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Survey of paediatric telehealth benefits from the caregiver perspective

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Supplementary Material – Paediatric Survey

Your child's appointment

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

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

2. The Telehealth appointment saved me time

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I 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
- I don't know
- I 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?

\$_____

I prefer not to answer

4. I was comfortable using the technology

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

5. Joining the Telehealth call was easy for me

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

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

- Yes
- No
- I 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

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

8. Telehealth is an acceptable way to receive healthcare services

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

9. Telehealth improves access to healthcare services

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

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
- I prefer not to answer

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

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

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

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I prefer not to answer

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
- I prefer not to answer

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

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I 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
- I 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
- I prefer not to say

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

- Yes
- No
- Unsure
- I prefer not to answer

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

- Just me and my child
- My partner
- Other children in my care
- GP
- Nurse or Nurse practitioner
- MCH nurse
- Allied Health
- Other healthcare practitioner
- Support worker
- Prefer 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
- I prefer not to say

19. How many children in your household?

- 1
- 2
- 3 or more
- I prefer not to answer

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
- I 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?

- Yes, Telehealth has meant their school/kindergarten attendance has continued as normal
- No, they have still missed out on attending school/kindergarten
- 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 unlikely to recommend	Very likely to recommend
0	10
1	
2	
3	
4	
5	
6	
7	
8	
9	

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?

□	□	□	□
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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.

- 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

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