

## Appendix 2. Keeping Doors Open (KDO) Survey Questions

Summary table of the key survey questions reported in the manuscript and whether they were asked in each type of the survey

Survey Question	Survey Type			
	Email N=420	Fax N=53	Telephone N=390	VM Greeting N=153
<b><i>Whether the practice was open in January 2021</i></b>				
In January 2021, was your practice open to in-person and/or virtual visits?	✓	✓	✓	✓
How long has your practice NOT seen patients in person?	✓			
How important were each of the following factors in your decision NOT to see patients in person? <ul style="list-style-type: none"> <li>- Health concerns</li> <li>- PPE supply</li> <li>- PPE cost</li> <li>- Cost of environmental cleaning</li> <li>- Loss of income</li> <li>- Needed a break</li> <li>- Redeployment</li> <li>- Other (please specify)</li> </ul>	✓	✓		
While your practice was NOT seeing patients in person, did you have arrangements for your primary care patients to get primary care elsewhere?	✓			
<b><i>Care of patients with COVID-19 symptoms</i></b>				
Thinking about <u>January 2021</u> , did you provide <u>in-person care</u> in your office to patients reporting symptoms consistent with COVID-19 (for example, patients with shortness of breath, cough, or fever)?	✓	✓	✓	✓
During the month of <u>January 2021</u> , how did you typically care for patients who reported symptoms consistent with COVID-19 who did not have an emergency but needed an in-person assessment?	✓			
<b><i>Virtual care</i></b>				

<p>Think about all of the time you spent providing clinical care to patients in your office during <u>January 2021</u>. What portion of your time did you spend doing the following?</p> <ul style="list-style-type: none"> <li>- In-person visits (including time spent on IPAC before/after)</li> <li>- Scheduled phone assessments</li> <li>- Scheduled video assessments</li> <li>- One-way e-mail or secure messaging platform (provider can initiate message to patient but patient cannot initiate message)</li> <li>- Two-way e-mail or secure messaging platform (either patient or provider can initiate message exchange)</li> <li>- Other (please specify)</li> </ul>	✓	✓		
<p>Consider the following scenarios with respect to virtual billing codes (K080, K081, K082):</p> <ul style="list-style-type: none"> <li>- If the virtual billing codes <u>remain in place</u> after the pandemic ends, will you offer <b>phone</b> appointments to your patients?</li> <li>- If the virtual billing codes <u>remain in place</u> after the pandemic ends, will you offer <b>video</b> appointments to your patients?</li> <li>- If the virtual billing codes <u>do NOT remain in place</u> after the pandemic ends, will you offer <b>phone</b> appointments to your patients?</li> <li>- If the virtual billing codes <u>do NOT remain in place</u> after the pandemic ends, will you offer <b>video</b> appointments to your patients?</li> </ul>	✓	✓		
<p>How helpful would each of the following supports be for you in providing <u>virtual</u> primary care to your patients?</p> <ul style="list-style-type: none"> <li>- Funding for equipment or software</li> <li>- Billing codes for email and/or secure messaging with patients</li> <li>- Education and guidance for myself on how to provide safe and effective virtual care</li> <li>- Training and support for my staff on integrating virtual care into practice</li> <li>- Practical tools that help me integrate virtual care (e.g. EMR stamps, templates)</li> <li>- Funding and support to enable patients to engage in virtual care</li> </ul>	✓	✓		
<b><i>Acceptance of new patients, practice closure, and future practice intentions</i></b>				

Thinking about <u>January 2021</u> , were you accepting <u>new patients</u> for primary care?	✓	✓		
Since the start of pandemic March 2020, have you done any of the following? <ul style="list-style-type: none"> <li>- Temporarily closed practice without locum coverage</li> <li>- Hired a locum to manage your patients</li> <li>- Decided to close your practice permanently, earlier than planned</li> <li>- Decided to close your practice permanently, as previously planned</li> </ul>	✓	✓	✓	
How important were the following in your decision to temporarily hire a locum? <ul style="list-style-type: none"> <li>- Worried about personally contracting COVID-19</li> <li>- Not enough volume/revenue to continue operating practice</li> <li>- Unable to retain support staff</li> <li>- Other clinical work opportunities or re-deployment</li> <li>- Other non-clinical work or projects</li> <li>- Needed a break</li> <li>- Maternity/parental leave</li> <li>- Personal, health, or family reasons requiring time away from work</li> <li>- Other (please specify)</li> </ul>	✓			
Do you plan to close your current practice in the next 5 years?	✓	✓		