

Supplementary Files

Appendix

Interview Questionnaire:

Perceived Outcome (PO):

- 1.1. Compared with face-to-face visit, my health evaluation/diagnosis was worse during the telemedicine consultation
- 1.2. Compared with face-to-face visit, the symptom relief (health improvement) I experienced as a result of the telemedicine consultation was better
- 1.3. Compared with face-to-face visit, I felt that the physician was better able to provide me with his/her maximal effort in finding a therapeutic solution during the telemedicine consultation
- 1.4. Compared with face-to-face visit, it was harder for me to receive clinical information and explanations during the telemedicine consultation about my health

Patient-physician Relationship (PPR):

- 2.1. Compared with face-to-face visit, the telemedicine consultation limited my ability to discuss my thoughts and feelings with the physician
- 2.2. Compared with face-to-face visit, I felt more empathy from the physician during the telemedicine consultation
- 2.3. Compared with face-to-face visit, I felt that during the telemedicine consultation the physician devoted more quality personalized time to my clinical situation
- 2.4. Compared with face-to-face visit, I felt that there was a greater power imbalance between myself and the physician during the telemedicine consultation

Patient Experience (PE):

3.1. Compared with face-to-face visit, I felt that I saved time by having a telemedicine consultation

3.2. Compared with face-to-face visit, I felt that the telemedicine consultation was more convenient for me

3.3. Compared with face-to-face visit, I felt greater comfort discussing intimate feelings and concerns with the physician during the telemedicine consultation

3.4. Compared with face-to-face visits, I felt rushed and/or pressured to finish my consultation with the physician during the telemedicine consultation

Overall Perception (OP):

4.1. In general, my expectations concerning the level of care I would receive were met during my telemedicine consultation

Preference:

4.2. I would prefer for my consultation to be face-to-face rather than telemedicine

4.3. I would prefer for my consultation to be telemedicine rather than face-to-face

4.4. I would have no specific preference for telemedicine or face-to-face consultation (both are equally as good)

Strength of Conviction:

4.5. If it were not for this reason, I would discontinue my preferred service delivery modality