

Supplemental information

Supplemental Table

Supplemental Table 1 : Physician Survey Questions

Number	Question	Answer Choices				
1	How has your overall experience with telemedicine been?	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
2	Were you provided training from the hospital on utilizing telehealth services?	Yes	No			
3	If you said yes to the previous question, what type of training did you receive?	Fill in integer				
4	What mode of telehealth did you utilize?	Telephone	Video chat	Both	Other (fill in integer)	
5	For what percentage of patients did you utilize telemedicine using video chat vs. audio only?	Fill in integer				

6	Which of the following services did you utilize to engage in Telemedicine?	Doxy.me	eVisit	Simple Visit	VSee	Other (box)
7	How would you rate the overall clinical experience that you were able to provide?	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
8	Were you able to utilize the billing codes for telemedicine?	Yes	No	N/A		
9	What were your patient turnouts for telehealth in comparison to regular consultations?	More	Similar	Less		
10	What challenges have you faced with telemedicine?	Fill in Integer				
11	What resources could your clinic/hospital provide to improve the effectiveness of your appointments ?	Fill in integer				

12	How are your telemedicine services marketed to patients?	Fill in integer				
----	--	-----------------	--	--	--	--

Supplemental Table 2: Patient Survey Questions

Number	Answer Choices			
1	Do not need assistance while using the system	Agree	Disagree	
2	See my HCP as if we met in person	Agree	Disagree	
3	Obtain better access to health-care services by use of telemedicine	Agree	Disagree	
4	Find telemedicine an acceptable way to receive health-care services	Agree	Disagree	
5	Meet with my HCP more frequently via telemedicine	Agree	Disagree	
6	Will use telemedicine services again	Agree	Disagree	
7	Easily talk to my HCP	Agree	Disagree	
8	Overall, I am satisfied with the quality of service being provided via telemedicine	Agree	Disagree	
9	Telemedicine provides for my health-care need	Agree	Disagree	
10	Hear my HCP clearly	Agree	Disagree	
11	Feel comfortable communicating with my HCP	Agree	Disagree	
12	Telemedicine saves me time travelling to hospital or a specialist clinic	Agree	Disagree	
13	Think the healthcare provided via telemedicine is consistent	Agree	Disagree	
14	Do receive adequate attention	Agree	Disagree	
15	HCP is able to understand my healthcare condition	Agree	Disagree	
16	Travel time to the visit	Virtual Visit is Better	No difference	Office Visit is better
17	Finding a convenient time for visit	Virtual Visit is Better	No difference	Office Visit is better
18	Amount of time I wait for my clinician	Virtual Visit is Better	No difference	Office Visit is better
19	Comfort I feel sharing personal or private information	Virtual Visit is Better	No difference	Office Visit is better
20	Confidence health concern can be taken care of	Virtual Visit is Better	No difference	Office Visit is better
21	Cost of the visit	Virtual Visit is Better	No difference	Office Visit is better
22	Overall quality of the visit	Virtual Visit is Better	No difference	Office Visit is better

