

Provider Satisfaction with Telemedicine

Start of Block: Background

Q2 What is your current position?

- Consultant (1)
 - Senior Associate Consultant (2)
 - Associate Consultant (3)
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Q4 What is your primary specialty?

Q5 How long have you been in practice following residency training?

- Under 5 years (1)
 - 5-10 years (2)
 - 11-20 years (3)
 - 21-30 years (4)
 - Over 30 years (5)
-

Q6 What is your current clinical FTE?

- Under 0.20 FTE (1)
 - 0.20-0.40 FTE (2)
 - 0.41-0.60 FTE (3)
 - 0.61-0.80 FTE (4)
 - 0.81-1.0 FTE (5)
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Q1 What is your current age?

- Under 30 (1)
 - 31-40 (2)
 - 41-50 (3)
 - 51-60 (4)
 - Over 60 (5)
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Q3 What is your gender?

- Male (1)
 - Female (2)
 - Other (3)
 - Choose not to disclose (4)
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Q7 How often did you use telemedicine before COVID-19?

- Frequently (>1 time per month or >12 times per year) (1)
 - Occasionally (1-12 times per year) (2)
 - Never (3)
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Q8 How many years have you been using telemedicine technology for any type of consults or return visits?

- 0-1 years (4)
- 2-3 years (5)
- >3 years (6)

End of Block: Background

Start of Block: Use of Telemedicine Within Your Practice

Q10 The following items ask about your personal experience with telemedicine use in your practice. Please indicate your level of agreement regarding your **overall experience**.

Q9 I find telemedicine has been easy to navigate and use

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q11 I feel skilled at using telemedicine

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q12 I find it easy to solve technological errors during a telemedicine visit

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q13 I find telemedicine provides a cost-effective way for the practice of delivering healthcare to my patients

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q14 I find telemedicine is comparable to the quality of care I deliver during a face-to-face visit most of the time

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q15 I feel comfortable/at ease communicating with my patients using telemedicine

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q16 I feel I have sufficient IT support for telemedicine visits in my practice

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q17 The option of telemedicine has given me more flexibility/control over how I am able to perform patient-care activities

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q25 The telemedicine system in my practice needs technological improvements

- Strongly agree (1)
- Somewhat agree (2)
- Neither agree nor disagree (3)
- Somewhat disagree (4)
- Strongly disagree (5)

End of Block: Use of Telemedicine Within Your Practice

Start of Block: Block 2

Q20 The following items ask about your perception of future professional use of telemedicine

Q19 I am open to using telemedicine routinely in the future for **consultations**

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q21 I am open to using telemedicine routinely in the future for **return visits**

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q22 Learning to use telemedicine has positively affected my professional growth

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q23 Assuming both are equally appropriate, I prefer to use telemedicine over face-to-face visits

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q24 I plan to obtain continued medical education (CME) credits to enhance my knowledge on telemedicine

- Strongly agree (1)
- Somewhat agree (2)
- Neither agree nor disagree (3)
- Somewhat disagree (4)
- Strongly disagree (5)

End of Block: Block 2

Start of Block: Block 3

Q26 The following items ask about your perception of patients' experiences with telemedicine use

Q27 My patients find telemedicine easy to navigate and use

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q28 My patients find it easy to solve technological errors during a telemedicine visit

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q29 My patients find using telemedicine for consultations to be more cost-effective than face-to-face visits

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q30 My patients find using telemedicine for return visits to be more cost-effective than face-to-face visits

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q31 My patients find telemedicine comparable to the quality of care they receive during a face-to-face visit

- Strongly agree (1)
 - Somewhat agree (2)
 - Neither agree nor disagree (3)
 - Somewhat disagree (4)
 - Strongly disagree (5)
-

Q32 My patients feel comfortable/at ease communicating with me using telemedicine

- Strongly agree (1)
- Somewhat agree (2)
- Neither agree nor disagree (3)
- Somewhat disagree (4)
- Strongly disagree (5)

Q33 My patients find using telemedicine to be time saving

- Strongly agree (1)
- Somewhat agree (2)
- Neither agree nor disagree (3)
- Somewhat disagree (4)
- Strongly disagree (5)

End of Block: Block 3

Start of Block: Block 4

Q35 The following items ask about your experience with potential burnout

Q36 Please rate the following statement about how you feel about work. Think only about your feelings **prior** to COVID-19.

I feel burned out from work

- Never (1)
 - A few times per year (2)
 - Once a month (3)
 - A few times per month (4)
 - A few times per week (5)
 - Every day (6)
-

Q37 Please rate the following statement about how you feel about work. Think only about your feelings **during** COVID-19.

I feel burned out from work

- Never (1)
 - A few times per year (2)
 - Once a month (3)
 - A few times per month (4)
 - A few times per week (5)
 - Every day (6)
-

Q38 What role has telemedicine played in your experience of burnout?

- Greatly contributed to burnout (1)
 - Contributed to burnout (2)
 - Neither contributed or improved burnout (3)
 - Alleviated burnout symptoms (4)
 - Greatly alleviated burnout symptoms (5)
 - N/A (6)
-

Q39 Overall, my work-life balance has been improved with telemedicine

- Strongly agree (1)
- Somewhat agree (2)
- Neither agree nor disagree (3)
- Somewhat disagree (4)
- Strongly disagree (5)

End of Block: Block 4

Start of Block: Block 5

Q41 What are major barriers to integrating telemedicine in your practice? (Response is optional)

End of Block: Block 5
