Multimedia Appendix 3. Step-by-step workflow comparisons between existing and proposed systems.

| Home care service workflow | Existing System | Blockchain-based system |
|-----------------------------|-----------------|-------------------------|
| 1. Home care service demand (update to matching engine) | Human workforce for case filing | Demand updates by platform clients application |
| 2. Case matching | Matching Engine | Matching results on chain |
| 2-1. Service notification to caregiver | Phone calls or Emails | □ ○ |
| 2-2. Service notification to caregiver | Phone calls or Emails | □ ○ |
| 2-3. Decision making (caregiver) | Passive | M Dominated by caregiver |
| 2-4. Decision making (caretaker) | Passive | M Dominated by caretaker |
| 2-5. Service Confirmation | Care center intermediation | △ Smart-contract-enabled check/communication |
| 3. Service Notification | Phone calls or Emails | □ △ Facilitated via event-driven mechanism |
| 4. Insurance application (policy) | Lack of short-term insurance products | △ ○ System generation according to insurance conditions |
| 5. Service assignment | Human workforce | △ * |
| 6. Service delivery | Opaque monitor; Need further check | △ * |
| 6-1. Way to caretaker’s | Poor control on process monitoring | * △ |
| 6-3. Back to caregiver’s | | * △ |
| 6-4. End of service | | * △ |
| 6-5. Claims for accidents | Risks of counterfeit | ○ |
| 7. Insurance cancellation | Human termination | △ M |
| 8. End of care service case | Human termination | △ |

Note: Transparency ○; Traceability *; Level of automation △; Counterfeit/Fraud-proof ○; Management of insurance/welfare M.