

Telehealth Research Project

Research Question: Do virtual visits add value and improve quality of care?

1. Have you used a telehealth platform (e.g., Care Convene, Cerner Community Works, Zoom for Healthcare, Doximity, Doxy.me, etc.) to conduct virtual patient care in the past 3 months?

Yes

No

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2. For each of the visit types below, select on a Likert Scale which best applies: Telehealth works well for a _____ type of visit.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Diabetes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anxiety/Depression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Mental Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hypertension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CAD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asthma/COPD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicare Wellness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin Lesion/Rash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acute care (URI/UTI/etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospital/ED follow-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COVID-19 Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Telehealth visits add value to my practice.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. A telehealth visit is more efficient than an in-person visit.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Being able to do a limited physical exam during a video visit adds value over a telephone visit alone.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What are your biggest challenges, if any, that you face regarding telehealth visits? Select all that apply.

- Lack of reimbursement
- Licensure
- Technology challenges for the patient
- Low patient engagement
- Lack of implementation support
- Technology challenges for the provider/practice
- No challenges
- Other (please specify)

7. Telehealth has impacted my practice by improving _____.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
the health of my patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the safety of my patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
timeliness of care of my patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
patient and family centered care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
access to care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
health of my patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
no show rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
financial health of my practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
satisfaction of my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. In the past 3 months, have you experienced any technical issues when using telehealth technology?

- Yes
- No

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9. What issues have you encountered with telehealth visits? Check all that apply:

- Video not working at all
- Video stopped working in the middle of the visit
- Video working but inadequate for what I needed to look at
- Audio stopped working in the middle of the visit
- Audio working but inadequate for what I needed to hear
- Patient had problems connecting to the service
- I had problems connecting to the service
- Telehealth technology failed
- Other (please specify)

10. What did you do to remediate? Check all that apply:

- Resorted to a telephone call
- Asked the patient to reschedule for video visit
- Used another video visit technology
- Asked the patient to reschedule for in-person visit
- Other (please specify)

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11. Moving forward, what percentage of your visits do you think will be virtual?

- 0
- 1-10%
- 11-20%
- 21-40%
- 41-60%
- >60

12. Do you practice at a Munson Healthcare owned practice?

- Yes
- No

13. Age Range of Provider

- 25-30
- 31-40
- 41-50
- 51-65
- >65

14. How long have you been practicing medicine?

- Resident
- <5 years
- 5-10 years
- 11-20 years
- 21-30 years
- >30 years

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Thank you for taking the time to complete this survey.