

## Author’s reply

We appreciate your interest in our manuscript entitled “Patient experience and satisfaction with virtual clinic in National Guard Primary Healthcare Center in Riyadh, Saudi Arabia during COVID-19 pandemic.”

On the question on whether the clinical evaluation during virtual clinic visits used both audio and visual interaction, I wish to state that the primary healthcare centers of the National Guard have only audio interaction between the patient and the healthcare provider. However, if the healthcare provider thinks that the patient’s complaint requires physical clinical evaluation, he/she would be requested to attend the primary healthcare center in person.

The second question was about the time allocated for each patient and how it compared in the different specialties involved in virtual clinics. Each patient had 15 min per visit and this did not differ by clinic. Each specialty/clinic had the same time allocated for each patient.

We, again, thank you for your kind interest in our study, and we hope that more studies will be inspired by ours to improve the virtual clinic experience locally and globally.

### Financial support and sponsorship

Nil.

### Conflicts of interest

There are no conflicts of interest.

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