

Appendix 2. List of major media outlets used by Vietnamese government for risk communication

No	Media outlet	Ownership (Private or State)	Target/ Coverage	Main purposes	How the government engage with the media
Electronic media (TV and radio)					
	VTV1	State	National, general population, including those living in peripheral areas	<ol style="list-style-type: none"> 1. The country and world situation about the disease daily in the morning and evening news. The country's situation also covers geography, imported or local transmission and contact tracing information. 2. Epidemiological information includes cases and mortality (locally, nationally and internationally). 	
	VTV3	State	National		
	Radio	State	National		
SMS					
	<ol style="list-style-type: none"> 1. VNPT- Vinaphone 2. Viettel 3. MobiFone 	Private	National	<ol style="list-style-type: none"> 1. To reach population including those living in remote areas owing to its national mobile network coverage and high rate of mobile users. 2. To send regularly and updated the government's recommendations and regulations 	The government partners with the three largest mobile network operator companies in preventing COVID-19.
Mobile application					
1	SuckhoeVietnam	State	Smartphone users	<ol style="list-style-type: none"> 1. To provide a wide range of health messages as well as infographics about cumulative cases, deaths and recovered in the country and worldwide. 	Ministry of Information and Technology partners with the Ministry of Health in developing four main apps for COVID-19

2	COVID-19			<ol style="list-style-type: none"> 1. To provide information about COVID-19 related information (disease, updated news and public health messages); 2. To offer virtually consultation with health professionals from specialized hospitals. It links to directives of the government, Ministry of Health and other related organizations; 3. To provide information on mapping health facilities that allow users to find the nearest health centers when needed. 	<p>related prevention actions. Each app covers exclusive information to users; The earliest app launched on 8th February.</p>
3	NCOVI		<p>Vietnamese and foreigners who travel to and are living in Vietnam</p>	<ol style="list-style-type: none"> 1. To provide the link to voluntary health declaration forms and reflection on epidemic information at their localities 2. To submit their health declaration forms in 11 different languages. 	<p>It was launched on 9th March and is an interactive application. The former targets Vietnamese users and allows them to send their voluntary health declaration forms and reflection on epidemic information at their localities. Such information enables the government to find out potential cases and have responsive actions. Available in 11 different languages.</p>
4	Vietnam health				