

## Appendix

### Complete survey

Did you like your telemedicine visit? (0-10, 10 being the best)
Did you feel like your provider spent enough time with you? (0-10, 10 being the best)
Despite the risks of the pandemic, would you rather have had the visit in person? (Yes, No)
If there was not a pandemic and instead there was a normal health care environment, would you rather have had the visit in person? (Yes, No)
With the exception of safety from COVID-19, what was the single best part of the telemedicine visit? (Free response)
What was the most difficult part of your telemedicine experience? (Free response)
How easy was it to access and use the telemedicine program? (0-10, 10 being the easiest)
How difficult was it to explain your symptoms to your provider compared to a standard in-person appointment? (0-10, 0 being just as easy, 10 being extremely difficult)
Compared to a standard in-person appointment, how difficult was it to understand the explanations of your condition and instructions for medical care? (0-10, 0 being just as easy, 10 being extremely difficult)
Do you believe that your physician was able to understand, diagnose, and treat your condition just as well over telemedicine as they would have been able to in-person? (Yes, No)
Did you find that your telemedicine visit was of limited value, in that an in-person visit was required soon afterwards? (Yes, No)
If you answered Yes, please state why.
With the pandemic still in effect and no vaccine, would you rather have future visits with your hand surgeon as telemedicine or in-person visits? (Free response)
In the absence of the pandemic, would you rather have future visits with your hand surgeon as telemedicine or in-person visits? (Telemedicine/In-person)
In the absence of the pandemic, please explain what factor would most make telemedicine less or more favorable to you than an in-person visit. (Free response)
Is there an optimal telemedicine appointment time during the day for you? (Before work, Lunch break, After work)
Would you recommend telemedicine visits to a friend or family member? (Yes, No)
What is your single greatest recommendation for making the telemedicine process better? (Free response)
Had you experienced a telemedicine visit prior to this experience with your hand surgeon? (Yes, No)