



## **Supporting Information**

### **Supplementary material**

This appendix was part of the submitted manuscript and has been peer reviewed.  
It is posted as supplied by the authors.

Appendix to: Thompson A, Shaw T, Nott S, et al. Patient and carer experiences of hospital-based hybrid virtual medical care: a qualitative study. *Med J Aust* 2024; doi: 10.5694/mja2.52520.

## Patient and carer interview schedules

### Evaluation of the Virtual Rural Generalist Service (VRGS) as an effective, “COVID-19 resilient” model of care — Patient Interview

#### Interview questions

(To be modified as needed for each setting; ED or inpatient)

As we have discussed, to help understand what works well and what can be improved in health facilities across our region, we are interested to hear about your recent experience at <facility name>, from your perspective as a patient.

Can we start with what brought you to <facility name>?

What happened?

How did you feel about that?

Have you been to <facility> before?

Could you have gone somewhere else? (If yes, why here?)

Can you take me through what happened after you arrived at <facility>?

What did you find helpful in your recent experience at <facility>? What did you find not helpful?

Let's go into more detail about the online part of your treatment.

One of the doctors you saw was online, and not face to face. You might have even seen more than one doctor online. Was it only one or more than one?

Do you know their name? (for each doctor)

Had you had contact with that doctor before? (for each doctor)

Online? Face to face?

Did you see any doctors in person during your visit/stay at <facility>, as well as the online doctor(s)?

How did you find seeing a doctor/doctors online as part of your treatment?

What was good about it? What was not so good?

How well did you feel you were able to connect and communicate with the online doctor, compared to seeing a doctor face to face?

Were there any difficulties with the technology?

**Is this the first time you have seen a doctor online?** (if not already covered)

If yes – did it surprise you? Was it the same/different to how you thought it might be?

If no – how did this compare with your other experiences of seeing doctors online?

Are you aware of any views in your local community about online medical services?

Why do you think you were seeing an online doctor rather than a face to face doctor?

Did the staff give you an explanation? If so, what did they say?

Did you have a sense of how the online doctor fitted in to the team providing care for you; what their role was?

How well did you feel the online doctor worked with the nurses and other staff who provided care for you at <facility>?

**Do you think seeing an online doctor was an appropriate way to receive medical care in your situation?**

If you had not seen an online doctor, what would the alternative have been for you?

Would you have preferred to see a doctor face to face? Is there something extra you think you would have got from a face to face doctor, that you didn't get from the online doctor? If so, what?

How far would you have been willing/able to travel to see a doctor face to face (rather than online)?

**Overall, would you be happy to receive a service from an online doctor as part of your treatment in future?**

Would you recommend it to friends/family?

Are there any ways the service could be improved to give you a better experience?

**Is there anything else you would like to add about your recent experience at <facility>?**

Before we finish, may I ask you a little about yourself?

How do you normally spend your time? (student, work, retired, carer etc)

Can you tell me a bit about your family? Are you part of a local community? etc

# Evaluation of the Virtual Rural Generalist Service (VRGS) as an effective, “COVID-19 resilient” model of care — Carer Interview

## Interview questions

(To be modified as needed for each setting; ED or inpatient)

As we have discussed, to help understand what works well and what can be improved in health facilities across our region, we are interested to hear about your recent experience at <facility name>, from your perspective as a carer.

Can we start with what brought you to <facility name>?

What happened? (Obtain name of patient)

How did you feel about that?

Had you been to <facility> before?

Could <patient> have gone somewhere else? (If yes, why here?)

Can you take me through what happened after <patient> arrived at <facility>?

What did you think was helpful in <patient's> recent experience at <facility>? What was not helpful?

Let's go into more detail about the online part of <patient's> treatment.

One of the doctors <patient> saw was online, and not face to face. <Patient> might have even seen more than one doctor online. Was it only one or more than one, do you know?

Do you know their name? (for each doctor)

Had <patient> had contact with that doctor before? (for each doctor)

Online? Face to face?

Were you involved in the consultation(s) with the online doctor? Can you describe your involvement?

Did <patient> also see any doctors in person during your visit/stay at <facility>?

How did you find seeing a doctor/doctors online as part of <patient's> treatment?

What was good about it? What was not so good?

How well did you feel you and <patient> were able to connect and communicate with the online doctor, compared to seeing a doctor face to face?

Were there any difficulties with the technology?

**Is this the first time you have been involved in an online doctor consultation?** (if not already covered)

If yes – did it surprise you? Was it the same/different to how you thought it might be?

If no – how did this compare with your other experiences of online doctor consultations?

Are you aware of any views in your local community about online medical services?

Why did you think <patient> was being seen by an online doctor rather than a face to face doctor?

Did the staff offer an explanation? If so, what did they say?

Did you have a sense of how the online doctor fitted in to the team providing care for <patient>; what their role was?

How well did you feel the online doctor worked with the nurses and other staff who provided care for <patient> at <facility>?

**Do you think seeing an online doctor was an appropriate way to receive medical care in <patient's> situation?**

If <patient> had not seen an online doctor, what would the alternative have been?

Would you or <patient> have preferred to see a doctor face to face? Is there something extra you think a face to face doctor could have offered that you didn't get from the online doctor?

If so, what?

How far would you or <patient> have been willing and able to travel to see a doctor face to face (rather than online)?

**Overall, would you be happy for <patient> or yourself to receive a service from an online doctor as part of your treatment in future?**

Would you recommend it to friends/family?

Are there any ways the service could be improved to provide a better experience?

**Is there anything else you would like to add about your recent experience with <patient> in <facility>?**

Before we finish, may I ask you a little about yourself?

How do you normally spend your time? (student, work, retired, carer etc)

What is your relationship with <patient>? (if not already covered)

Can you tell me a bit about your family? Are you part of a local community? etc