will only be used in the context of this survey and will never be passed on.: Yes, I consent to be contacted: free text answer No, please, no more interviews
18	Due to the guarantee of anonymity, your survey information from www.coronabambini.ch has not been linked to your email. We ask you to fill in this information again. Thank you very much:
18.1	Postcode: Free text
18.2	City: Free text

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18.3	Canton:
	Zurich
	Berne
	Lucerne
	Uri
	Schwyz
	Obwald
	Nidwald
	Glarus
	Zoug
	Friburg
	Soleure
	Basle-City
	Basle-Country
	Schaffhouse
	Appenzell Outer-Rhodes
	Appenzell Inner-Rhodes
	St. Gall
	Grisons
	Argovia
	Thurgovia
	Ticino
	Vaud
	Wallis
	Neuchâtel
	Geneva
	Jura
18.4	Sex of the child:
	Male
	Female
18.5	Exact age of the child in years:
	0
	1
	2
	3
	4
	5
	6
	7
	8
	9
	10
	11
	12
	>12
18.6	If younger than one year, exact age of the child in months
	1
	2
	3
	4
	5
	6
	7
	8
	9
	10
	11
18.7	What is your relationship to the child?:
	Mother
	Father
	Teacher
	Healthcare professional
	Other

18 Table S3. Comparison of symptoms given by parents (mother or father) or other users (healthcare professional, teacher or other) (N=20'330)

Online decision tool, mandatory fields (N=20'330)													
Symptoms by relation to the child and age category													
Relation to the child	Parents (N=18'797)						Others (N=1'533)						P ^a
Age category	< 3 months	3 months – 5 years	6 – 11 years	≥ 12 years	≥ 6 years	Total	< 3 months	3 months – 5 years	6 – 11 years	≥ 12 years	≥ 6 years	Total	
Symptoms	N=91 n (%)	N=6'932 n (%)	N=8'144 n (%)	N=911 n (%)	N=2'719 n (%)	N=18'797 n (%)	N=14 n (%)	N=509 n (%)	N=701 n (%)	N=113 n (%)	N=196 n (%)	N=1'533 n (%)	
Ill appearing													0.921
Yes	19 (21)	1044 (15)	1025 (13)	95 (10)	286 (11)	2'469 (13)	4 (29)	73 (14)	93 (13)	14 (12)	16 (8)	200 (13)	
no	72 (79)	5888 (85)	7119 (87)	816 (90)	2433 (89)	16'328 (87)	10 (71)	436 (86)	608 (87)	99 (88)	180 (92)	1333 (87)	
Any symptoms ^b													<0.001
Yes	74 (81)	6262 (90)	7548 (93)	880 (97)	2404 (88)	17168 (91)	12 (86)	440 (86)	621 (89)	110 (97)	165 (84)	1348 (88)	
No	17 (19)	670 (10)	596 (7)	31 (3)	315 (12)	1629 (9)	2 (14)	69 (14)	80 (11)	3 (3)	31 (16)	185 (12)	
Fever													0.156
	30 (33)	2855 (41)	2370 (29)	136 (15)	666 (24)	6057 (32)	5 (36)	199 (39)	199 (28)	22 (19)	42 (21)	467 (30)	
Cough													0.471
	51 (56)	3839 (55)	3252 (40)	286 (31)	1175 (43)	8603 (46)	5 (36)	283 (56)	289 (41)	32 (28)	78 (40)	687 (45)	
Runny nose													<0.001
	56(61)	4046 (58)	3911 (48)	396 (33)	1397 (51)	9806 (52)	9 (6)	268 (53)	283 (40)	37 (33)	81 (41)	678 (44)	
Sore throat													0.933
	10 (11)	1262 (18)	3219 (40)	409 (45)	819 (30)	5719 (30)	2 (14)	96 (19)	263 (38)	51 (45)	56 (29)	468 (31)	
Diarrhoea													0.329
	8 (9)	498 (7)	483 (6)	54 (6)	103 (4)	1146 (6)	3 (21)	31 (6)	41 (6)	15 (13)	13 (7)	103 (7)	
Vomiting													0.149
	5 (5)	611 (9)	547 (7)	48 (5)	158 (6)	1369 (7)	2 (14)	49 (10)	56 (8)	8 (7)	12 (6)	127 (8)	
Abdominal pain													0.838 ^e
	-	-	1470 (18)	141 (15)	308 (11)	1921 (16) ^c	-	-	94 (13)	24 (21)	15 (8)	133 (16) ^d	
Myalgia													0.534 ^e
	-	-	595 (7)	82 (9)	111 (4)	790 (7) ^c	-	-	37 (5)	7 (6)	7 (4)	51 (6) ^d	
Headache													0.513 ^e
	-	-	2514 (31)	291(22)	587 (22)	3392 (29) ^c	-	-	165 (24)	33 (29)	32 (16)	230 (28) ^d	
Loss of sense of smell													0.049 ^e
	-	-	75 (1)	22 (2)	18 (1)	115 (1) ^c	-	-	9 (1)	5 (4)	0 (0)	14 (2) ^d	
Loss of sense of taste													0.393 ^e
	-	-	107 (1)	21 (2)	29 (1)	157 (1) ^c	-	-	9 (1)	3 (3)	2 (1)	14 (2) ^d	
General weakness / Malaise													0.902 ^e
	-	-	199 (2)	139 (15)	397 (15)	737 (6) ^c	-	-	22 (3)	10 (9)	19 (10)	51 (6) ^d	
Skin rash													0.007 ^e
	-	-	33 (<1)	8 (1)	26 (1)	67 (1) ^c	-	-	5 (1)	2 (2)	4 (2)	11 (1) ^d	

19 ^a P of Pearson's Chi²-test, the "Total" data of each category (parents vs. others) was used to calculate the P-value.20 ^b Multiple choice question, only the presence of symptoms or 'no symptoms' was asked and could be selected. Depending on the age category not all symptoms were selectable.21 ^c Percentage calculated only including age categories ≥6 years, as those <6 years could not select these symptoms (N=11'774).22 ^d Percentage calculated only including age categories ≥6 years, as those <6 years could not select these symptoms (N=829).23 ^e Pearson Chi² only including age categories ≥6 years, as those <6 years could not select these symptoms (N=12'603)

24 Table S4. Comparison of demographic data entered by users of the online decision
 25 tool (voluntary fields) and the follow-up survey.

Source		Online decision tool n (%)	Follow-up-survey n (%)
Age group		N=20'559	N=1'189
	<6 years	7'464 (36)	430 (36)
	≥6 years	13'095 (64)	759 (64)
Sex of child		N=19'658	N=1'159
	Female	11'046 (56)	658 (57)
	Male	8'612 (44)	501 (43)
Responders		N=20'330	N=1'188
	Parents	18'797 (92)	1'136 (96)
	Others	1'533 (8)	52 (4)
Regions		N=20'496	N=1'200
	Lake Geneva region	1196 (6)	98 (8)
	Central Plateau	7992 (39)	563 (47)
	Northwestern Switzerland	2908 (14)	154 (13)
	Zürich	3317 (16)	151 (13)
	Eastern Switzerland	1629 (8)	81 (7)
	Central Switzerland	3206 (16)	135 (11)
	Ticino	248 (1)	18 (2)