

Supplementary Online Content

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eMethods. Evaluating the LA DHS eConsult Program: Interview Guide Draft.

This supplementary material has been provided by the authors to give readers additional information about their work.

eMethods. Evaluating the LA DHS eConsult Program: Interview Guide Draft

Thank you for agreeing to participate. We will now start the interview.

We are interested in understanding your experience with specialty referrals and eConsult. Please let me know at any point if you need any clarification or you do not feel comfortable responding to a question.

I will begin recording now.

The first questions are about your experience making referrals and managing specialty care for your patients.

- a. Before eConsult, what (do you feel) did and did not work well with the referral process?
- b. *If needed: Did this take more or less of your time or staff time than you thought was necessary?*

[2 minutes]

{As you've mentioned}, sending and managing patient referrals can include many tasks like entering eConsults or making other referrals, communicating with specialists, tracking prior referrals, and following up on specialist recommendations.

2. Thinking about since you started eConsult, can you walk me through the steps you take each day to make and manage referrals?
 - a. *If needed: Tell me about your communication with specialists through eConsult on a day-to-day basis.*
 - b. *If needed: How do you feel about the amount of time you spend on the referral process?*
3. [For CHC PCP's: As I understand, you use eConsult for some patients and not for others. How does this time and effort to manage specialty care compare for these two types of patients?]

[8 minutes]

Our next questions ask more specifically about your experience caring for patients while using eConsult.

4. Tell me about an example of when eConsult worked well for a patient.
5. What about a time when eConsult didn't work well?

Follow up questions:

- a) *If needed: Describe how eConsult has made a difference in the timeliness with which your patients receive specialty care, if at all.*
- b) *If needed: Describe how eConsult has had an impact on your ability to coordinate care with your patients' specialists, if at all.*

6. Who do you feel is affected most positively and negatively by the use of eConsult? Why?

If there is enough time after questions 4-6, can proceed to questions 7 and 8, otherwise skip to 9.

7. *Has eConsult had an effect on your relationships with patients? If yes, how so?*
8. *Has eConsult had an effect on your relationships with specialists? If yes, how so?*

[10 minutes]

Finally, I'll ask a few questions about potential effects eConsult may have had on your overall practice of medicine.

9. Has eConsult affected your personal threshold for seeking specialty input for any specific conditions or overall?
10. Through the back and forth exchanges with specialty reviewers do you feel that you've learned how to better manage certain conditions?
11. Thanks for your thoughts on these different aspects of eConsult. Overall, how satisfied are you with your ability to address your patients' specialty care needs?
 - a. *If needed: has this changed since eConsult? Is this different for your DHS/non-DHS patients?*
12. What influence has eConsult had, if any, on your satisfaction with your job?

[10 minutes]

Before we finish, I have a few brief questions, and you can skip any if you do not wish to answer them.

- How many years have you been in practice?
- How many years at your current practice?
- How many times do you use eConsult in a week?
- What race/ethnicity do you identify with?
- To what extent is your salary influenced by your clinical productivity, a little, some, or a lot?

I will stop recording now. Thank you so much for your time today. Please feel free to contact me at any time if you have any questions or feedback about the study.