



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, Saurman E, Nott S, et al. Clinician experiences of a hybrid virtual medical service supporting rural and remote hospitals: a qualitative study. *Med J Aust* 2024; doi: 10.5694/mja2.52525.

Interview schedules for VRGS doctors, site staff and managers

VRGS Evaluation: VRGS Doctor Interview

Interview questions

1. Can you tell me a bit about your role with the VRGS?
 - a. What are your experiences of providing the service?
 - b. How long have you been with the service? ... LHD?
2. Can you describe the role of VRGS in WNSWLHD?
 - a. How do you feel about this service being used in the LHD?
 - Is this an acceptable service for clinicians/patients? How/why?
 - Is it an appropriate service, culturally, personally, clinically? How/why?
 - Do you feel the model supports the needs of rural and remote communities? If yes, how?
 - b. How does this service impact workforce?
 - Staff on site, GPs/VMOs on site, medical workforce in general
 - c. How does the VRGS impact quality and safety?
3. How was the service implemented?
 - a. What training has been provided?
 - b. Was this training appropriate/necessary for this service?
 - c. What was the process of on-boarding/education?
 - d. How has the VRGS supporting documentation (policies, procedures, resources) facilitated implementation?
 - e. What supporting documentation has been most helpful? How could the documentation be improved?
4. Can you describe your relationships in the service?
 - a. Has VRGS influenced your relationship with other health professionals (VMOs, nurses, and other site staff)?
 - b. Describe the impact of the VRGS in your experience with clinical teams
 - c. What influence has telehealth had on your therapeutic relationship with patients?
5. What works well? For you as a provider? For other health staff? For patients/clients?

- a. What would you continue because it works well?
- 6. What are the difficulties? For you as a provider? For other health staff? For patients/clients?
 - a. What would you like to change (improve)? In what way?
- 7. What are the costs/disadvantages of the service? Both in monetary terms and otherwise
- 8. What are the benefits – both short-term and long-term? For you as a provider? For other health staff? For patients/clients?
- 9. How has COVID-19 influenced the work/practice of VRGS?
 - a. What role has VRGS played in the COVID response?
 - b. Has COVID changed the way you/VRGS care for patients?
 - c. Is there a difference between the VRGS COVID responses in 2020 vs 2021?

VRGS Evaluation: Site Staff Interview

Interview questions

- 1. Can you tell me a bit about your role? (How long have you worked with the site... with rural health? Type of practitioner?)
- 2. Can you tell me a bit about your use with the VRGS?
 - a. How have you interacted with the service?
 - i. For how long have you used the service?
 - ii. How often do you interact with the service? (daily, weekly, monthly?)
 - iii. What type of cover does VRGS provide at the site?
 - iv. Can you provide an example of when you have used the service?
 - v. Can you explain why you have used the service?
- 3. Can you describe the role of VRGS in your site?
 - a. How do you feel about this service being used in your site?
 - i. Is this an acceptable service for clinicians/patients? How/why?
 - ii. Is it an appropriate service, culturally, personally, clinically? How/why?
 - iii. Do you feel the model supports the needs of rural and remote communities? If yes, how?
 - b. How does this service impact workforce?
 - i. Staff on site, GPs/VMOs on site, medical workforce in general

- c. How does the VRGS impact quality and safety at your site?
4. How was the service implemented?
 - a. What training has been provided?
 - b. Was this training appropriate/necessary for this service?
 - c. What was the process of on-boarding/education?
 - d. How has the VRGS supporting documentation (policies, procedures, resources) facilitated implementation?
 - e. What supporting documentation has been most helpful? How could the documentation be improved?
5. Can you describe your relationships in the service?
 - a. Has VRGS influenced your relationship with other health professionals (VMOs, nurses, and other site staff)?
 - b. Describe the impact of the VRGS in your experience with clinical teams
 - c. What influence has telehealth had on your therapeutic relationship with patients?
6. What works well? For you as a provider? For other health staff? For patients/clients?
 - a. What would you continue because it works well?
7. What are the difficulties? For you as a provider? For other health staff? For patients/clients?
 - a. What would you like to change (improve)? In what way?
8. What are the costs/disadvantages of the service? Both in monetary terms and otherwise
9. What are the benefits – both short-term and long-term? For you as a provider? For other health staff? For patients/clients?
10. How has COVID-19 influenced the work/practice of VRGS?
 - a. What role has VRGS played in the COVID response?
 - b. Has COVID changed the way you/VRGS care for patients?
 - c. Is there a difference between the VRGS COVID responses in 2020 vs 2021?
11. How does the service compare to other short-term Locum arrangements?
12. Would you recommend the VRGS?
 - a. For friends and family?

VRGS Evaluation: Manager Group Interview

Interview questions

1. Can you tell me a bit about your role? (How long have you worked with the site... with rural health? Type of practitioner?)
2. Can you tell me a bit about how your service uses the VRGS?
 - a. How has your service interacted with the service?
 - i. For how long has your service used the VRGS?
 - ii. How often does your service interact with the service? (daily, weekly, monthly?)
 - iii. What type of cover does VRGS provide at your site?
 - iv. Can you provide an example of when you have used the service?
 - v. Can you explain why you have used the service?
3. Can you describe the role of VRGS in your site?
 - a. How do you feel about this service being used in your site?
 - i. Is this an acceptable service for clinicians/patients? How/why?
 - ii. Is it an appropriate service, culturally, personally, clinically? How/why?
 - iii. Do you feel the model supports the needs of rural and remote communities? If yes, how?
 - b. How does this service impact workforce?
 - i. How does the service help fill workforce gaps?
 - ii. Staff on site, GPs/VMOs on site, medical workforce in general
 - c. How does the VRGS impact quality and safety at your site?
4. How was the service implemented?
 - a. What training has been provided?
 - b. Was this training appropriate/necessary for this service?
 - c. What was the process of on-boarding/education?
5. Can you describe your relationships in the service?
 - a. Has VRGS influenced your relationship with other health professionals (VMOs, nurses, and other site staff)?
 - b. Describe the impact of the VRGS in your experience with clinical teams
 - c. What influence has telehealth had on your relationship with patients in your service?

6. What works well? For you as a provider? For other health staff? For patients/clients?
 - a. What would you continue because it works well?
7. What are the difficulties? For you as a provider? For other health staff? For patients/clients?
 - a. What would you like to change (improve)? In what way?
8. What are the costs/disadvantages of the service? Both in monetary terms and otherwise
9. What are the benefits – both short-term and long-term? For you as a provider? For other health staff? For patients/clients?
10. How has COVID-19 influenced the work/practice of VRGS?
 - a. What role has VRGS played in the COVID response?
 - b. Has COVID changed the way you/VRGS care for patients?
 - c. Is there a difference between the VRGS COVID responses in 2020 vs 2021?
11. How does the service compare to other short-term Locum arrangements?
12. Would you recommend the VRGS?
 - a. For friends and family?