

Supplementary Table S1. Summary of themes and example quotes from the patient/care partner interviews.

Themes	Sub-Themes	Video Participants		Telephone Participants	
		Summary of Themes	Example Quotes <sup>1</sup>	Summary of Themes	Example Quotes <sup>1</sup>
<b>Perceived value of delivery mode and preference for future use</b>	Positive experience	<ul style="list-style-type: none"> <li>• Convenient; saved travel time; accomplished same as going to the VA</li> <li>• Liked better than phone calls, easier to converse looking at someone, felt more connected to healthcare provider</li> </ul>	<ul style="list-style-type: none"> <li>• “I thought it was very convenient, easy to understand, and to get along with. Easier than going down to the VA.” (Veteran)</li> <li>• “It’s more secure to visually see someone you’re talking with, and comments and reactions. I like that. It’s very positive.” (Care partner)</li> </ul>	<ul style="list-style-type: none"> <li>• Prefer regular phone calls in future or talking face to face.</li> </ul>	<ul style="list-style-type: none"> <li>• “Just feel more comfortable on phone than video.” (Veteran)</li> </ul>
	Negative experience	<ul style="list-style-type: none"> <li>• Did not work, unable to set up iPad, frustrating experience.</li> <li>• Prefer phone in future; easier than a tablet, feel more comfortable.</li> </ul>	<ul style="list-style-type: none"> <li>• “Had one call that kinda sorta worked. We’re not tech...It was aggravating and frustrating. We could see the nurse on the iPad, but things went downhill from there.” (Care partner)</li> </ul>	[No negative experiences noted]	[No negative experiences noted]
	Relationship to comfort with technology	<ul style="list-style-type: none"> <li>• Participants who had experience with the relevant technology tended to enjoy the experience more.</li> </ul>	<ul style="list-style-type: none"> <li>• “It’s easy. No problems with it. We are on our computer, laptop and iPad about half the day.” (Veteran)</li> <li>• “We like video a lot better. We’re comfortable using the iPad already...we Skype with grandchildren and use FaceTime.” (Care partner)</li> </ul>	<ul style="list-style-type: none"> <li>• Phone calls are less complicated.</li> </ul>	<ul style="list-style-type: none"> <li>• “We’re not tech people.” (Veteran)</li> </ul>
<b>Usefulness for managing health</b>		No major changes in management of chronic conditions, but increased	<ul style="list-style-type: none"> <li>• “I learned 1-2 things I didn’t know, especially about blood</li> </ul>	<ul style="list-style-type: none"> <li>• Some participants had trouble remembering</li> </ul>	<ul style="list-style-type: none"> <li>• “No health issues to talk about.” (Veteran)</li> </ul>

		awareness and reinforced known information. Medication and diabetes information was most helpful. Veterans appreciated the interaction with nurses and opportunity to discuss other health conditions.	pressure and how it affects the kidneys. Good refresher about blood sugar, insulin and mealtimes.” (Veteran) • She explained things I didn’t know about medications... and Silver Sneakers.” <sup>2</sup> (Veteran)	the call content and if anything helped.	• “Helped with medications.” (Veteran)
<b>Satisfaction with call content</b>		Satisfaction with the nurse interaction and the medical information that was covered; not much novel information, but helpful to get reminders	• “Think the calls were pretty good because it made me aware of medications I was not taking properly, the way I should’ve been... the calls brought it to my attention, enabled me to get them straightened out.” (Veteran) • “It just helps to stay informed...if you can just remember.” (Veteran)	• Not memorable, but generally satisfied.	• “Don’t mind doing it but to me was a waste of time... questions were repetitive...I don’t have problems.” (Veteran) • “Probably very satisfied...to talk with someone about what’s wrong, what the problems are, is helpful.” (Veteran)
<b>Perception of Care Partner participation</b>		• Helpful to have Care Partner informed of medical issues; helped with reminders, and with setting up technology.	• “Wife is a big computer wiz and took care of all setting up...would be in trouble if wife was not there to set up.” (Veteran) • “She speaks for me a lot. She knows what I do every day...she will correct me in a heartbeat.” (Veteran)	• Helped patient remember health information.	“She helps me remember stuff. I’m 80 years old so I can’t remember like I used to.” (Veteran)

<sup>1</sup> Quotes illustrating characteristic examples are derived from interview notes.

<sup>2</sup> A health and fitness program designed for adults 65+