

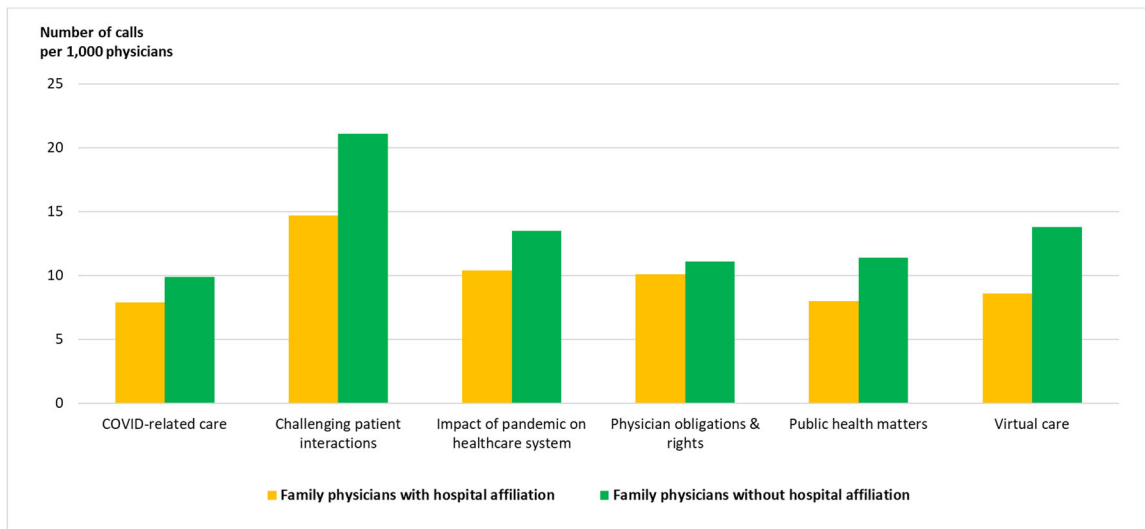
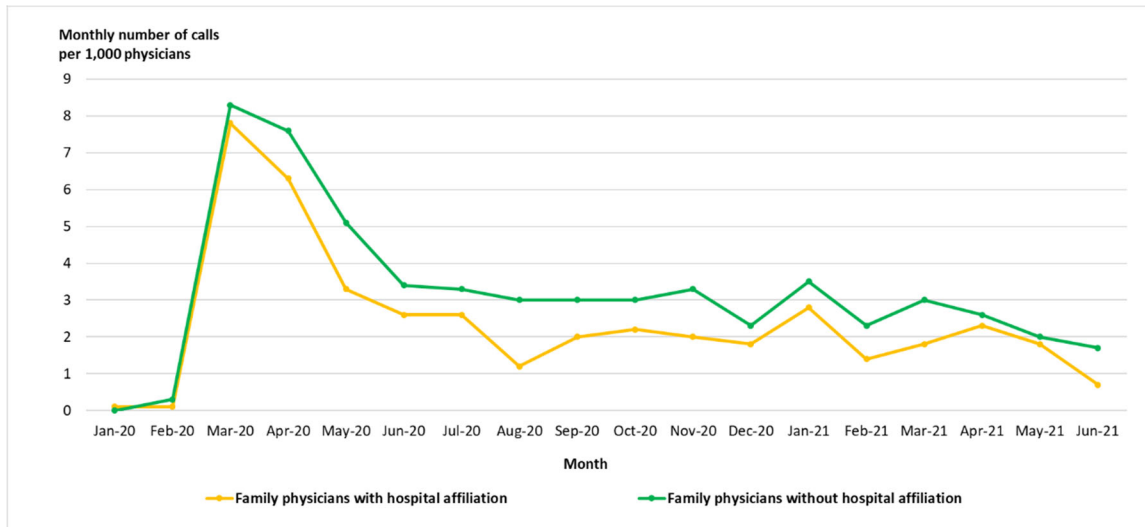
Supplemental material

eFigure 1 Comparison of the volume (upper) and themes (lower) of COVID-19-related calls during the study period from family physicians

eTable 1: List of extracted variables

eTable 2: Content analysis codes and definitions

eFigure 1 Comparison of the volume (upper) and themes (lower) of COVID-19-related calls during the study period from family physicians



Appendix 1, as supplied by the authors. Appendix to: Fortier JH, McDougall A, Zhang C, et al. Physician questions and concerns related to COVID-19: a content analysis of advice calls to a medico-legal helpline. *CMAJ Open* 2022. doi:10.9778/cmajo.20210256. Copyright © 2022 The Author(s) or their employer(s). To receive this resource in an accessible format, please contact us at cmajgroup@cmaj.ca.

eTable 1: List of extracted variables

Variables from CMPA databases	
Variable	Definition
Call data	
Date of call	The date of the member's call
Call memos	The physician advisor's memos related to the call
Caller's membership data	
Province of practice	Physician caller's province/territory of practice
Specialty	Physician caller's specialty
Postal code	Physician caller's postal code
Geography (urban vs rural)	Physician caller's geography, divided into rural postal codes (second digit 0) versus urban postal codes (second digit non-zero)
Years since graduation	Number of years since the physician caller graduated from medical school
Content analysis	
Themes	Themes identified by content analysis
Variables from Public Health Agency of Canada(9)	
Variable	Definition
New cases	# of new cases by week by province
Deaths	# of deaths by week by province
Variables from Statistics Canada(10)	
Variable	Definition
Province	Province
Population	Quarterly population estimates

eTable 2: Content analysis codes and definitions

Code	Definition
Accepting new patients	The caller has questions about accepting new patient referrals during the pandemic
Advocacy requests	The caller is asking what the CMPA is doing to advocate for physicians during the pandemic
Billing	The caller has questions or concerns about a billing matter related to the pandemic.
Boundaries	The caller has concerns relating to professional boundaries.
Colleague refusing infection prevention and control measures	A colleague has refused to practice what the caller feels are appropriate infection prevention and control measures
Confusion and inconsistency / interpretation of guidelines	The caller has questions about how to interpret or adhere to public health guidelines for themselves or on behalf of a patient.
Consent	The caller has questions or concerns about changes to the process of obtaining and/or documenting consent from patients during the pandemic.
COVID deaths	The caller has concerns related to COVID deaths.
COVID exposure or transmission	The caller has concerns regarding exposure and transmission of COVID-19 in their clinic or healthcare facility
COVID Testing	The caller has questions related to COVID testing
COVID treatments	The caller has concerns or questions about treatments for patients with COVID-19 (e.g. medications, proning, use of modified ventilators)
Cross-border care	The caller has concerns related to providing health care across international borders during the pandemic.
Delayed care	The caller is concerned about pandemic-related delays to a patient's care
Dissatisfaction with care	The caller reports that a patient or family member has expressed dissatisfaction with care.
Duty of care	The caller has some concern over their obligation to care for a patient due to practice changes in the pandemic (e.g. "Am I required to provide care for this person or in these circumstances?")
Duty to report	The caller has concerns about a patient's or another professional's behaviour and is considering their duty to report to an authority (e.g. public health).
Ending a doctor patient relationship	The caller is inquiring about ending the doctor patient relationship after either (1) a recent encounter has threatened mutual trust or (2) because the physician is retiring or reducing the size of their practice.
Exams and certifications	The caller has questions about exams and certifications that have been impacted by the pandemic.
Information management	The caller has questions related to managing patients' confidential information due to practice changes during the pandemic.
Inter-provincial care	The caller has concerns related to inter-provincial care during the pandemic.
MAID	Calls related to the provision of medical assistance in dying (MAID) during the pandemic.
Non-resident patients	The caller has questions about providing care for patients who are not Canadian residents.

Opioids	The caller has questions about the use of opioids in their practice during the COVID-19 pandemic.
Code	Definition
Pandemic and patient care	The caller has concerns about patient care decisions impacted by resource scarcity, care delays or other pandemic restrictions.
Patient dishonesty	The caller has concerns because one of their patients has been dishonest (e.g. patient intentionally misled physician about recent international travel or contact with a COVID-positive individual).
Patient refusing infection prevention and control measures	The caller is concerned about a patient who has refused IPAC (e.g. masks, handwashing, answering questions, temperature checks).
Physician privacy	The caller has a concern related to their own or another physician's privacy, e.g., COVID test results / symptoms.
Physician Stress/Burnout	The caller states that they are under a high level of stress or feeling burnt out due to the pandemic
Physician travel	The caller plans to travel out of province or country, or has recently done so or is being asked to do so, including concerns about testing and isolation requirements
Physician's personal health risk	The caller has a health condition that puts them or an immediate family members at increased risk for COVID, which is central to their concern.
PPE	The caller has questions or concerns related to the use or availability of personal protective equipment (PPE).
Public statements and advice to non-patients	The caller has concerns about statements they have made to the public related to COVID-19.
Public health role	The caller has concerns around a matter related to their public health role (e.g. public health advisor, administrator, member on hospital's pandemic committees)
Reopening clinics for in-person care	The caller has questions or concerns related to re-opening offices to provide in-person, elective patient care or procedures
Requests for physician note	The caller is asking about a pandemic-related note for patients, including documentation for schools, daycare, work, workplace accommodation requests, etc.
Resource scarcity	The caller is calling about resource scarcities, including shortages of beds, equipment, staff, or procedural time.
Scope of practice	The caller has concern regarding changes in their scope of practice due to COVID
Self-isolation	Concerns around self-isolation, either on the part of the member calling or a patient or colleague
Staff / office management	The caller has a concern related to their employee or some element of their office management during the pandemic (e.g., waiting room policies)
Telemedicine	The caller has questions about the use of telemedicine or remote care.
Telemedicine – Standard of care	The caller has a concern about insuring an appropriate standard of care via telemedicine.
Test results follow up	The caller has concerns that test results won't be followed up adequately due to COVID.
Vaccination	The caller has questions or concerns regarding COVID vaccination.
Visitor restrictions	The caller's concern relates to visitor restrictions due to the pandemic (e.g., hospital or long-term care).

Work-life balance	The caller expresses concern related to their ability to keep up with their work due to family responsibilities.
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