

SUPPLEMENTARY MATERIALS

Supplementary Table 1. Residuals from Chi-Square Tests of Independence.

1.A Covid-19 Survey Q1 x Q2

	<i>About the Same</i>	<i>Much Higher</i>	<i>Much Lower</i>	<i>Somewhat Higher</i>	<i>Somewhat Lower</i>
<i>About the Same</i>	2.22	-1.35	-0.68	-2.34	1.57
<i>Much Higher</i>	-1.25	4.54	-0.38	-0.55	-1.00
<i>Much Lower</i>	-0.56	-0.34	5.75	-0.59	-0.45
<i>Somewhat Higher</i>	-1.43	-1.17	-0.59	3.39	-1.55
<i>Somewhat Lower</i>	-0.56	-0.34	-0.17	-0.59	1.79

1.B Covid-19 Survey Q2 x Q3

	<i>Acquaintance</i>	<i>Close to</i>	<i>Live with</i>	<i>No</i>
<i>About the Same</i>	1.57	-1.68	-1.12	0.76
<i>Much Higher</i>	-0.96	-1.01	5.24	-1.26
<i>Much Lower</i>	-0.48	-0.51	-0.34	0.95
<i>Somewhat Higher</i>	0.16	3.37	-1.17	-2.19
<i>Somewhat Lower</i>	-1.26	-1.34	-0.89	2.51

1.C Covid-19 Survey Q1 x Q3

	<i>Acquaintance</i>	<i>Close to</i>	<i>Live with</i>	<i>No</i>
<i>About the Same</i>	0.18	-2.03	-1.35	2.21
<i>Much Higher</i>	-1.07	-0.25	4.54	-1.41
<i>Much Lower</i>	-0.48	-0.51	-0.34	0.95
<i>Somewhat Higher</i>	0.76	2.80	-1.17	-2.19
<i>Somewhat Lower</i>	-0.48	-0.51	-0.34	0.95

1.D Covid-19 Survey Q1 x Q4

	<i>Acquaintance</i>	<i>Close to</i>	<i>Live with</i>	<i>No</i>
<i>About the Same</i>	-0.96	-1.66	-0.96	1.35
<i>Much Higher</i>	-0.53	2.31	3.21	-1.89
<i>Much Lower</i>	-0.24	-0.41	-0.24	0.34
<i>Somewhat Higher</i>	1.59	0.66	-0.83	-0.54
<i>Somewhat Lower</i>	-0.24	-0.41	-0.24	0.34

1.E Covid-19 Survey Q2 x Q4

	<i>Acquaintance</i>	<i>Close to</i>	<i>Live with</i>	<i>No</i>
<i>About the Same</i>	-0.79	-1.37	-0.79	1.12
<i>Much Higher</i>	-0.48	1.59	3.71	-1.69
<i>Much Lower</i>	-0.24	-0.41	-0.24	0.34
<i>Somewhat Higher</i>	1.59	1.35	-0.83	-0.88
<i>Somewhat Lower</i>	-0.63	-1.10	-0.63	0.89

1.F Covid-19 Survey Q2 x Q5

	Agree	Disagree	Neutral	Strongly Agree
About the Same	-1.34	1.01	2.27	-1.66
Much Higher	-1.41	-1.00	-1.07	4.47
Much Lower	-0.63	1.79	-0.48	-0.41
Somewhat Higher	2.83	-1.55	-1.66	-0.74
Somewhat Lower	-0.63	1.79	-0.48	-0.41

1.G Covid-19 Survey Q1 x Q5

	Agree	Disagree	Neutral	Strongly Agree
About the Same	-1.34	1.01	2.27	-1.66
Much Higher	-1.41	-1.00	-1.07	4.47
Much Lower	-0.63	1.79	-0.48	-0.41
Somewhat Higher	2.83	-1.55	-1.66	-0.74
Somewhat Lower	-0.63	1.79	-0.48	-0.41

1.H Covid-19 Survey Q2 x Q6

	No	Not Sure	Yes
About the Same	1.73	-0.09	-0.64
Much Higher	-0.48	0.85	-1.07
Much Lower	-0.24	-0.81	1.34
Somewhat Higher	-0.83	1.47	-1.85
Somewhat Lower	-0.63	-2.14	3.54

1.I Covid-19 Survey Q1 x Q6

	No	Not Sure	Yes
About the Same	1.14	-1.39	1.60
Much Higher	-0.53	0.95	-1.20
Much Lower	-0.24	-0.81	1.34
Somewhat Higher	-0.83	1.47	-1.85
Somewhat Lower	-0.24	-0.81	1.34

1.J Covid-19 Survey Q5 x Q6

	No	Not Sure	Yes
Agree	-0.89	1.58	-2.00
Disagree	-0.63	-2.14	3.54
Neutral	2.28	-0.98	0.47
Strongly Agree	-0.59	1.04	-1.31

1.K Telepsychiatry Feedback Survey Q1 x Q3

	<i>Agree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Strongly Agree</i>
<i>Agree</i>	0.89	-0.78	0.70	-1.26
<i>Disagree</i>	-0.76	5.39	-0.25	-0.57
<i>Neutral</i>	0.55	-0.18	-0.25	-0.57
<i>Strongly Agree</i>	-1.16	-0.57	-0.80	2.10

1.L Telepsychiatry Feedback Survey Q1 x Q2

	<i>Agree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Strongly Agree</i>	<i>Strongly Disagree</i>
<i>Agree</i>	1.51	-0.78	0.86	-1.97	0.49
<i>Disagree</i>	-0.67	5.39	-0.31	-0.62	-0.18
<i>Neutral</i>	0.82	-0.18	-0.31	-0.62	-0.18
<i>Strongly Agree</i>	-2.13	-0.57	-0.98	3.12	-0.57

1.M Telepsychiatry Feedback Survey Q4 x Q5

	<i>Much Safer</i>	<i>Neutral</i>	<i>Not Sure</i>	<i>Somewhat Safer</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>
<i>Much More Comfortable</i>	-0.44	-0.92	-0.51	2.95	-0.51	-0.36
<i>No Difference</i>	0.55	1.70	-0.60	-0.84	-1.34	-0.95
<i>Not Sure</i>	-0.70	-0.76	1.69	0.22	0.44	-0.57
<i>Somewhat More Comfortable</i>	-0.31	0.90	-0.36	-0.40	-0.36	-0.25
<i>Somewhat Uncomfortable</i>	0.39	-1.13	-0.95	-0.12	2.21	0.82
<i>Very Uncomfortable</i>	-0.44	-0.92	1.46	-0.57	-0.51	2.42

1.N Telepsychiatry Feedback Survey Q5 x Q6

	<i>Not Sure</i>	<i>Same</i>	<i>Somewhat Less</i>	<i>Somewhat More</i>	<i>Substantially Less</i>
<i>Safer</i>	-0.76	-0.23	-0.82	2.59	-0.31
<i>Neutral</i>	-0.96	2.38	-1.13	-1.30	-0.65
<i>Not Sure</i>	0.26	-0.52	1.15	-0.72	-0.36
<i>Somewhat Safer</i>	1.05	-1.45	-0.12	1.69	-0.40
<i>Somewhat Unsafe</i>	0.26	-1.30	2.21	-0.72	-0.36
<i>Very Unsafe</i>	0.99	-0.92	-0.67	-0.51	3.68

1.O Telepsychiatry Feedback Survey Q4 x Q6

	<i>Not Sure</i>	<i>Same</i>	<i>Somewhat Less</i>	<i>Somewhat More</i>	<i>Substantially Less</i>
<i>Much More Comfortable</i>	-0.62	-0.92	-0.67	3.43	-0.25
<i>No Difference</i>	-0.43	1.29	-0.65	-0.60	-0.67
<i>Not Sure</i>	0.03	-0.07	0.82	-0.80	-0.40
<i>Somewhat More Comfortable</i>	-0.44	0.90	-0.48	-0.36	-0.18
<i>Somewhat Uncomfortable</i>	-0.30	-1.13	1.13	0.10	1.63
<i>Very Uncomfortable</i>	2.59	-0.92	-0.67	-0.51	-0.25

1.P Telepsychiatry Feedback Survey Q1 x Q5

	<i>Much Safer</i>	<i>Neutral</i>	<i>Not Sure</i>	<i>Somewhat Safer</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>
<i>Agree</i>	-1.36	0.72	-0.29	-0.04	0.35	-0.20
<i>Disagree</i>	-0.31	-0.65	-0.36	-0.40	-0.36	3.68
<i>Neutral</i>	-0.31	-0.65	2.42	-0.40	-0.36	-0.25
<i>Strongly Agree</i>	2.07	-0.58	-0.26	0.30	-0.26	-0.80

APPENDICES

Appendix A1. EHHOP COVID-19 Mental Health Survey (English)

Introduction Statement: “Good morning/afternoon. My name is _____ and I am a medical student from the EHHOP clinic at Mount Sinai. How are you? [patient response]. We are reaching out to our patients to better understand their mental health during these difficult times, and to ensure the best treatment for our patients. Do you have 5-10 minutes to answer some questions for us? Your responses will be kept anonymous unless you would like us to share information with our supervisor. [patient response, if yes] Are you in a safe space right now to answer?”

If patient has any questions about symptoms: “I would like to refer you to EHHOP’s main clinic for all of your questions about symptoms. Do you have something to write down a telephone number? [patient response] The telephone number is _____. [For evaluator: please reach out to Brittany from main with any concerns patients voiced about relevant covid-like symptoms).”

If patient thinks they have a medical emergency: “If you think you have a medical emergency, you should call 911.”

1. How would you rate your level of anxiety due to the coronavirus pandemic? My level of anxiety is...

- a. much lower than normal
- b. somewhat lower than normal
- c. the same as normal
- d. somewhat higher than normal
- e. much higher than normal

2. How would you rate your level of depression due to the coronavirus pandemic? My level of depression is...

- a. much lower than normal
- b. somewhat lower than normal
- c. the same as normal
- d. somewhat higher than normal
- e. much higher than normal

3. Do you know someone who tested positive for coronavirus?

- a. No
- b. Yes, someone I am acquainted with
- c. Yes, someone I am close to but do not live with
- d. Yes, someone I live with

4. Do you know someone who you think has coronavirus, but has not been able to be tested?

- a. No
- b. Yes, someone I am acquainted with
- c. Yes, someone I am close to but do not live with
- d. Yes, someone I live with

5. Please tell us your level of agreement with the following statement: “I worry about getting coronavirus.”

- a. Strongly disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

6. If you think you had coronavirus, do you think you would have access to the appropriate healthcare resources for treatment?

- a. Yes
- b. No
- c. I am not sure

Script recommendation: If patient asks for clarification on the last question, might want to respond with, “When we say appropriate treatment, we are mostly referring to the fact that some people with coronavirus infections have needed to stay at the hospital for several days to receive treatment. Do you think you would have access to this type of care?”

Appendix A2. EHHOP COVID-19 Mental Health Survey (Spanish)

Introduction Statement: “Buenos días/tardes. Me llamo _____ y soy estudiante de medicina de la clínica EHHOP de Mount Sinai. ¿Cómo está usted? [patient response]. Estamos acudiendo a nuestros pacientes para entender mejor su salud mental durante estos tiempos difíciles, y para garantizar el mejor tratamiento para nuestros pacientes. ¿Tiene 5-10 minutos para contestar algunas preguntas? Sus respuestas se mantendrán anónimas a menos que usted quiera que nosotros compartamos la información con nuestro supervisor. [patient response, if yes] ¿Está ahora mismo en un espacio seguro para responder?”

If patient has any questions about symptoms: “Me gustaría referirlo/a a la clínica principal de EHHOP para todas las preguntas que tenga sobre síntomas. ¿Tiene algo para anotar el número de teléfono? [patient response] El número de teléfono es _____. [For evaluator: please reach out to Brittany from main with any concerns patients voiced about relevant covid-like symptoms).”

If patient thinks they have a medical emergency: “Si usted piensa que tiene una emergencia médica, usted debe llamar al 911.”

1. ¿Cómo definiría su nivel de ansiedad debido a la pandemia del coronavirus? Mi nivel de ansiedad es...

- a. Mucho menor de lo normal
- b. Un poco menor de lo normal
- c. Normal
- d. Un poco mayor de lo normal
- e. Mucho mayor de lo normal

2. ¿Cómo definiría su nivel de depresión debido a la pandemia del coronavirus? Mi nivel de depresión es...

- a. Mucho menor de lo normal
- b. Un poco menor de lo normal
- c. Normal
- d. Un poco mayor de lo normal
- e. Mucho mayor de lo normal

3. ¿Conoce a alguien que haya dado positivo en la prueba del coronavirus?

- a. No
- b. Sí, un conocido
- c. Sí, alguien cercano a mí pero que no vive conmigo
- d. Sí, alguien que vive conmigo

4. ¿Conoce a alguien que usted piensa que tiene coronavirus, pero al que no le han hecho la prueba?

- a. No
- b. Sí, un conocido
- c. Sí, alguien cercano a mí pero que no vive conmigo
- d. Sí, alguien que vive conmigo

5. Por favor indíquenos qué tanto está usted de acuerdo con la siguiente declaración: “A mí me preocupa que me dé coronavirus.”

- a. Estoy muy en desacuerdo
- b. No estoy de acuerdo
- c. Neutral
- d. Estoy de acuerdo
- e. Estoy muy de acuerdo

6. Si usted pensara que tiene coronavirus, ¿cree que usted tendría acceso a los recursos sanitarios adecuados para su tratamiento?

- a. Sí
- b. No
- c. No estoy seguro/a

Script recommendation: If patient asks for clarification on the last question, might want to respond with, “Cuando decimos tratamiento adecuado, generalmente nos referimos al hecho de que algunas personas con coronavirus han tenido que permanecer en el hospital por varios días para recibir tratamiento. ¿Piensa que usted tendría acceso a este tipo de atención?”

Appendix B1. Telepsychiatry Feedback Survey (English)

**Note: Telepsychiatry Feedback Survey was given immediately after the EHHOP COVID-19 Mental Health Survey on the same telephone call. Therefore, an introduction to the survey was not warranted.*

1. Please tell us your level of agreement with the following statement: "The availability of remote psychiatry has helped me manage my overall mental health."
 - a. Strongly disagree

- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

2. Please tell us your level of agreement with the following statement: “The availability of remote psychiatry has helped me manage my levels of anxiety.”

- a. Strongly disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

3. Please tell us your level of agreement with the following statement: “The availability of remote psychiatry has helped me manage my levels of depression.”

- a. Strongly disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

4. How would you rate your level of comfort during phone therapy appointments compared to in-person therapy appointments?

- a. Very uncomfortable
- b. Somewhat uncomfortable
- c. Did not make a difference
- d. Somewhat more comfortable
- e. Much more comfortable
- f. I am not sure

5. How would you rate your level of safety during phone therapy appointments compared to in-person therapy appointments?

- a. Very unsafe
- b. Somewhat unsafe
- c. Did not make a difference
- d. Somewhat safer
- e. Much safer
- f. I do not know

6. How much were you able to express during phone therapy appointments compared to in-person therapy appointments?

- a. I expressed substantially less than I would have wanted to
- b. I expressed somewhat less than I would have wanted to
- c. I expressed the amount I usually do
- d. I expressed somewhat more than I usually do
- e. I expressed substantially more than I usually do
- f. I am not sure

Would you like remote psychiatry to remain an option when the EHHOP clinic opens for in-person visits?

- a. Yes
- b. No
- c. I am not sure

Script Recommendation: If patient states they have been very uncomfortable or very unsafe: “Oh no, I’m sorry to hear that’s the case – would you feel comfortable telling me more about that? [listen to patient].”

If patient shares more: “Thank you for sharing that with me. Would you be okay with me sharing this with my supervisor so that we can work on improving your future experiences with us?”

If patient refuses: “I totally understand. If you change your mind and would like to speak to our supervisor about your experience, we can provide you with our EHHOP number.”

Appendix B2. Telepsychiatry Feedback Survey (Spanish)

**Note: Telepsychiatry Feedback Survey was given immediately after the EHHOP COVID-19 Mental Health Survey on the same telephone call. Therefore, an introduction to the survey was not warranted.*

1. Por favor indíquenos qué tanto está usted de acuerdo con la siguiente declaración: “La disponibilidad de psiquiatría remota me ha ayudado a manejar mi salud mental en general.”

- a. Estoy muy en desacuerdo
- b. No estoy de acuerdo
- c. Neutral
- d. Estoy de acuerdo
- e. Estoy muy de acuerdo

2. Por favor indíquenos qué tanto está usted de acuerdo con la siguiente declaración: “La disponibilidad de psiquiatría remota me ha ayudado a manejar mis niveles de ansiedad.”

- a. Estoy muy en desacuerdo
- b. No estoy de acuerdo
- c. Neutral
- d. Estoy de acuerdo
- e. Estoy muy de acuerdo

3. Por favor indíquenos qué tanto está usted de acuerdo con la siguiente declaración: “La disponibilidad de psiquiatría remota me ha ayudado a manejar mis niveles de depresión.”

- a. Estoy muy en desacuerdo
- b. No estoy de acuerdo
- c. Neutral
- d. Estoy de acuerdo
- e. Estoy muy de acuerdo

4. ¿Cómo definiría su nivel de comodidad durante las citas de terapia telefónica en comparación con las citas de terapia en persona?

- a. Muy incómodo/a
- b. Un poco incómodo/a
- c. No hizo ninguna diferencia
- d. Un poco más cómodo/a
- e. Mucho más cómodo/a
- f. No estoy seguro/a

5. ¿Cómo definiría su nivel de seguridad durante las citas de terapia telefónica en comparación con las citas de terapia en persona?

- a. Muy inseguro/a
- b. Un poco inseguro/a
- c. No hizo ninguna diferencia
- d. Un poco más seguro/a
- e. Mucho más seguro/a
- f. No lo sé

6. ¿Cuánto pudo expresar durante las citas de terapia telefónica en comparación con las citas de terapia en persona?

- a. Expresé sustancialmente menos de lo que hubiera querido
- b. Expresé un poco menos de lo que hubiera querido
- c. Expresé lo mismo que generalmente expreso
- d. Expresé un poco más de lo que generalmente expreso
- e. Expresé sustancialmente más de lo que generalmente expreso
- f. No estoy seguro/a

Le gustaría que la psiquiatría remota continuara siendo una opción cuando la clínica EHHOP abra para visitas en persona?

- a. Sí
- b. No
- c. No estoy seguro/a

Script Recommendation: If patient states they have been very uncomfortable or very unsafe: “Siento mucho que ése sea el caso – ¿se sentiría cómodo/a contándome más sobre eso? [listen to patient].”

If patient shares more: “Gracias por compartir eso conmigo. ¿Estaría de acuerdo si comparto esto con mi supervisor a fin de que podamos trabajar para mejorar sus experiencias futuras con nosotros?”

If patient refuses: “Entiendo perfectamente. Si cambia de opinión y si le gustaría hablar con nuestro supervisor sobre su experiencia, le podemos dar nuestro número de EHHOP.”

Appendix C1. Access-to-Necessities Survey (English)

**Note: This survey was given immediately after the K10+ on the same telephone call. Therefore, an introduction to the survey was not warranted.*

Has your ability to manage the following become more difficult as a result of the pandemic?
Please answer “Yes” or “No”:

- Rent/Housing Payments – Yes/No
- Income – Yes/No
- Food – Yes/No
- Medications – Yes/No

- Access to healthcare – Yes/No
- Utilities (i.e. electricity, water, heating) – Yes/No

Appendix C2. Access-to-Necessities Survey (Spanish)

**Note: This survey was given immediately after the K10+ on the same telephone call. Therefore, an introduction to the survey was not warranted.*

Como resultado de la pandemia, ¿su capacidad para manejar lo siguiente se ha vuelto más difícil? Por favor responda “Sí” o “No”:

- Pagos de renta/de vivienda – Sí/No
- Ingresos – Sí/No
- Alimentos – Sí/No
- Medicamentos – Sí/No
- Acceso a la atención médica – Sí/No
- Servicios de agua, electricidad, calefacción – Sí/No

Appendix D. Relevant R Packages.

Graphs & Figures: ggplot2 and RColorBrewer

Data Organization, Cleaning, & Filtering: tidyr

Statistics: Hmisc, psych, rstatix, reaps