Supplementary table 2. Thematic analysis of free-text answers by care providers

Topic addressed in open field text answers	Number of items (% of total items)
Positive experience	**99 (45.8%)**
Visual cues	32
Benefits patients	22
Usability	18
Technology	16
Continue provision of healthcare	8
Support	3
Technical problem	**42 (19.4%)**
Workflow	15
Quality of the audio	10
Quality with establishing a connection	12
Quality of the video	5
General concerns	**34 (15.7%)**
Digital literacy patients	22
Missing the physical interaction	12
Recommendations	**41 (18.9%)**
Missing functionalities	15
Hardware: use of PC/laptop, bigger screen, Android devices	13
Availability on PC/Laptop	5
Wish for virtual waiting room	3
Hardware: size and lay out of screen	2
Option to share screen of provider	2
Availability of multidisciplinary consultation with more than 1 provider	1