Figure S1 Twenty five pediatric specialties available during the first two months after the establishment of the online consultation platform, and of which 21 corresponded to the traditional specialties. Four specialties with the mark of star (*) were specialties only available online.
| Diagnosis                                         | Hospital visits February 8 to March 31, 2019 | Hospital visits February 8 to March 31, 2020 | Decrease rate (%) |
|--------------------------------------------------|---------------------------------------------|---------------------------------------------|-------------------|
| Acute lower respiratory tract infection           | 1110                                        | 1                                           | 99.9              |
| Flu                                              | 15829                                       | 45                                          | 99.7              |
| Hand-foot-mouth disease                          | 506                                         | 2                                           | 99.6              |
| Acute bronchitis                                 | 3253                                        | 48                                          | 98.5              |
| Rotavirus enteritis                              | 1077                                        | 33                                          | 96.9              |
| Acute upper respiratory infection                | 33021                                       | 1428                                        | 95.7              |
| Scarlet fever                                    | 610                                         | 27                                          | 95.6              |
| Acute asthmatic bronchitis                       | 4192                                        | 187                                         | 95.5              |
| Acute gastroenteritis                           | 2202                                        | 109                                         | 95.0              |
| Gastroenteritis                                 | 1441                                        | 81                                          | 94.4              |
| Tongue frenulum too short                       | 1058                                        | 65                                          | 93.9              |
| Nausea and vomiting                             | 3568                                        | 220                                         | 93.8              |
| Routine child health examination                 | 2741                                        | 175                                         | 93.6              |
| Bronchitis                                       | 18281                                       | 1242                                        | 93.2              |
| Gastritis                                        | 871                                         | 63                                          | 92.8              |
| Retained deciduous teeth                        | 592                                         | 43                                          | 92.7              |
| Leukoplakia                                      | 829                                         | 69                                          | 91.7              |
| Streptococcal infection                         | 660                                         | 55                                          | 91.7              |
| Neonatal jaundice                               | 483                                         | 40                                          | 91.7              |
| Dizziness and vertigo                           | 504                                         | 44                                          | 91.3              |
| Residual crown                                  | 5012                                        | 440                                         | 91.2              |
| Fever                                            | 3548                                        | 324                                         | 90.9              |
| Helicobacter pylori infection                    | 509                                         | 49                                          | 90.4              |
| Pneumonia                                        | 12531                                       | 1231                                        | 90.2              |
| Acute tonsillitis                               | 2483                                        | 262                                         | 89.4              |
| Eyelid cyst                                      | 1177                                        | 132                                         | 88.8              |
| Redundant prepuce                               | 480                                         | 54                                          | 88.8              |
| Otitis media                                     | 1679                                        | 192                                         | 88.6              |
| Mental retardation                              | 1399                                        | 160                                         | 88.6              |
| Allergy                                          | 486                                         | 57                                          | 88.3              |
| Bronchopneumonia                                | 9211                                        | 1128                                        | 87.8              |
| Hematuria                                        | 748                                         | 94                                          | 87.4              |
| Diseases involving immune system                 | 445                                         | 60                                          | 86.5              |
| Herpetic angina                                  | 613                                         | 89                                          | 85.5              |
| Stomatitis                                      | 476                                         | 69                                          | 85.5              |
| Dwarfism                                         | 1383                                        | 206                                         | 85.1              |
| Attention Deficit and Hyperactivity Disorder     | 3018                                        | 452                                         | 85.0              |

Table S1 (continued)
| Diagnosis                                  | Hospital visits February 8 to March 31, 2019 | Hospital visits February 8 to March 31, 2020 | Decrease rate (%) |
|-------------------------------------------|---------------------------------------------|---------------------------------------------|------------------|
| Osahs                                     | 2049                                        | 314                                         | 84.7             |
| Nail disease                              | 560                                         | 86                                          | 84.6             |
| Bronchial asthma, not critical            | 805                                         | 127                                         | 84.2             |
| Erythema multiform                        | 698                                         | 112                                         | 84.0             |
| Enuresis                                  | 684                                         | 110                                         | 83.9             |
| Diarrhea                                  | 3441                                        | 587                                         | 82.9             |
| Ceruminal impaction                       | 1334                                        | 233                                         | 82.5             |
| Eye examination                           | 2460                                        | 444                                         | 82.0             |
| Infectious dermatitis                     | 3334                                        | 603                                         | 81.9             |
| Hypertrophy of tonsil                     | 477                                         | 92                                          | 80.7             |
| Short stature                             | 2422                                        | 478                                         | 80.3             |
| Obstruction of nasolacrimal duct          | 872                                         | 172                                         | 80.3             |
| Conjunctivitis                            | 3868                                        | 770                                         | 80.1             |
| Ametropia                                 | 5106                                        | 1025                                        | 79.9             |
| Convulsions                               | 1438                                        | 298                                         | 79.3             |
| Fever due to infection                    | 17752                                       | 3775                                        | 78.7             |
| Henoch-Schönlein purpura                  | 1071                                        | 235                                         | 78.1             |
| Language development disorders            | 597                                         | 132                                         | 77.9             |
| Heterotropia                              | 723                                         | 161                                         | 77.7             |
| Consultation                              | 6816                                        | 1526                                        | 77.6             |
| Urticaria                                 | 1065                                        | 240                                         | 77.5             |
| Allergic rhinitis                         | 5735                                        | 1298                                        | 77.4             |
| Headache                                  | 903                                         | 204                                         | 77.4             |
| Abdominal pain                            | 6167                                        | 1406                                        | 77.2             |
| Phimosis                                  | 477                                         | 109                                         | 77.1             |
| Examination of puberty                    | 1012                                        | 234                                         | 76.9             |
| Atopic dermatitis                         | 9248                                        | 2169                                        | 76.5             |
| Gastrointestinal dysfunction              | 852                                         | 200                                         | 76.5             |
| Anorexia                                  | 644                                         | 152                                         | 76.4             |
| Indigestion                               | 1423                                        | 350                                         | 75.4             |
| Cough                                     | 1917                                        | 484                                         | 74.8             |
| Anemia                                    | 596                                         | 151                                         | 74.7             |
| Health examination                        | 6289                                        | 1596                                        | 74.6             |
| Thrombocytopenia                          | 634                                         | 166                                         | 73.8             |
| Rash                                      | 837                                         | 236                                         | 71.8             |
| Skin laceration                           | 1270                                        | 360                                         | 71.7             |
| Pain                                      | 587                                         | 166                                         | 71.7             |
| Diagnosis                                | Hospital visits February 8 to March 31, 2019 | Hospital visits February 8 to March 31, 2020 | Decrease rate (%) |
|-----------------------------------------|---------------------------------------------|---------------------------------------------|-------------------|
| Allergic conjunctivitis                 | 2781                                        | 826                                         | 70.3              |
| Hemangioma                              | 1104                                        | 331                                         | 70.0              |
| Indirect inguinal hernia                | 510                                         | 156                                         | 69.4              |
| Constipation                            | 1527                                        | 471                                         | 69.2              |
| Acute suppurative tonsillitis           | 1917                                        | 594                                         | 69.0              |
| Tic disorder                            | 1352                                        | 422                                         | 68.8              |
| Overactive bladder                      | 473                                         | 150                                         | 68.3              |
| Local tumor                             | 539                                         | 179                                         | 66.8              |
| Premature infant                        | 1254                                        | 441                                         | 64.8              |
| Ventricular septal defect               | 454                                         | 161                                         | 64.5              |
| Hearing examination                     | 445                                         | 161                                         | 63.8              |
| Eczema                                  | 580                                         | 218                                         | 62.4              |
| Anal fissure                            | 502                                         | 195                                         | 61.2              |
| Nephrotic syndrome                      | 783                                         | 322                                         | 58.9              |
| Kawasaki’s disease                      | 562                                         | 231                                         | 58.9              |
| Urinary tract infection                 | 1007                                        | 417                                         | 58.6              |
| Precocious puberty                      | 5629                                        | 2340                                        | 58.4              |
| Injury                                  | 1056                                        | 466                                         | 55.9              |
| Epilepsy                                | 3836                                        | 1735                                        | 54.8              |
| Dermatitis                              | 932                                         | 440                                         | 52.8              |
| Epistaxis                               | 858                                         | 415                                         | 51.6              |
| Head injury                             | 1232                                        | 741                                         | 39.9              |
| Subluxation of the head of the radius   | 768                                         | 468                                         | 39.1              |
| Growth hormone deficiency               | 1453                                        | 929                                         | 36.1              |
| Early puberty                           | 4242                                        | 2896                                        | 31.7              |
| Acute lymphoblastic leukemia            | 944                                         | 1010                                        | -7.0              |
| Specialties/Clinics                  | February 8 to March 31, 2019 | February 8 to March 31, 2020 |
|-----------------------------------|-----------------------------|-----------------------------|
|                                   | Total/Hospital visits        | Total                       | Hospital visits | Online visits |
|                                   | (decrease rate)              | (decrease rate)              | (decrease rate) | (increase rate) |
| Pathology                         | 7                            | 0* (−100%)                  | 0 (−100%)       | –             |
| Special clinic                    | 2348                         | 102* (−95.7%)               | 102 (−95.7%)    | –             |
| Infectious or contagious diseases | 23119                        | 1375* (−94.1%)              | 1375 (−94.1%)   | –             |
| General pediatrics                | 86514                        | 5283* (−93.9%)              | 5283 (−93.9%)   | –             |
| Rehabilitation                    | 2740                         | 208* (−92.4%)               | 208 (−92.4%)    | –             |
| Radiology                         | 120                          | 17 (−85.8%)                 | 17 (−85.8%)     | –             |
| Immunology                        | 2008                         | 363* (−81.9%)               | 363 (−81.9%)    | –             |
| Stomatology                       | 10272                        | 1933 (−81.2%)               | 972 (−90.5%)    | 961 (9.3%)    |
| Pulmonology                       | 17279                        | 3853 (−77.7%)               | 3468 (−79.0%)   | 385 (2.2%)    |
| Otorhinolaryngology               | 16895                        | 3843* (−77.3%)              | 3843 (−77.3%)   | –             |
| Ophthalmology                     | 18876                        | 4617 (−75.5%)               | 4375 (−76.8%)   | 242 (1.3%)    |
| Gastroenterology                  | 14741                        | 3777 (−74.4%)               | 3077 (−79.1%)   | 700 (4.7%)    |
| Chinese Medicine                  | 12899                        | 3403 (−73.6%)               | 3338 (−74.1%)   | 65 (0.4%)     |
| Cardiac surgery                   | 1159                         | 358 (−69.1%)                | 283 (−75.6%)    | 75 (6.5%)     |
| Urology                           | 5929                         | 1863 (−68.6%)               | 1662 (−72.0%)   | 201 (3.4%)    |
| Emergency                         | 34040                        | 10711* (−68.5%)             | 10711 (−68.5%)  | –             |
| Dermatology                       | 23474                        | 7580 (−67.7%)               | 6560 (−72.1%)   | 1020 (4.4%)   |
| Orthopedics                       | 8911                         | 3081 (−65.4%)               | 2820 (−68.4%)   | 261 (3.0%)    |
| Neurosurgery                      | 998                          | 378* (−62.1%)               | 378 (−62.1%)    | –             |
| Hepatology                        | 1623                         | 622* (−61.7%)               | 622 (−61.7%)    | –             |
| Cardiology                        | 2781                         | 1083 (−61.1%)               | 839 (−69.8%)    | 244 (8.7%)    |
| Child health care                 | 4736                         | 2018 (−57.4%)               | 1189 (−74.9%)   | 829 (17.5%)   |
| Neurology                         | 10833                        | 4732 (−56.3%)               | 3573 (−67.0%)   | 1159 (10.7%)  |
| Psychology                        | 3340                         | 1539 (−53.9%)               | 1473 (−55.9%)   | 66 (2.0%)     |
| Nephrology                        | 4284                         | 1979 (−53.8%)               | 1511 (−64.7%)   | 468 (10.9%)   |
| Surgery                           | 7804                         | 3669 (−53.0%)               | 3489 (−55.3%)   | 180 (2.3%)    |
| Hematology                        | 4278                         | 2180 (−49.0%)               | 2088 (−51.2%)   | 92 (2.2%)     |
| Rheumatology                      | 1922                         | 1031 (−46.4%)               | 715 (−62.8%)    | 316 (16.4%)   |
| Endocrinology                     | 12060                        | 6996 (−42.0%)               | 5800 (−51.9%)   | 1196 (9.9%)   |
| Nutriology                        | 69                           | 41 (−40.6%)                 | 22 (−68.1%)     | 19 (27.5%)    |
| Vaccination                       | 746                          | 484 (−35.1%)                | 157 (−79.0%)    | 327 (43.9%)   |
| Rare disease                      | 51                           | 41* (−19.6%)                | 41 (−19.6%)     | –             |
| Neonatology                       | 2424                         | 2431 (0.3%)                 | 1087 (−55.3%)   | 1344 (55.6%)  |
| Nursing                           | 331                          | 681 (105.7%)                | 453 (36.9%)     | 228 (68.8%)   |

*The online consultation service was not available during the study period. As for infectious or contagious diseases, there existed another specific online platform, especially for questions about COVID-19, whereas those data not included in the present study. a The decline rate of total visits (hospital + online) during the study period this year compared with the same period last year (hospital visits only); b The decline rate of hospital visits during the study period this year compared with the same period last year (hospital visits); c The complementary effect of online visits during the study period this year.