SURVEY 1
FIELDED MARCH 31, 2021

   - I don’t
   - Rarely, less than 5% of my time
   - I use it for 5-20% of my patient care
   - I use it for more than 20% of the care I provide

2. How does your level of telehealth use now compare to pre-pandemic use? Please check best possible answer.
   - I use it more now than before the pandemic
   - I use it less now than before the pandemic
   - My use now is the same as before the pandemic

3. How does your level of telehealth use now compare to May 2020, during the pandemic? Please check best possible answer.
   - I use it more now than I did in May 2020
   - I use it less now than I did in May 2020
   - My use now is the same as I did in May 2020

   - I use phone and video about the same amount
   - I use phone more than video
   - I use video more than phone
   - I don’t use phone-based care
   - I don’t use video-based care
   - I don’t use either

5. What is the name of the video-based program you use for telehealth? If you do not use a video-based platform or do not know the name, please type N/A or "don’t know".

6. For what types of care, visits, or services does your practice use telehealth? Please check all that apply.
   - I don’t use telehealth
   - Visits involving respiratory symptoms
   - Monitoring patients at home
   - Well child visits
   - Adult preventive care
   - Visits concerning injuries or accidents
   - Acute illness or pain
   - Stable chronic conditions
   - Non-stable chronic conditions
   - Developmental assessments
   - Cognitive or memory assessments
   - Addiction related care
   - Mental or behavioral health counseling
   - Chronic pain

Larry A. Green Center: www.green-center.org
1. How much do you agree with the following statement? "I have been able to use telehealth to reach patients across diverse (socio)economic circumstances."
   - Completely disagree
   - Somewhat disagree
   - Somewhat agree
   - Completely agree

2. Which of these common barriers to telehealth have you noticed among your patients while using telehealth? Please check all that apply.
   - Lack of broadband access
   - Lack of computer literacy
   - Language barriers for non-English speaking patients
   - Reading comprehension issues
   - Lack of computer access
   - Lack of access to private settings
   - Lack of insurance coverage

3. Which patient groups in your practice do you find MORE LIKELY to use telehealth, as compared to the rest of your patient population? Please check all that apply.
   - Children under 12
   - Seniors 65+
   - Those with transportation challenges
   - Those with hourly or non-full time employment
   - People classified as "essential workers"
   - Black or brown patients
   - Latinx patients
   - Undocumented patients
   - Uninsured patients
   - Patients with learning disabilities
   - Patients with mobility issues
   - Patients responsible for child or elder care

4. Which patient groups in your practice do you find LESS LIKELY to use telehealth, as compared to the rest of your patient population? Please check all that apply.
   - Children under 12
   - Seniors 65+
   - Those with transportation challenges
   - Those with hourly or non-full time employment
   - People classified as "essential workers"
5. **OPTIONAL:** Is there anything you didn’t get to express through this survey that you would like to add?

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**SURVEY 3**

**FIELDED APRIL 14, 2021**

1. **How has your practice workflow adapted for telehealth?** *Please check all that apply. If you do not use telehealth, please check none of the above.*

- Patients are pre-screened for technical ability
- Patients are trained to use our telehealth platform before their visit
- Patients are "roomed" by a staff member before a clinician "joins" the encounter
- When a clinical visit concludes, there is a hand-off to a staff member to close the visit
- Co-pays and checking insurance is now automated through the telehealth platform
- Scheduling follow up visit is now automated through the telehealth platform
- I am able to have a nurse or MA join me in a visit with a patient
- We have a "go to" person to trouble shoot when there are problems with our telehealth platform
- Each clinician has two screens - one for telehealth, one for their HER
- Telehealth has added complexity to EHR documentation
- We are able to have specialist join directly in clinician encounters through telehealth
- None of these happened, but could be helpful
- None because we don’t use telehealth
- Other - any additional workflow comments you would like to make, please enter here

2. **What steps were taken before you began using telehealth?** *Please check all that apply.*

- We shopped around for the best vendor of software
- We picked up the first software we found
- Our EHR platform said "use this", so I did
- We tried software that didn't work and switched to something new
- We self-installed the software we use
- Someone came in and installed the software we use
- I received brief training from the platform vendor
- I received brief training for the platform from our practice (or health system)
- Training? I trained myself!
- Our staff received brief training on use of the platform
- We had discussions about how to rework our workflow before we started
- We had daily and weekly problem solving until the workflow made sense
- None of these - we just don't use it that much
- Other - any additional comments you would like to make about adoption, add here
3. Please adjust the slider below to indicate the percent of time you think you will use telehealth after the pandemic is over. If your answer is zero, move the slider out and back to zero.

4. OPTIONAL: Is there anything you didn't get to express through this survey that you would like to add?
1. Below are some characteristics of patients you might see. To what extent have you noticed an increased COVID-related health burden for these subgroups? This could be a COVID or non-COVID related health burden that you believe resulted from general pandemic conditions. Sub groups such as... Please check all that apply.

- Pre-existing chronic conditions

2. Gut answer... telehealth use post-pandemic, which factors matter to you most? Please check best possible answer for each row.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Crazy important!</th>
<th>Important, but not a deal-breaker</th>
<th>Matters, but doesn't push my decision</th>
<th>Eh, whatever</th>
<th>N/A</th>
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<tbody>
<tr>
<td>Comfort with telehealth</td>
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<tr>
<td>Issues of accessibility</td>
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<td>Job expectations</td>
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<td>Patient preference</td>
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<td>Payment</td>
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<td>Quality of care</td>
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<td>Risk of medical error</td>
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<td>Human touch</td>
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<td>Patient relationship</td>
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<tr>
<td>Ease of workflow</td>
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</tbody>
</table>

3. One year from now, what's your best guess regarding which types of care you will use telehealth for? Please check all that apply.

- I won't use telehealth
- Visits involving respiratory symptoms
- Monitoring patients at home
- Well child visits
- Adult preventive care
- Visits concerning injuries or accidents
- Acute illness or pain
- Stable chronic conditions
- Non-stable chronic conditions
- Developmental assessments
- Cognitive or memory assessments
- Addiction related care
- Mental or behavioral health counseling
- Chronic pain
- Transitions in care planning
- Cancer and/or survivor care

Larry A. Green Center: [www.green-center.org](http://www.green-center.org)
1. Which of the following has been true of telehealth in your practice since the start of the pandemic? Telehealth has... Please check all that apply.

- ... improved communication among practice members
- ... decreased communication among practice members
- ... led to a lot of confusion for workflow
- ... resulted in new job descriptions or roles
- ... caused us to rethink how our team functions
- ... increased the effectiveness of our team
- ... reduced the effectiveness of our team

2. Optional: Anything you want to add?
1. When not in direct contact with a patient, are you able to regularly see/access this information in your EHR, or other computer systems? It could be neighborhood or personal level information. Please check all that apply.
   - Education level
   - Income bracket or poverty level
   - Employment status/job stability
   - Housing status/stability
   - Food security level (e.g., does the person experience food insecurity)
   - Food environment (e.g., does the person live in a food desert)
   - Race/ethnicity
   - Primary language spoken
   - Community crime rate
   - Community pollution levels
   - Social environment or networks
   - History of abuse or neglect
   - Sexuality
   - Other (please specify)

2. Which of the following has been true of telehealth among your patients since the start of the pandemic? Telehealth has... Please check all that apply.
   - ... improved my connection to my patients
   - ... improved my ability to monitor patients at home
   - ... increased use of chronic care maintenance visits
   - ... improved adherence to treatment
   - ... changed the nature of things patients discuss during a visit
   - None of these

3. Which of the following has been true regarding your experience of telehealth since the start of the pandemic? Telehealth has... Please check all that apply.
   - ... increased the speed of my work
   - ... reduced my number of RVUs
   - ... made me faster at diagnosing concerns
   - ... made me a better listener
   - ... allowed me to have more eye contact with my patients
   - ... made me nervous about missed diagnoses
   - ... resulted in greater job fatigue
   - ... allowed me to reclaim time during the day for myself
   - None of these

4. Optional: Is there anything you would like to add?
2. When interacting with a patient, are you personally aware of the patient's personal characteristics, such as... Please check all that apply.
   - Education level
   - Income bracket or poverty level
   - Employment status/job stability
   - Housing status/stability
   - Food security level (e.g., does the person experience food insecurity)
   - Food environment (e.g., does the person live in a food desert)
   - Race/ethnicity
   - Primary language spoken
   - Community crime rate
   - Community pollution levels
   - Social environment or networks
   - History of abuse or neglect
   - Sexuality
   - Other (please specify)

3. Which of characteristics are routinely considered in day-to-day delivery of care in your practice? Please check all that apply.
   - Education level
   - Income bracket or poverty level
   - Employment status/job stability
   - Housing status/stability
   - Food security level (e.g., does the person experience food insecurity)
   - Food environment (e.g., does the person live in a food desert)
   - Race/ethnicity
   - Primary language spoken
   - Community crime rate
   - Community pollution levels
   - Social environment or networks
   - History of abuse or neglect
   - Sexuality
   - Other (please specify)

4. Optional: Is there anything else you would like to add?