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#### Australian Health Review

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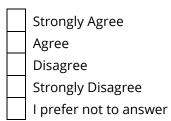
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#### Supplementary Material – Paediatric Survey

## Your child's appointment

1. The Telehealth appointment was convenient for me and my child



2. The Telehealth appointment saved me time

Strongly Agree
Agree
Disagree
Strongly Disagree
l prefer not to answer

### Branching Logic: if the respondent selects "Strongly Agree" or "Agree" to Question 2

2a. What is the estimated time you have saved by attending the appointment via Telehealth compared with an in-person appointment at the hospital?(Please choose the response that is closest to your real experience)

2 hours
Half a day (4 hours)
A whole day (8 hours)
More than 1 day

I prefer not to answer

2b. How would you have normally spent that time?

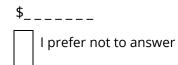
- In a paid role/job
- In an unpaid role/job
- I prefer not to answer

# 3. How would you usually travel to The Royal Children's Hospital for an in-person appointment?

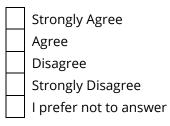
Car
Public transport
Other
l don't know
l prefer not to answer

# Branching Logic: if the respondent selects "Car" to Question 3

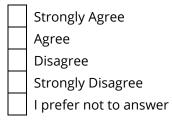
3a. If by car, how much would you usually pay for parking?



4. I was comfortable using the technology



5. Joining the Telehealth call was easy for me



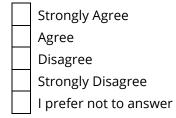
6. Did the Telehealth appointment start at the scheduled time?

Yes
No
l prefer not to answer

Branching Logic: if the respondent selects "No" to Question 6

6a. How long did you have to wait? \_\_\_\_\_ minutes

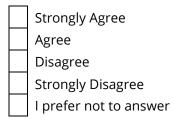
7. My safety and privacy was maintained during the consultation



8. Telehealth is an acceptable way to receive healthcare services

Strongly Agree
Agree
Disagree
Strongly Disagree
 l prefer not to answer

9. Telehealth improves access to healthcare services



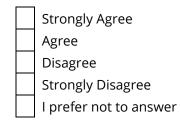
10. I would prefer to have the option of a Telehealth consultation for my child when I need it

Strongly Agree
Agree
Disagree
Strongly Disagree
l prefer not to answer

11. I prefer an in-person consultation over Telehealth for my child

Strongly Agree
Agree
Disagree
Strongly Disagree
 l prefer not to answer

12. The Telehealth service gave me the opportunity to ask questions about my child's care



13. I felt that my questions or concerns about my child's health condition(s) were adequately addressed during this Telehealth service

Strongly Agree

Agree
Disagree
Strongly Disagree
l prefer not to answer

14. The Telehealth service I received was as good as an in-person appointment

Strongly Agree
Agree
Disagree
Strongly Disagree
l prefer not to answer

15. Why did you choose to use Telehealth? (Select all that apply)

We didn't choose, a Telehealth appointment was made for my child
Reduced travel time and cost
Reduced risk of contact with Covid-19
Difficulty with travel (e.g. due to illness or limited mobility)
Satisfied with a previous telehealth experience)
Reduced burden on family members, friends or carers
Curiosity - I wanted to see how it works
Other
l prefer not to answer

# Branching Logic: if the respondent selects "Other" to Question 15

15a. Please specify: \_\_\_\_\_

#### 16. Was the appointment today a new or review appointment?

New – my child has never seen this doctor/healthcare worker before
Review – my child has seen this doctor/healthcare worker before (either in-person or via Telehealth)
Unsure
l prefer not to say

17. Has your child ever had a Telehealth appointment before today?

Yes
No
Unsure
l prefer not to answer

18. Who, other than your child, attended the Telehealth appointment with you today?

Just me and my childMy partnerOther children in my careGPNurse or Nurse practitionerMCH nurseAllied HealthOther healthcare practitionerSupport workerPrefer not to answer

Branching Logic: if respondent selects "My partner" or "GP" or "Nurse or Nurse Practitioner" or "MCH nurse" or "Allied health" or "Other healthcare practitioner" or "Support worker" to Question 18

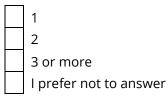
18a. Was the person with you or remote?



With me in person They remotely attended the appointment

l prefer not to say

19. How many children in your household?



Branching Logic: if the respondent selects "2" or "3 or more" to Question 19

19a. When attending an in-person appointment at RCH, do you typically need to bring other children in your care?

Yes No I've never attend an appointment at RCH I prefer not to answer

Branching Logic: if the respondent selects "Yes" to Question 19a

19b. When bringing other children to attend in-person appointments, do they typically miss out on attending any of the following? (*Select all that apply*)

School
Kindergarten
Neither
l prefer not to answer

Branching Logic: if the respondent selects "School" or "Kindergarten" to Question

19b

19c. By attending a Telehealth appointment, have the other (non-patient) children been able to continue their school/kindergarten attendance?

No, they have still missed out on attending school/kindergarten Unsure	
Unsure	
I prefer not to answer	

20. We are interested in costs saved to you by attending a Telehealth appointment, do you have any further comments? Are there any additional costs you have incurred or saved by attending a Telehealth appointment? (E.g., accommodation, child care)

21. How likely is it that you would recommend a Telehealth consultation to a family member or a friend?

Very										Very likely
unlikely to										to
recommend										recommend
0	1	2	3	4	5	6	7	8	9	10

## 22. Do you have any suggestions for improving our Telehealth services?

23. Do you have any general comments about your experience of Telehealth?

## About your child

24. What is your child's gender?

Male
Female

Other, please specify: \_\_\_\_\_

I prefer not to answer

25. How old is your child in years?

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	Older than 17
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26. In general, would you say your child's health is:

Excellent
Very Good
Good
Fair

Poor

I prefer not to answer

27. For what type of concern did your child attend a telehealth appointment for? Tick all that apply.

A medical concern (e.g., asthma, diabetes, constipation, ear infections, epilepsy, etc.)

A surgical concern

A behavioural or mental health concern (e.g., tantrums, aggression,

anxiety, ADHD)

A developmental concern (e.g., delay in language or motor skills)

Other, please specify: \_\_\_\_\_

I prefer not to answer

28. What is your child's home postcode?



29. What is the MAIN language spoken at your child's home?

🗌 English
Other (please specify):

I prefer not to answer

30. Which of the following best describes your child's background? Tick all that apply.

\_\_\_\_\_

### About you

31. What is your relationship to the child you brought to the consultation today?

- ☐ Mother/stepmother
- Father /stepfather
- Other, please specify: \_\_\_\_\_
- I prefer not to answer

32. Which of the following best describes your background? Tick all that apply.

Aboriginal and/or Torres Strait Islander
] Anglo-Celtic (e.g. British, Scottish, English, Irish)
] European – Southern (e.g. Greek, Italian)
European – Northern/Western/Eastern (e.g. French, Polish, Swedish)
] East Asian (e.g. Chinese, Korean, Japanese)
Southeast Asian (e.g. Vietnamese, Thai, Filipino)
South Asian (e.g. Indian, Pakistani, Bangladeshi, Nepali)
] Middle Eastern (e.g. Lebanese, Iraqi, Turkish)
] Pacific Islander (e.g. Fijian, Samoan)
] Northern African (e.g. Egyptian, Sudanese, Moroccan)
] Southern African (e.g. Zimbabwean, South African)
] Latin American (e.g. Mexican, Brazilian)

Other, please specify: \_\_\_\_\_

I prefer not to answer

33. What is the highest level of education you have completed?

- Secondary school or less
- Trade or other certificate level qualification
- Bachelor degree
- Postgraduate qualification
- I prefer not to answer