

## **Virtual Care Access Tool-Kit (VCAT) Project: Discussion Groups**

### **Housekeeping Rules and Frequently Asked Questions (FAQ)**

#### Housekeeping Rules

It is important that the discussion groups are beneficial and welcoming to all participants. Here are some ground rules to create a respectful space of sharing.

- 1) All responses are valid and there are no right or wrong answers.
- 2) Please respect the opinions of others even if you do not agree.
- 3) Practice active listening. When you are not speaking, please mute your microphone. This way, all participants can hear one another.
  - a. If you know you will be joining by a landline phone that cannot mute, you can mute your phone by placing your hand over the receiver. Finding a quiet place may also be helpful.
- 4) Try to stay on topic; the study team may need to interrupt so that we can cover all the material.
- 5) It's all right to abstain from discussing specific topics if you are not comfortable.
- 6) Help protect others' privacy by not discussing details outside the group.
- 7) There are multiple ways of participating in discussions! If you are joining by Zoom, feel free to utilize the chat group but, keep the chat focused on what other participants saying.
  - a. Message the host directly if you are experiencing technological or audio problems with Zoom or if you would like to express a thought privately.
- 8) The discussions will last between 90-120 minutes. Feel free to prepare some drinks and snacks for yourself to keep energized during this time.

## Frequently Asked Questions (FAQ)

Q: What should I do if I think of something to say after the discussion group?

A: Write down your thoughts and send your answer to Sophy Chan ([swsc@queensu.ca](mailto:swsc@queensu.ca)). We would love to hear your responses even after the discussion group!

## **EXPERIENCES WITH VIRTUAL VISIT**

**Definition of Virtual Care:** Virtual care is the use of video, telephone and/or email for communication and the delivery of healthcare between health care providers and patients.

1. What experiences have you had with virtual care such as video conferencing, if any?
  - a. How many did you have? In what setting? Who was the health care professional you were seeing? Type of appointment – new patient appointment/follow-up? Modality used? Duration of the appointment?

## **QUALITY OF CARE**

2. In what ways do you think the quality of patient care through virtual care is different than in-person care?
3. What do you think are aspects of a successful virtual care visit?

## **TECHNOLOGY AND DIGITAL LITERACY**

4. How might familiarity with technology impact one's ability to use virtual care?

## **COMMUNICATION**

5. In what ways do you think that virtual care may change your relationship (as a patient, family member or caregiver) with the health care professional, if at all?
6. How might the ability to speak or understand English impact someone's ability to use or access virtual care?
7. How might cultural differences impact access to or the experience of virtual care?

## **GEOGRAPHY**

8. How might rural residents benefit from virtual care?
9. What challenges might rural residents face in virtual care?

**\*\*\*\*\*BREAK\*\*\*\*\***

## **SOCIAL FACTORS**

10. How might income or the lack of income impact access to virtual care?
11. How might social support systems impact access to virtual care? Some examples of social support systems include family, friends, community groups, church, social support services.
12. How might sex or gender impact access to virtual care?

## **HEALTH CARE & DIVERSITY**

13. To what extent do you think virtual care is more suitable for some patients rather than others?
14. How might aging impact access to virtual care?
15. What challenges might persons with mental health issues face in virtual care?
16. How might persons who are unable to provide consent, such as children or persons with cognitive disabilities, experience virtual care?

## **CAREGIVERS**

17. What might be some important considerations of conducting virtual care with a patient where caregivers and family members are also present?

## **CONCLUSION**

18. If you had one final thought about our discussion today, what would it be?

These are all the questions we have for you today. Do you have anything else you would like to discuss about virtual visits or any questions for us at this time?

### **About the Study Team**

[A table was presented here. The left hand column included a picture of the study team member and right hand column included a brief biography written by each study team member]