

**21st Century House Calls: A Survey of Ambulatory Care Providers to Inform
Organizational Telehealth Strategy
Provider Survey**

As a clinician who has conducted virtual visits (telemedicine), we are interested in learning about your perceptions and experiences with virtual visits to inform future training, use, and best practices.

The short survey is expected to take up to five minutes.

By participating in this survey, you are agreeing to allow the research to connect your survey responses with video visit data. Your information will be confidential, and results will not be able to be linked back to you. All results will be presented deidentified.

Your responses are important to understanding how to improve virtual visit training, materials, and best practices.

Thank you for your participation.

Do you agree to participate in this survey?

- I agree to participate. (1)
- I do not agree to participate. (2)

Skip To: End of Survey If Do you agree to participate in this survey? = I do not agree to participate.

Thinking about virtual visits (telemedicine) and how you practice now:

How confident are you in your ability to deliver excellent clinical care to appropriate patients through video visits?

- Not at all confident (1)
 - Slightly confident (2)
 - Somewhat confident (3)
 - Moderately confident (4)
 - Very confident (5)
-

How confident are you in your ability to troubleshoot technical issues that may arise in the course of video visits?

- Not at all confident (1)
- Slightly confident (2)
- Somewhat confident (3)
- Moderately confident (4)
- Very confident (5)

For virtual care, I would benefit from more education/training in the following areas. Check all that apply:

- Clinical practice (examination, medical decision-making) (1)
- Communication (2)
- Video Visit Troubleshooting (3)
- EHR navigation (4)
- Webside Manner (video visit etiquette) (5)
- Other (6) _____

The training I found most useful for virtual visit (telephone or video) success was: Check all that apply:

- Short Videos (1)
 - Tip Sheets (2)
 - Email with embedded information (3)
 - Email with reference links (4)
 - Clinical guidelines (5)
 - Other (6) _____
-

On average what percentage of **your** patient appointments can you care for effectively using **video visits**?

- 0-19% (1)
- 20-39% (2)
- 40-59% (3)
- 60-79% (4)
- 80-100% (5)

On average what percentage of your patient appointments can you care for effectively using **telephone visits**?

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- 20-39% (2)
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- 80-100% (5)

In my experience, video visits helped remove the following potential patient challenges:

	Strongly Disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Strongly agree (5)
Traveling from long-distance areas (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel Time (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infection Risk (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In my experience, video visits created challenges to care for patients:

	Strongly Disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Strongly agree (5)
Who cannot access technology (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who do not have access to reliable internet (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who have a low technology literacy (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who do not speak English (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How frequently was privacy e.g., the patient not disclosing information because they lacked private space, a concern during your video visits?

- Always (1)
- Most of the time (2)
- About half the time (3)
- Sometimes (4)
- Never (5)

What concerns do you have regarding video visits? (check all that apply)

- Unable to complete a physical exam (1)
- Malpractice lawsuit (2)
- Patient safety (3)
- State liability (4)
- Failure to diagnose (5)
- Reimbursement (8)
- Fitting into workflow (9)
- Other (6) _____
- I do not have any concerns (7)
-

How important is it for you to be able to see patients through video visits from your home?

- Extremely important (1)
- Very important (2)
- Moderately important (3)
- Slightly important (4)
- Not at all important (5)
-

What 3 changes would you like to see [academic-community health network] make in Virtual Care?

1. (1) _____
2. (2) _____
3. (3) _____
-

What was the most difficult part of implementing virtual care (telephone or video)?

What made the adoption of virtual care (telephone or video) easiest for you?

Please share your best experience with video visits.

Please share your worst experience with video visits.

What is your birth year (YYYY)?

Are you of Hispanic, Latinx, or of Spanish origin?

- Yes (1)
- No (2)

How would you describe yourself? Check all that apply.

- American Indian or Alaskan Native (1)
- Asian (2)
- Black or African American (3)
- Native Hawaiian or Pacific Islander (4)
- White (5)
- Other (6) _____

To which gender identity do you most identify?

- Male (1)
- Female (2)
- Transgender male/female-to-male (3)
- Transgender female/male-to-female (4)
- Other (5) _____
- Choose not to disclose (6)

Year of professional school graduation (highest degree, e.g. MD, DNP) (YYYY)
