

Telemedicine Sub-project: Interview Guide

- Hello, my name is _____ and I am a member of the
- Is this/can I please speak to NAME?

[introduction]

- We were sitting at a table at Multicaf in August when you came to pick up your food basket – if you remember, we asked you if you would be willing to speak with us about how you have been getting healthcare during the COVID pandemic.
OR
- I'm with a team at St. Mary's Hospital that is doing a study to understand how people have been getting healthcare during the COVID-19 pandemic. A doctor or nurse that you saw recently at St. Mary's Clinic told us that you agreed to talk to us by phone about what helped you or stopped you from getting care.
- I wanted to schedule a good time to talk....is this a good time? Are you in a comfortable place to talk? When would be a better time?
- Great! First, let me give you a little background.
- As you may know, since the pandemic, healthcare services are increasingly delivered by phone or video. We feel it is important that these services are easy to use by everyone. For this reason, we are talking to people in your neighborhood to learn about their experiences in accessing healthcare during COVID-19.

[present consent script]

- Before we begin, I need make sure that you understand a few things in advance
- First, you should know that your participation in this study is voluntary. If you are feeling upset or uncomfortable at any time during our conversation, just let us know and we can stop.
- Second, only our research team will see your responses, and your responses will not be linked to your name. We will not be sharing your responses with your doctor.
- Also, if you agree I would like to audio record the interview so that I don't miss anything. We will not use your name when we save these recordings, and only the 5 members of the research team will have access to these recordings. Is this OK with you?
- We will chat for about 30 minutes or so– mostly about your experience with healthcare needs during COVID as well as your thoughts on what could help improve access to healthcare and your suggestions on how to make telemedicine easier for everyone.
- Finally, we cannot provide you with compensation for your participation in this study but your experiences and suggestions will help improve the delivery of healthcare by telemedicine at St. Mary's and in other healthcare settings. Your input is valued by us.
- Are you OK with all of this and willing to participate?

Appendix 2: In-depth interview guideline for individuals with healthcare needs - ENGLISH

Copy of Consent Form

If you want, a copy of what I just went over, please give me your email or address

For further information about this study, please contact: the project research coordinator, Sonia Lussier:

Sonia.lussier.comtl@ssss.gouv.qc.ca

If you want to talk to someone not connected with the study about your rights as a study participant, or if you have any complaints about the research, you can call Service Quality and Complaints Commission

Access Point: Douglas Institute

Toll Free Number: 1 844 630-5125

commissariat.plaintes.comtl@ssss.gouv.qc.ca

Consent to Participation in Research

I declare having been explained this information and consent form, particularly the parts regarding the nature of my participation in the study and the associated risks. The study has been thoroughly explained to me, any questions I had have been answered to my satisfaction and I was given enough time to make a decision. I consent freely and voluntarily to participate in the study entitled "Innovative Models Promoting Access and Coverage Team (IMPACT): Supporting the implementation of Organisational Innovations in Community-Based Primary Health Care to Improve Population Coverage and Access."

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Interview guide (after consent has been obtained).

Telemedicine refers to medical visits when the doctor and the patient are not in the same physical space, so they communicate by telephone, video-conferencing, email or text messages

Main questions	Secondary or follow up questions
<p>How are things going for you (and your family?)</p>	<ul style="list-style-type: none"> • Who has been living with you during the COVID Pandemic? <ul style="list-style-type: none"> ○ [Probe for children, older persons etc; <i>whether people were working outside of the household</i>] • How are you managing now? Back at work? • When was it most difficult for you/your family? [Let them tell you their story] <p>If relevant:</p> <ul style="list-style-type: none"> • Do you have a RAMQ card, a Fam Doc, on a list for one? For how long? Where did you typically go for healthcare before?
<p>So, I understand that you (or someone from your family) had healthcare needs in the last few months?</p> <p>Can you tell me about that?</p>	<ul style="list-style-type: none"> • Who was affected, when? • What was the problem? <ul style="list-style-type: none"> ○ Probe: How serious was it? Was/is it preexisting? • What did you do about it? <ul style="list-style-type: none"> ○ Probe: Where did you get information on what to do? ○ Probe: Did you try to seek care? Manage on your own? Talk to the doctor on the phone? Go to emergency? etc. ○ Was it easy to schedule an appointment? Was it easy to reach somebody? • What was this experience like? Elicit the story... <ul style="list-style-type: none"> ○ Probe: What was frustrating/ problematic for you/family members? ○ Telemed probe: i.e. Wait time on call or for call back, confusions with automated voice service • How has your situation (for chronic illness) changed since the beginning of the COVID-19 pandemic? • Did you have health issues that you decided NOT to get care for because of the COVID-19 pandemic?
<p>As you may know, during the COVID-19 crisis, a lot of services have been offered by telephone or video calls (telemedicine):</p>	<ul style="list-style-type: none"> • Have you used them; or do you know anybody who used them? <p>If NO:</p> <ul style="list-style-type: none"> • What have you heard about these services? • How do you feel about getting your care by telephone or video? (i.e. would it affect your decision to get healthcare?) <p><i>IF YES: What was yours and/or the experience of someone in your house?</i></p> <ul style="list-style-type: none"> • How did you find out you would get healthcare over the telephone (did you know already or find out when were you given the appointment? (i.e. told there would be a phone follow-up)

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	<ul style="list-style-type: none"> • Did you choose this clinic <u>because</u> they gave care by phone or video? If so, why did you choose to seek out telemedicine?
Tell me what it was like when you got your healthcare by phone or video.	<ul style="list-style-type: none"> • Were you told what to expect? • Where were you? How did you get ready? • How long did you wait? • Was it a known healthcare professional or somebody new? • How did it feel speaking to a healthcare professional over the phone? Did you feel comfortable? What felt different? • Probes on how they compare 'normal' versus telemedicine experiences: Which one is: More convenient? Faster? Easier? Higher quality of care? More comfortable? More trustworthy? Easier to manage with work responsibilities? Etc.
<p>It is possible that clinics will continue to use telemedicine even after the crisis of COVID-19 is over.</p> <p>How would you feel about that?</p>	<ul style="list-style-type: none"> • In your view: what (might) make it difficult for you and your family members to getting your healthcare by telephone or video ? <ul style="list-style-type: none"> ○ Probe: internet access, data, language barriers, time issues, access to a private/quiet space • What do you think are the benefits of in-person appointments rather than getting healthcare by telephone or video? <ul style="list-style-type: none"> ○ What is easier about seeking healthcare in-person? ○ Why do you think that is better in-person? ○ Are there certain needs that you would prefer to seek care for in-person? If yes, what and why? • What do you think are the benefits of getting healthcare by telephone or video rather than in-person appointments? <ul style="list-style-type: none"> ○ What is easier about seeking healthcare over the phone? ○ Why do you think that is better over the phone/over video call? ○ Are there certain needs that you would prefer to seek care for over the phone? If yes, what and why? • General Probes: Which one do you think would be: More convenient? Faster? Easier? Higher quality of care? More comfortable? More trustworthy? Easier to manage with work responsibilities? Etc.
In your opinion, what would make it easier for you (and your family) to get healthcare services when you need them?	