

**Chronic conditions patient's perception of post-COVID-19 pandemic teleconsulting continuation in primary care clinics: A qualitative descriptive study**

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**Electronic Supplementary Material****Appendices**

## Appendix 1: Interview guide for patients of FMGs, participating in the F2PL project, on their perception of an ideal remote consultation in COVID-19 times

### INTRODUCTION

Hello MR. or MS. (NAME OF PARTICIPANT), how are you?

My name is (YOUR NAME), I am a (research agent, student or patient-researcher) on the F2PL project team.

I am part of the F2PL research project in which you are participating, which aims to better understand how professionals in FMGs respond to patient needs. You met or spoke with members of our team in the fall of 2019 or winter of 2020. Our team did a phone interview with you this summer, do you remember?

MR. or MS. (NAME OF PARTICIPANT) is this a good time to talk to you?

1. NO: Can we schedule an appointment at a time that is more convenient for you? (Schedule an appointment and let him/her know we will contact him/her then, thank him/her and hang up)
2. YES: Continue

I am calling you today to hear from you and to ask you a few questions about your perception of the care and services you have received through remote consultations since the beginning of the pandemic in your FMG (medical clinic). A remote consultation is any follow-up by a healthcare professional that did not take place face-to-face.

Our call should last about 30 minutes.

May I ask you a few questions?

May I record our call?

1. PATIENT REFUSED: No problem, thank you. Our team will contact you again when it is time for the next F2PL interview.
2. PATIENT ACCEPTS: Great, thank you very much. If you agree, I will now record the interview.

### INTERVIEW QUESTIONS

1. **First of all, I would like to know how you're doing in this particular Covid-19 pandemic period?**
2. **Since our last call this summer, have you consulted a healthcare professional (or assisted a loved one in a meeting) in your FMG?**

*\* Note, if patients talk about their doctor, let them talk, then specify for nurses or SW's.*

*If yes: question 3*

*If no: would you have needed a consultation? If yes or no, why? If the meeting had been possible, how would you have liked this? question 4*

3. **Can you tell me about your experience from the beginning?**

*Sub-questions:*

- a. *What professional(s) did you meet with?*
  - i. *What professionals other than the physician did you meet with?*
  - ii. *Was this the first time you met with this professional? How long have you been followed?*
  - iii. *Did you repeat any information that was already known by this professional?*

- b. *How was the meeting conducted (or by what means)? (e.g. video conference, call, email, texting)*  
...
- i. *Where were you during this meeting?*
- ii. *What were your concerns about confidentiality?*
- iii. *Who accompanied you to your meeting?*
- c. *If it was not by video, do you wish it had been?*
- d. *How did this meeting meet your needs or reason for consultation?*
- e. *How did the remote encounter help or hinder your comfort in talking with the healthcare professional?*
- f. *What would it take for you to be comfortable? (help with using the platforms)*
- g. *Why do you think some encounters are better suited for in-person than remote consultation?*
- h. *How do you see teamwork among healthcare professionals?*
- i. *How do you observe them sharing information?*
- ii. *Have you had any conflicting discussions with them?*
- i. *Why was the teleconsultation equivalent or not in terms of quality?*
- i. *What were the differences in the professional's approach?*
- ii. *What issues would you have liked to discuss with your professional, but did not dare to address?*
- j. *How did you feel called upon as an expert on your health condition during your teleconsultation meeting?*
- i. *How did you express your perception of the situation?*
- ii. *How did you have time to think about the different options?*
- iii. *How did you explore the benefits and advantages of each option?*
- iv. *How were you able to express your personal values about managing your health and the choices (treatments, etc.) available?*
- v. *How did they give importance to what was a priority for you?*
- vi. *How was the involvement of your loved ones in your care addressed?*
- vii. *Do you have a follow-up care plan that addresses your health and wellness needs? Has your healthcare provider reviewed your medication in the past year? Did the md inquire if it was appropriate for you (cost, side effects, etc.)*

(Expected answers: I spoke with the secretary; she was helpful, she guided me with the use of the web platform. They offered me if I wanted an in-person, phone or virtual meeting. I met X professional(s), by phone, because I don't have access to the internet).

**4. Would you have any advice for the healthcare professionals in your FMG to make the remote consultation ideal?**

*(Suggested probes to rephrase the question if needed):*

- *How might healthcare professionals ensure that patients' needs have been met during a remote consultation?*
  - o How were you asked the question?*
- *What's important to you in a remote encounter?*
- *What are your needs and expectations during a remote encounter?*
- *How would you like the teleconsultation meetings to continue over time?*

(Expected responses: the doctor didn't move, I felt like the screen stopped working... I wish he had nodded... I found it harder to feel the empathy of the professional through the screen, he didn't tell me he would be taking notes during our encounter, I felt like he was disinterested... I would have liked him to ask me how I found the meeting or to make sure that my understanding was good, I have hearing difficulties, it was difficult for me to do the meeting by phone)

#### **ACKNOWLEDGEMENTS**

Thank you very much, MR. or MS. (NAME OF PARTICIPANT).

If you agree, we may get back to you in a few months to chat again.

Goodbye.

## Appendix 2: The perspective of patients with chronic diseases - Recommendations for continuity of teleconsultation after the pandemic

The perspective of patients with chronic diseases

# Recommendations for continuity of teleconsultation after the pandemic



As a patient, I would like

1. To continue receiving teleconsultation services even after the pandemic, but not make it mandatory if it is not beneficial to me.
2. To know the advantages and disadvantages of teleconsultation and face-to-face meetings, so that I can form an opinion that suits my needs.
3. That my preferences are considered when choosing the consultation mode. I don't want to feel that the choice is imposed on me. I want to express myself for each meeting, because my needs evolve with time and my condition.
4. That the professional team considers both my personal characteristics and the determinants of my health as this may influence my ability to have teleconsultation meetings.
5. To have a meeting by phone for certain reasons for consultation, in particular during follow-ups when my condition is stable or for medication renewals, for example. This allows me to save time.
6. That in the event that the reason for my consultation requires a physical examination or visual observation by the healthcare professional, to be able to benefit from a face-to-face appointment from the outset, while avoiding a remote meeting, as this duplicates the appointments.
7. That even if I receive services in teleconsultation, my interprofessional team collaborates. I realize the lack of collaboration even if I am not physically present.
8. That my professional team exhibits the following attitudes for a positive care experience: punctuality, listening, empathy, trust, consideration, knowledge of their profession, availability, involvement, communication and active listening. I capture the professionalism even in teleconsultation.
9. That certain topics are avoided over the phone, especially when it comes to my mental health, weight gain, or other topics that make me uncomfortable.
10. To be able to invite a loved one to join the discussion if I wish. They should be able to hear and watch the consultation like me. I can also consult with him or her to make a decision if I feel the need.



Poïtras, ME., Couturier, V., Poirier MD., Massé S., T Vaillancourt, V., Cormier, C., Morin, A., Beaupré P., Boudreau A., Blanchette P., Bernier AA. (2021).



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