**SWJPCC Telemedicine Questionnaire**

Do you currently offer telemedicine patients visits?

* Yes
* No

Which patients are being offered telemedicine visits?

* New patients
* Established patients
* Both new and established patients

Did you offer telemedicine before the COVID-19 pandemic?

* Yes
* No

Which telemedicine platform are you using?

* CareTime Md
* Cerner (Virtual Health Care integrated platform)
* Cloud DX
* Epic (MyChart integrated platform)
* FrontRunners 2020
* Medici
* Mend
* NextGen Virtual Visits (Formerly known as OTTO Health)
* PowWow
* Synzi
* Twilio
* UpXox
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How was the telemedicine platform chosen?

* On the basis of reviews
* Offered with the electronic healthcare record currently in use
* Don’t know
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How often are you able to establish a link with the patient using your telemedicine platform?

* Nearly always (over 80% of the time).
* Most of the time (60-80% of the time)
* About half the time (40-60% of the time)
* Sometimes (20-40% of the time)
* Almost never (less than 20% of the time)

How satisfied are you with your telemedicine platform?

* Very satisfied. We hope if becomes a permanent part of healthcare
* Mostly satisfied. It serves most patients well but some complex patients are better seen in person.
* Neither satisfied or dissatisfied.
* Mostly dissatisfied. It serves a few patients but not most.
* Very dissatisfied. It should not be used.

As percentage time, about what percent does documentation consume of the total telemedicine visit?

* None (<5%)
* A little (<20%)
* Some (20-50%)
* A lot (50-80%)
* Most (>80%)

The reimbursement for telemedicine visits compared to regular office visits is

* Much less (50-70%)
* Somewhat less (70-90%)
* About the same as a regular office visit (90-110%)
* Higher than a regular office visit (>110%)
* Don’t know

What benefits do you see with telemedicine? (check all that apply)

* Decreased exposure to COVID-19 for both patient and provider
* Documentation is reduced
* More efficient in that more patients can be seen
* Preferred by patients
* Saves provider time
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What disadvantages do you see with telemedicine? (check all that apply)

* Disliked by patients
* Increased documentation requirements and time
* Leads to incorrect diagnosis and/or treatment
* Less efficient in that requires more time to see fewer patients
* Reduces personal interaction with patients
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_