
Supplemental Table 1. Guiding Questions for Provider In-Depth Interviews

- 1) How long have you been doing video telehealth visits?
 - 2) Tell me about your first clinical video telehealth visit with a patient (or one you observed).
 - 3) What kind of communication challenges do you face in CVT visits that differ from in-person visits?
 - 4) What's it like to conduct aspects of the physical exam via CVT?
 - 5) Have you encountered technical problems while doing CVT? Can you tell me about those?
Connection problems, sound problems, physical exam issues.
 - 6) How well do you think CVT meets the needs of patients?
 - 7) What have some of your colleagues said about CVT?
 - 8) If you had a colleague who was about to start CVT, what would you tell them? What do you think they need to know?
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Supplemental Table 2. Guiding Questions for Patient In-Depth Interviews

- 1) How did video visit technology affect communication with your doctor?
 - a. Did you have trouble understanding your doctor during your last video visit?
 - b. Did you tell your doctor if you didn't understand him/her? Why/Why not?
 - c. Can you tell me about any challenges to telling your doctor what you wanted to say?
 - d. Did you express your opinions? Why/Why not?
 - 2) How did you remember to discuss what you need with your doctor in the limited time of your visit?
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3) What advice would you give to someone who has a video visit coming up?
