

HEALTHCARE STAFF AND PROVIDER TELEMEDICINE EXPERIENCE SURVEY

Please complete the following survey to help us understand your experience providing telemedicine services and your plans for continuing virtual visits in the future.

1. Approximately what percent of your current visits are provided via telemedicine?

0 - 20% 21 - 40% 41 - 60% 61 - 80% 81 - 100%

2. Approximately what percent of the virtual care provided includes video conferencing (not audio only)?

0 - 20% 21 - 40% 41 - 60% 61 - 80% 81 - 100%

3. Ideally, what percentage of your visits would you like to provide via telemedicine (video and telephonic)?

0 - 20% 21 - 40% 41 - 60% 61 - 80% 81 - 100%

4. Compared to in-person visits, do you like providing care virtually?

Much less than in-person About the same Much more than in-person

1 2 3 4 5

5. If you provide telemedicine visits from home, how much do you enjoy providing care from home compared to an office setting?

Much less About the same Much more

1 2 3 4 5 N/A

6. In your opinion, what would make telehealth visits as robust as in-person visits?

7. On aggregate, how well do you believe telemedicine visits meet the expectations of the patient and family?

Not very well Very well

1 2 3 4 5

8. What technical issues have you encountered recently (within the last month) during your virtual visits with patients?

9. During what percent of telehealth visits do you or your patient experience a technological issue?

0 - 20% 21 - 40% 41 - 60% 61 - 80% 81 - 100%

10. On average, how do telemedicine visits compare with the amount of time you would usually spend to complete an office visit?

Much less time

About the same

Much more time

1

2

3

4

5

11. What is missing from a telehealth visit compared to a face-to-face visit?