

Appendix 1: Selected articles for detailed review

Reference Number	Publication Name	Year	Article Title	Author(s)	URL
[43]	International Journal of Medical Informatics	2019	Advantages of mobile health in the management of adult patients with congenital heart disease	Kauw D, Koole MAC, Winter MM, Dohmen DAJ, Tulevski II, Blok S, et al.	https://doi.org/10.1016/j.ijmedinf.2019.104011
[55]	International Journal of Medical Informatics	2020	Exploring how virtual primary care visits affect patient burden of treatment	Kelley LT, Phung M, Stamenova V, Fujioka J, Agarwal P, Onabajo N, et al.	https://doi.org/10.1016/j.ijmedinf.2020.104228
[39]	International Journal of Medical Informatics	2021	From telehealth to virtual primary care in Australia? A Rapid scoping review	Jonnagaddala J, Godinho MA, Liaw S-T	https://doi.org/10.1016/j.ijmedinf.2021.104470
[59]	Applied Clinical Informatics	2019	Empowering Patients during Hospitalization: Perspectives on Inpatient Portal Use	McAlearney A, Fareed N, Gaughan A, MacEwan S, Volney J, Sieck C	https://www.thieme-connect.com/products/ejournals/html/10.1055/s-0039-1677722
[45]	Patient Experience Journal	2019	A novel mobile biobehavioral regulation system for personalized trauma recovery support	Matto H, Seshaiyer P, Newcomb A, Rothberg S, Lopez-Piper A	https://pxjournal.org/cgi/viewcontent.cgi?article=1369&context=journal
[49]	Patient Experience Journal	2019	Transformations in health information technology and the impact on patient experience	Sieck CJ, Huerta TR	https://pxjournal.org/cgi/viewcontent.cgi?article=1391&context=journal
[44]	Patient Experience Journal	2019	Representing the patient experience of heart failure through empathy, journey and stakeholder mapping	Woods L, Duff J, Roehrer E, Walker K, Cummings E	https://pxjournal.org/cgi/viewcontent.cgi?article=1324&context=journal
[29]	Patient Experience Journal	2019	Assessing capacity to engage in healthcare to improve the patient experience through health information technology	Sieck CJ, Walker DM, Gregory M, Fareed N, Hefner JL	https://pxjournal.org/journal/vol6/iss2/7/
[18]	Patient Experience Journal	2019	Seven steps to successful change: How a large academic medical center prepared patients for organizational change	Carlson B, Agee M, Smith T, Sternberg P, Morgan J	https://pxjournal.org/cgi/viewcontent.cgi?article=1385&context=journal
[41]	Patient Experience Journal	2019	Engagement of patients with scleroderma to revise an internet self-management program	Poole JL, Newbill SL, Serrano J, Rosson D, Battyany J, Dyas L, et al.	https://pxjournal.org/cgi/viewcontent.cgi?article=1375&context=journal
[56]	Patient Experience Journal	2020	The rapid increase in telemedicine visits during COVID-19	Johnson C, Taff K, Lee BR, Montalbano A	https://pxjournal.org/cgi/viewcontent.cgi?article=1475&context=journal

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[60]	Patient Experience Journal	2020	Living with cardiovascular disease (CVD): Exploring the biggest challenges for people affected by CVD in the UK, and their use (or not) of online resources	Burger S-A, Poots AJ, Perris A, Crump H, Thorne H, Hughes S, et al.	https://pxjournal.org/cgi/viewcontent.cgi?article=1418&context=journal
[30]	Patient Experience Journal	2020	A sociotechnical systems approach toward tailored design for personal health information management	Werner NE, Tong M, Nathan-Roberts D, Smith C, Tredinnick R, Ponto K, et al.	https://pxjournal.org/cgi/viewcontent.cgi?article=1411&context=journal
[57]	Patient Experience Journal	2021	Comparing patient experience survey scores between telehealth and in-person ambulatory pediatric subspecialty visits	Bomher ST, Wood M, Uhlhorn E, Marques S, Kwiatkowski L, Tekic N, et al.	https://pxjournal.org/cgi/viewcontent.cgi?article=1542&context=journal
[42]	Patient Experience Journal	2021	Delivery of patient education and support using an online digital platform for patients undergoing primary hip and knee replacement: The patient's perspectives	Baker PN, Clark NL	https://pxjournal.org/cgi/viewcontent.cgi?article=1537&context=journal
[54]	Patient Experience Journal	2021	Patients' and family caregivers' perceptions of doctor-to-doctor advice and electronic referral notifications in Alberta	Li Y, Wong A	https://pxjournal.org/cgi/viewcontent.cgi?article=1441&context=journal
[38]	Journal of Patient Experience	2019	Comparative Usability Study of a Newly Created Patient-Centered Tool and Medicare.gov Plan Finder to Help Medicare Beneficiaries Choose Prescription Drug Plans	Stults CD, Fattahi S, Meehan A, Bundorf MK, Chan AS, Pun T, et al.	https://doi.org/10.1177/2374373518778343
[33]	Journal of Patient Experience	2020	Evaluating the Telehealth Experience of Patients With COVID-19 Symptoms: Recommendations on Best Practices	Khairat S, Pillai M, Edson B, Gianforcaro R	https://journals.sagepub.com/doi/full/10.1177/2374373520952975
[31]	Journal of Patient Experience	2020	COVID-19 Pandemic Accelerates Need to Improve Online Patient Engagement Practices to Enhance Patient Experience	Meyer MA	https://journals.sagepub.com/doi/full/10.1177/2374373520959486
[51]	Journal of Patient Experience	2020	Readability of Information on Smartphone Apps for Total Hip Replacement and Total Knee Replacement Surgery Patients	Bahadori S, Wainwright TW, Ahmed OH	https://journals.sagepub.com/doi/full/10.1177/2374373519844266
[19]	Journal of Patient Experience	2021	Telehealth use and Satisfaction among U.S. Households: Results of a National Survey	Kyle MA, Blendon RJ, Findling MG, Benson JM	https://journals.sagepub.com/doi/full/10.1177/23743735211052737

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[34]	Journal of Patient Experience	2021	Response to Telemedicine Visits From Patients With Parkinsonism During the COVID-19 Pandemic on Postvisit Surveys	Deeb W, Hess CW, Gamez N, Patel B, Moore K, Armstrong MJ	https://journals.sagepub.com/doi/full/10.1177/2374373521997224
[35]	Journal of Patient Experience	2021	Experiences of Outpatient Clinics and Opinions of Telehealth by Caucasian and South Asian Patients' With Celiac Disease	Muhammad H, Reeves S, Ishaq S, Jeanes Y	https://journals.sagepub.com/doi/full/10.1177/23743735211018083
[20]	Journal of Patient Experience	2021	Patient Satisfaction With Telehealth and Experiences During the COVID-19 Pandemic Among Uninsured Free Clinic Patients	Kamimura A, Panahi S, Meng H-W, Sundrud J, Lucero M	https://journals.sagepub.com/doi/full/10.1177/23743735211033107
[46]	Journal of Patient Experience	2021	Disrupted and Restored Patient Experience With Transition to New Electronic Health Record System	Tian D, Hoehner CM, Woeltje KF, Luong L, Lane MA	https://journals.sagepub.com/doi/full/10.1177/23743735211034064
[47]	Journal of Patient Experience	2021	Patient-Centered Telehealth Solution for Observed Urine Collections in Substance Use Disorder Care Delivery During COVID-19 and Beyond	Brett A, Foster H, Joseph M, Warrington JS	https://journals.sagepub.com/doi/full/10.1177/23743735211033128
[21]	Journal of Patient Experience	2021	Providing Person-Centered Care via Telemedicine in the Era of COVID-19 in Multiple Sclerosis	Abbatemarco JR, Hartman J, McGinley M, Bermel RA, Boissy A, Chizmadia DT, et al.	https://journals.sagepub.com/doi/full/10.1177/2374373520981474
[22]	Journal of Patient Experience	2021	Factors Affecting Patient Perceptions and Satisfaction with Telemedicine in Outpatient Clinics	Abdulwahab S, Zedan H	https://journals.sagepub.com/doi/full/10.1177/23743735211063780
[23]	Journal of Patient Experience	2021	Rheumatology Patient Satisfaction With Telemedicine During the COVID-19 Pandemic in the United States	Mortezavi M, Lokinen S, Garg M, Chen YL, Ramsey A	https://journals.sagepub.com/doi/full/10.1177/23743735211008825
[50]	Journal of Patient Experience	2021	Bridging the Telemedicine Gap Among Seniors During the COVID-19 Pandemic	Utley LM, Manchala GS, Phillips MJ, Doshi CP, Szatalowicz VL, Boozer JR	https://journals.sagepub.com/doi/full/10.1177/23743735211014036
[24]	Journal of Patient Experience	2021	Patient Experiences With Telemedicine in a National Health Service Rheumatology Outpatient Department During Coronavirus Disease-19	Jones MT, Arif R, Rai A	https://journals.sagepub.com/doi/full/10.1177/23743735211034973
[52]	Journal of Patient Experience	2021	Rethinking Telerehabilitation: Attitudes of Physical Therapists and Patients	Saaei F, Klappa SG	https://journals.sagepub.com/doi/full/10.1177/23743735211034335

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[25]	Journal of Patient Experience	2021	Changes in Patient Satisfaction Scores During the Early COVID-19 Pandemic	Maher DP, Hess D, Edwards C, Allen L	https://journals.sagepub.com/doi/full/10.1177/23743735211034610
[32]	Journal of Patient Experience	2021	From the Patient's Perspective: Orthopedic Virtual Rounds	Moyse T, Yates E, Fajardo V, Glorioso-Wible J, Schaffer JL, Nystrom LM, et al.	https://journals.sagepub.com/doi/full/10.1177/23743735211065269
[26]	Journal of Patient Experience	2021	Are Surgical Patients Satisfied With Remote Consultations? A Comparison of Remote Versus Conventional Outpatient Clinic Follow-Up for Surgical Patients: A Systematic Review and Meta-Analysis of Randomized Controlled Trials	Oates EV, Lim GHC, Nevins EJ, Kanakala V	https://journals.sagepub.com/doi/full/10.1177/23743735211035916
[27]	Journal of Patient Experience	2021	Evaluation of Patient Experience During Virtual and In-Person Urgent Care Visits: Time and Cost Analysis	Khairat S, Lin X, Liu S, Man Z, Zaman T, Edson B, et al.	https://journals.sagepub.com/doi/full/10.1177/2374373520981487
[61]	Journal of Patient Experience	2021	Virtual Teaming: Leveraging Team Science Sense-Making During COVID-19	Portman DG, Thirlwell S, Donovan KA, Ellington L	https://journals.sagepub.com/doi/full/10.1177/2374373521996945
[36]	Journal of Patient Experience	2021	Cancer Treatment During COVID-19: A Qualitative Analysis of Patient-Perceived Risks and Experiences with Virtual Care	Gotlib Conn L, Tahmasebi H, Meti N, Wright FC, Thawer A, Cheung M, et al.	https://journals.sagepub.com/doi/full/10.1177/23743735211039328
[40]	Journal of Patient Experience	2021	The Virtual Care Experience of Patients Diagnosed With COVID-19	Raffan F, Anderson T, Sinclair T, Shaw M, Amanatidis S, Thapa R, et al.	https://journals.sagepub.com/doi/full/10.1177/23743735211008310
[28]	Journal of Patient Experience	2021	Effect of Real-Time Feedback Devices on Primary Care Patient Experience Scores: A Cluster-Randomized Trial	Philips K, Dadlez N, Fazzari M, Samuel S, Southern W, Heo M, et al.	https://journals.sagepub.com/doi/full/10.1177/2374373521996957
[58]	Journal of Patient Experience	2021	The Impact of the Coronavirus (COVID-19) Pandemic on Outpatient Services—An Analysis of Patient Feedback of Virtual Outpatient Clinics in a Tertiary Teaching Center With a Focus on Musculoskeletal and Rheumatology Services	Byravan S, Sunmboye K	https://journals.sagepub.com/doi/full/10.1177/23743735211008284
[37]	Computer Informatics Nursing	2019	Web-Based Tailored Nursing Intervention to Support Medication Self-management	Côté J, Fortin M-C, Auger P, Rouleau G, Dubois S, Vaillant I, et al.	https://journals.lww.com/cinjournl/Fulltext/2019/11000/Web_Based_Tailored_Nursing_Intervention_to_Support.3.aspx

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[48]	Computer Informatics Nursing	2020	A Qualitative Study of the Experience of Kidney Transplant Recipients	Choi J, Baker E, Nalawade S, Lee H	https://journals.lww.com/cinjournal/FullText/2020/02000/Steps_to_Develop_a_Mobile_App_for_Pain_Assessment.5.aspx
[53]	Computer Informatics Nursing	2021	Electronic Health Record Transition: The Patient Experience	Monturo C, Brockway C, Ginev A	https://europepmc.org/article/med/34313622