

Supplemental materials for:

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Appendix

Telehealth Office Visit Interview Guide

Your health care providers at Jefferson have recently started using technologies to help connect with and care for patients and families without everyone needing to be in the same room. We are talking to you today because you recently received care from a doctor at Jefferson with the use of a video call. We are interested in hearing about your experience, and will use what we learn to help us continue to improve the services we can offer you.

PRIOR VIDEO CALL EXPERIENCE

1. Before we talk about your recent video call - Tell me about your usual experience going to scheduled doctor's visits in the office.
 - a. What types of help do you need to get there?
 - b. What other considerations, such as work or transportation, do you need to make?
2. Did you have any personal experience with video calls before the call you just had with your doctor/nurse? *IF YES* - Tell me the experiences that you have had with video calls?
 - a. What video call programs have you used in the past (such as facetime or skype or google hangout)?
 - b. What equipment have you used in the past (phone, tablet, computer)?
 - c. Who do you generally talk to?
 - d. For what reasons do you choose to use a video call instead of a regular phone call?

TECHNICAL ASPECTS OF VIDEO

3. How did you get setup for your virtual office visit?
 - a. How did you download the program that you needed to use?
 - b. Who did you get help from in getting ready for the visit? *IF IDENTIFY PEOPLE* – What did they help you with?
4. Where were you when you had the video call?
5. What challenges did you have making the actual video connection with the doctor or nurse?
 - a. How was the quality of the actual call? Were you able to see and hear everything clearly?
 - b. What additional information **would have been helpful** for you to know before connecting to the visit to make things easier?
 - c. What information did you receive that helped you connect to the virtual office visit?

FEELINGS ABOUT VISIT

6. How did your video visit go?
 - a. What things did you **like** about this visit as compared to an in-person visit or discussion?
 - b. What things did you **not like** about this visit as compared to an in-person visit or discussion?
7. Tell me about your level of comfort talking with your doctor on the video visit as compared to an in-person office visit?
 - a. How connected did you feel to your doctor on the video visit compared to when you have an in-person visit?
 - b. What about the video call made you feel comfortable? (Location, People around)
 - c. What about the video call made your feel uncomfortable?

FUTURE USE PREFERENCES

8. For what problems or needs would you specifically **want to have a virtual health visit** instead of an in-person visit in the future?
9. For what problems or needs would you specifically **want to have an in-office visit** instead of a virtual visit?
 - a. For what reasons may you not want to have a virtual office visit with your doctor?
10. Tell me about your **preferences for receiving serious news** from your doctor on a video call as compared to an in-person visit?

IMPACT ON FUTURE USE OF OTHER HEALTH SERVICES (OFFICE, ED, ETC)

11. If you could talk with a provider here at Jefferson on a video call at any time you want, how would it **affect how often**...
 - a. you go see your primary care doctor in the office?
 - b. you go to an emergency department or urgent care center?
12. (Follow up to #11 - FOR HAVING A VIDEO CALL AT ANY TIME)
How much would you care if the visit was with your **own doctor compared to a different** Jefferson doctor you have never met?

CLOSING QUESTIONS

13. Would you **participate again** in this video call service?
 - a. For what reasons?
14. What **other services** do you wish we could provide or offer you with the use of technology?
15. Is there **anything else you would like to share** with me today about your video call experience or your experience at Jefferson?

On behalf of Jefferson, thank you for your feedback on this innovative program.