

Questionnaire

1. Patient demographics

a) Age in years

18-25

26-34

35-50

50-65

65 or older

b) Education

Did not graduate high school

High School Diploma

Some College to Associate's Degree

Bachelor's Degree

Graduate School or Higher

c) Insurance

No Insurance / Cash Pay

Medicare

Medicaid

Commercial Insurance

d) Approximate travel time, by private car, in minutes from home to MFPC

10 minutes or less

11-20 minutes

21-30 minutes

30 minutes or more

2. Reason for visit (select)

TCM – Hospital Discharge Follow Up

Medication Review

Behavioral health

Medicare Wellness

New Patient

Established patient: New problem

Established patient: Follow up of existing problem

3. Scale of Like- Dislike of Televisit (1-5, strongly dislike to strongly like)

1-2-3-4-5

4. Scale of Convenience 1 (least) -5 (most)

1-2-3-4-5

5. Likelihood to request a video visit again 1 (least) -5 (most)

1-2-3-4-5

6. Reasons for liking video visit (select all)

I feel safer by reducing person-to-person contact during COVID-19

Less Travel Time

More convenient for my personal schedule

I do not need additional child care services

Less waiting time between check-in and seeing provider

Other: _____

7. Reasons for disliking video visit

I did not have personal contact with my healthcare provider

I had technology problems or interruptions

Follow up was difficult to schedule

There was a barrier to communication, such difficulty in Medical Translation Services

Other: _____

8. Reasons to request a video again (Free Response)

9. Reasons to not request video again (Free Response)

10. Technical problems or barriers – Select all that apply

- a) Lack of smart phone, tablet or computer
- b) Internet/Wifi difficulties
- c) Software (care-convene) problems
- d) Misc _____ Fill in blank

Agreement with statements

1 (strongly disagree) 2 (disagree) 3 (neutral) 4 (agree) 5 (strongly agree)

1. I believe that I received high quality care
1-2-3-4-5
2. I believe that there was an efficient process for check in
1-2-3-4-5
3. I believe that there was an efficient process for check out/follow up
1-2-3-4-5
4. I believe that it is important to have my healthcare provider be physically present in the room
1-2-3-4-5
5. I felt comfortable with the plan of care and follow up
1-2-3-4-5
6. I agree that telemedicine was a reasonable way to maintain social distancing and stay at home orders during the COVID-19 pandemic while receiving health care services
1-2-3-4-5
7. I am glad that I had the option for telemedicine offered to me during the COVID-19 Pandemic
1-2-3-4-5