

Table S7. Description of the type of needs identified for family members

Key theme	Sub-theme(s)	FAMILY MEMBER NEEDS		
		Description	No. of studies	Illustrative quotes
PSYCHO-SOCIO-EMOTIONAL NEEDS (n=8)	Access to psycho-emotional support	Need to provide psychological and/or emotional support to the family members of patients with COVID-19	n=5 Cipolotti [1] Du [2] Feinstein [3] González [4] Redondo-Sama[5]	"[A]nd 53.5% considered that it was not possible to meet the psycho-emotional needs of the family members of patients with COVID-19." (Gonzalez 3)
	Access to social support (including social welfare and childcare)	Need to provide social support to the family members of patients with COVID-19, including need for social welfare to mitigate economic concerns and need for childcare support while infected patients are hospitalized	n=3 González [4] Mohindra [6] Redondo-Sama[5]	"Social and financial needs (safety and welfare of the family of the patient that may be quarantined) is a major issue that needs addressing." (Mohindra 1)
	End-of-life rights	Need to permit family to accompany dying patients	n=3 Digby [7] Feinstein [3] San Juan [8]	"The possibility of patients dying alone generated great distress for HCWs [Health care workers], patients and families. Some HCWs felt that permitting family to accompany dying patients should be a priority." (San Juan 6)
COMMUNICATION NEEDS (n=7)	Better communication strategies to keep families informed	Need for better communication between health authorities, healthcare professionals and families to keep families informed	n=3 Kabir [9] San Juan [8] Yu, McIntyre [10]	"We [frontline worker of care home] forbade visits at the care homes three weeks before the prime minister announced it. It was very difficult to make the relatives understand. Some tried to break in. Once the prime minister announced it, people began to calm down." (Kabir)
	Communication and social interaction between family and patients/residents	Needs for continuous communication and interaction between family and patients/residents	n=5 Galehdar [11] Raza [12] Redondo-Sama[5] San Juan [8] Wang [13]	"Needs of the residents and families for social interaction were highlighted by all participants [senior-living facility managers in China]." (Wang 6) "The participants' [nurses caring for COVID-19 patients] experiences indicated that the patients had been having a hard time because of being abandoned by the family, which would lead to separation anxiety." (Galehdar 4)

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