Supplementary table 1. Thematic analysis of free-text answers by patients

Topic addressed in open field text answers	Number of items (%)
Positive experience	**114 (31.1%)**
General satisfaction	78
Benefits	32
Support	4
General concerns	**105 (28.6%)**
Reason for consultation	33
Physical examination	22
Missing the physical interaction	19
Needed support	11
Digital skills healthcare provider	6
Felt the need to make eye contact	3
Technical problem	**78 (21.3%)**
Quality of the audio	26
Quality with establishing a connection	17
General technical problem	17
Quality of the video	9
Hardware: use of PC/laptop	4
Healthcare provider	2
Difficulty to log in	3
Recommendations	**70 (19.1%)**
Availability on PC/Laptop	22
Hardware: size and lay out of screen	16
Wish for virtual waiting room	8
Option to share screen of provider	6
User interface	5
Use of VC as a supplement rather than a replacement of care	4
Workflow	4
Support	3
Availability of multidisciplinary consultation with more than 1 provider	2