

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

Poor

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 you 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