

## Appendix

You are being invited to participate in a research study titled 'The Piedmont Transplant Institute Telemedicine patient experience using an online questionnaire'. This questionnaire will evaluate patient satisfaction and quality of care provided by physicians or advanced practice providers during the Telemedicine visit.

By completing the questionnaire, you are indicating that you understand the purpose of this project and agree to participate in the study.

How easy or difficult was it to schedule an appointment?

1. Very easy
2. Easy
3. Neither easy or difficult
4. Difficult
5. Very difficult

How convenient was the time that was scheduled for you?

1. Very convenient
2. Convenient
3. Neither convenient nor inconvenient
4. Inconvenient
5. Very inconvenient

How easy or difficult was it to enter the portal to start your visit?

1. Very easy
2. Easy
3. Neither easy or difficult
4. Difficult
5. Very difficult

Did the appointment with your provider start early, late or on time?

1. Early
2. Late
3. On time

Overall, how would you rate the care you received from your provider?

1. Extremely well
2. Very well
3. Somewhat well
4. Not so well
5. Not well at all

How well did the provider answer your questions?

1. Extremely well
2. Very well
3. Somewhat well
4. Not so well
5. Not well at all

How well did the provider explain your follow-up care?

1. Extremely well
2. Very well
3. Somewhat well
4. Not so well
5. Not well at all

How well did the provider listen to your needs?

1. Extremely well
2. Very well
3. Somewhat well
4. Not so well
5. Not well at all

How satisfied or dissatisfied were you with the amount of time your provider spent with you addressing your needs?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

I can easily talk to the physician using the Telemedicine system.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

I can easily hear the provider using the Telemedicine system

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

When using Telemedicine I can see the provider as well as if we met in person

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

I think that the visit using Telemedicine is the same or as good as an in-person visit

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

I felt that this Telemedicine visit was an acceptable alternative to provide the proper care for my transplant.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

Telemedicine was simple to use

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

I enjoyed my patient experience using Telemedicine, and I would feel comfortable substituting this for a real provider visit in the future.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

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