

Supplementary Material

A cross-sectional study exploring equity of access to telehealth in culturally and linguistically diverse communities in a major health service

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Supplementary Table 1: Sociodemographic characteristics of the Outpatient Department of Metro South Health from January 2021 to December 2021 by Telehealth modality.

Supplementary Table 1

	Total (n = 59,371 100%)	Phone (n = 60, 081, 64.9%)	Videoconferencing (n = 20,857, 35.1%)	Chi-squared test (df)	p-value
Age (mean (SD)), years	52.77 (0.70)	54.87 (0.89)	48.89 (0.11)	t test = 41.36	p = 1.00
Sex (% (n))				$\chi^2(2) = 8.00$	p = 0.018
<i>Male</i>	49.01% (29,099)	48.61% (18,722)	49.75% (10,377)		
<i>Female</i>	50.97% (30,262)	51.37% (19,784)	50.24% (10,478)		
<i>Indeterminate</i>	0.02% (10)	0.02% (8)	0.01% (2)		
	100% (59,371)				
Country of birth				$\chi^2(2) =$ 227.56	p < 0.0001
<i>Australia</i>	64.47% (38,276)	66.21% (25,341)	33.79% (12,935)		
<i>not Australia, prioritised</i>	19.61% (11,643)	58.90% (6,858)	41.10% (4,785)		
<i>not Australia, not prioritised</i>	15.92% (9,452)	66.81% (6,315)	33.19% (3,137)		
Aboriginal and Torres Strait Islander status	3.94% (2,308)	62.09% (1,433)	37.91% (875)	$\chi^2(1) = 9.67$	p = 0.002
Location				$\chi^2(3) = 1.10$	p < 0.0001
<i>Princess Alexandra</i>	71.91%	52.21%	47.79% (20,404)		

<i>Hospital (PAH)</i>	(42,692)	(22,288)	
<i>Logan Hospital (LGH)</i>	14.13% (8,389)	95.16% (7,983)	4.84% (406)
<i>Queen Elizabeth II Hospital (QEH)</i>	10.82% (6,424)	99.04% (6,395)	0.45% (29)
<i>Redland Hospital (RLH)</i>	3.14% (1,866)	99.04% (1,848)	0.96% (18)

Use of English (as a first language)				$\chi^2(1) =$ 327.61	P < 0.0001
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<i>English user</i>	91.32% (52,801)	66.30% (35,009)	33.70% (17,792)
<i>Non-English user</i>	8.68% (5,018)	53.57% (2,688)	46.43% (2,330)

Requirement of Interpreter				$\chi^2(1) =$ 26.83	p < 0.0001
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<i>Yes</i>	2.92% (1,693)	59.30% (1,004)	40.70% (689)
<i>No</i>	97.08% (56,351)	65.39% (36,847)	34.61% (19,504)

Level of socioeconomic disadvantage (mean, (SD))	5.73 (2.86)	5.52 (2.87)	6.11 (2.80)	t test = - 23.80	p < 0.0001
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**All values are rounded to 2 decimal places*

Supplementary Table 2: Forest plot and multivariate logistic regression model showing factors associated with telehealth modality among culturally and

linguistically
diverse
consumers.

Characteristics **Adjusted OR (OR (95%CI))** **Forest Plot showing adjusted Odds Ratio for Video Use for each sociodemographic characteristic**



