Script for Interview Questions – Patients

1. Overview of session
   a. The purpose of this project is to understand your experience of using Virtual Care during the COVID-19 pandemic. We hope our results will identify the benefits of and problems with Virtual Care for patients, explore what works, and inform planning for the future.
   b. I will start out by asking you some questions about yourself. Then I will ask you about your experience with Virtual Care. Virtual Care is an opportunity for patients to access health care without requiring a face-to-face visit.

2. Use Telephone consent and answer any questions they may have.
   a. Before we begin, do I have your verbal permission to audio-record our conversation?
   b. I’m going to turn on the audio-recorder now, OK? [Turn on audio-recorder]

3. Interview questions
   a) Please tell me in your own words about your experience with Virtual Care.
   b) Did your virtual appointment meet your expectations? Why or why not?
   c) Are you satisfied with the quality of the medical care you received in your virtual visit? Why or why not?
   d) What are some of the things that were helpful, or made it easier to use Virtual Care?
      • Which one thing was most helpful?
   e) What were some of the challenges to participating in Virtual Care?
      • Was there one barrier that was the biggest challenge?
   f) What do you think can be done to improve Virtual Care for other patients in the future?
   g) Can you describe how COVID-19 has impacted your willingness to access virtual care?
   h) After the COVID-19 pandemic, would you choose to use Virtual Care? Would you choose to visit your healthcare provider in person? Why or why not?
   i) Can you give examples where you might choose virtual care over an in-person appointment?
j) Do you have anything to add about your satisfaction with Virtual Care that you think we should know about that we have not discussed?

DEMOGRAPHICS
Before we end, have some questions to ask about you.

How Old Are You?
18-25 year old
26-35 years old
36-45 years old
46-55 years old
56-65 years old
Over 65 years old

Marital Status
Single/Never Married
Married/Common Law
Divorced/Separated
Widowed

Where Do You Live
Regina
Saskatoon
Moose Jaw
Swift Current
Prince Albert
North Battleford
Yorkton
La Ronge
Other

What is the Highest Level of Education Have you Completed
No School
Primary School (Grade K-8)
Secondary School (Grade 9-12)
College/University
Post Graduate

Self-rated general health
Excellent
Very good
Good
Fair
Method used for virtual visit:
Phone Call
Videoconference
Email
Other (please specify)

Type of Consultation
First time virtual visit for this problem
Virtual Follow Up
Virtual visit as new patient with provider

Have you had previous “in person visits” with this provider?
Yes
No

What type of health care provider did you consult with during you Virtual Care consultation?
Your usual Family Physician
Other Family Physician
Resident Doctor
Nurse Practitioner
Pharmacist

Have you Used Virtual Care in the Past?
Yes
No
(If yes) - Are you using Virtual Care because of the Coronavirus Pandemic?
Yes
No

CLOSING
Thank you so much for your time in discussing these matters with us. Do you have any questions?
Thanks again for taking your time to speak with us. Have a nice day.
[Turn off audio-recorder]
Script for Interview Questions – Providers

4. Overview of session
   a. The purpose of this project is to understand your experience of using Virtual Care during the COVID-19 pandemic. We hope our results will identify the benefits of and problems with Virtual Care for health care providers, explore what works, and inform planning for the future.
   b. I will start out by asking you some questions about yourself. Then I will ask you about your experience with Virtual Care. Virtual Care is an opportunity for health care providers to access health care without requiring a face-to-face visit.

5. Use Telephone consent and answer any questions they may have.
   a. Before we begin, do I have your verbal permission to audio-record our conversation?
   b. I’m going to turn on the audio-recorder now, OK? [Turn on audio-recorder]

6. Interview questions
   k) Please tell me in your own words about your experience with Virtual Care.
   l) Does your virtual care meet your expectations? Why or why not?
   m) Are you satisfied with the quality of the medical care you provide using virtual visit? Why or why not?
   n) What are some of the things that were helpful, or made it easier to use Virtual Care?
      • Which one thing was most helpful?
   o) What were some of the challenges to participating in Virtual Care?
      • Was there one barrier that was the biggest challenge?
   p) What do you think can be done to improve Virtual Care for other patients in the future?
   q) Can you describe how COVID-19 has impacted your willingness to provide virtual care?
   r) After the COVID-19 pandemic, would you choose to use Virtual Care? Would you choose to see your patients in person? Why or why not?
   s) Can you give examples where you might choose virtual care over an in-person appointment?
t) Do you have anything to add about your satisfaction with Virtual Care that you think we should know about that we have not discussed?

Demographic Questionnaire
How Old Are You?
18-25 year old
26-35 years old
36-45 years old
46-55 years old
56-65 years old
Over 65 years old

Where Do You Live
Regina
Saskatoon
Moose Jaw
Swift Current
Prince Albert
North Battleford
Yorkton
La Ronge
Other

What type of provider are you?
Family Physician
Specialist Physician
Nurse Practitioner
Pharmacist
Resident Doctor
Other

Method used for most of your virtual visits:
Phone Call
Videoconference
Email
Other (please specify)

Have you had previous “in person visits” with most of your patients?
Yes
No

Have you Used Virtual Care in the Past?
Yes
No
(If yes) - Are you using Virtual Care because of the Coronavirus Pandemic?
Yes
No