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Supplementary Material

Experience of telehealth for receipt of primary health care: an online survey of young people in a geographic region of Aotearoa New Zealand

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FINAL SURVEY delivered via Qualtrics

Q1 Survey: Your views on getting healthcare from your doctor (GP) or nurse via phone or videocall

Q2 How old are you? Please note this survey is only for 15 - 25 year olds.

- 15 - 17 years
- 18 - 19 years
- 20 - 21 years
- 22 - 23 years
- 24 - 25 years

Q3 Which ethnic group do you belong to? Select all that apply to you.

- Māori
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- New Zealand European
- Other such as Dutch, Japanese, Tokelauan, please state _____
- Choose not to answer

Q4 General Health. Where do you usually go to see a doctor (GP) or nurse about your health? Select all that apply to you.

- General Practice clinic or Medical Centre
- Māori or Pacific clinic
- Youth health clinic (YOSS)
- School clinic
- Student health clinic
- After hours clinic
- Hospital emergency department (ED)
- Other, please state _____
- Don't go anywhere
- Choose not to answer

Q5 How many times have you been to see a doctor (GP) or nurse about your health in the past year? (Give your best guess if you can't remember)

- None
- Once
- 2 - 3 times
- 4 - 5 times
- 6 times or more
- Choose not to answer

Display This Question: If been to a GP or nurse in past year = once or more

Q6 What have you been to the doctor (GP) or nurse about in the past year? Select all that apply to you.

- A repeat prescription for medicine or tablets (e.g. contraceptive pill, asthma inhaler)
- An urgent health issues (such as injury, flu, COVID test, infection, pain, asthma flare-up, anxiety, depression, STI treatment, other)
- An ongoing health conditions (e.g. diabetes, mental health, eczema, other)
- Wellbeing (e.g. vaccination, contraception, STI screening, other)
- Something else
- Choose not to answer

Q7 Have any of the following stopped you from getting care you needed from the doctor (GP) or nurse in the past? Select all that apply to you.

- Nothing has ever stopped me getting the care I need
- Not knowing where to go
- Couldn't afford to pay
- Couldn't get (transport) to a clinic
- Couldn't get an appointment that suited
- Couldn't get an appointment with the person I wanted to see
- Couldn't get time off work/school/study to go
- Didn't have any childcare for my kids
- Choose not to answer

Q8 Have any other concerns stopped you from getting care you needed from the doctor (GP) or nurse in the past? Select all that apply to you.

- Nothing has ever stopped me getting the care I need
- Didn't want to tell parent(s) about health concern
- Too shy, embarrassed or scared
- Worry parents would find out
- Worry about confidentiality in general
- Worry about being judged by clinic staff
- Worry about being seen in the waiting room
- Worry about how I will be treated because of my ethnicity
- Worry about how I will be treated because of my gender or sexual orientation
- Other reason (share if you wish): _____
- Choose not to answer

Q9 Your experience and views on using 'telehealth'.

Have you ever had a phone call or videocall with a doctor (GP) or nurse about your own health?

- Yes
- No
- Not sure
- Choose not to answer

Display This Question: If Have you ever had a phone call or videocall with... = Yes

Q10 Which of the following methods have you used? Select all that apply to you.

- Phone call
- Video call
- Messaging (text, Messenger, WhatsApp)
- Not sure
- Choose not to answer

Display This Question: If Have you ever had a phone call or videocall with... = Yes

Q11 When was your phone or videocall appointment? Select all that apply to you.

- Before the 2020 Covid-19 lockdown
- During the 2020 Covid-19 lockdown
- Some time after the lockdown
- Not sure
- Choose not to answer

Display This Question: If Have you ever had a phone call or videocall with... = Yes

Q12 About how many times have you had a phone or videocall with a doctor (GP) or nurse?

Write down the number of appointments here. _____

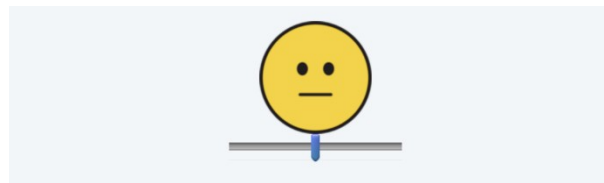
Display This Question: If Have you ever had a phone call or videocall with... = Yes

Q13 Thinking about your telehealth appointment(s), tell us what it was like when having a phone or videocall with the doctor (GP) or nurse by saying whether you agree/disagree with the following:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Choose not to answer
The technology worked well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had enough privacy to talk at my end	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The doctor or nurse checked I understood everything	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood what (if anything) would happen next or what I needed to do (e.g. if you got sicker or needed a prescription)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt able to talk about everything I wanted to talk about	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I preferred it over going to the clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question :If Have you ever had a phone call or videocall with... = Yes

Q14 Use the slider scale to show how happy you were with advice, care or treatment you got using a phone or videocall



12345

Display This Question: If Have you ever had a phone call or videocall with... = Yes

Q15 Do you have any comments you would like to share about your experience of getting healthcare by phone or videocall?

Q16 Possible Benefits of a phone or video appointment

The following statements describe some of the ways a phone or videocall with a doctor or nurse might be better than going to a clinic. For each, say how much you agree/disagree it would be a benefit for you.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Choose not to answer
Don't have to physically go to another location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Could do it from home, work or place of study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

No one else needs to know about your appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't have to interact with anyone at the clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Takes less time out of your day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17 Can you think of other reasons why you might want to get healthcare by phone or videocall? Please share them here

Q18 Possible disadvantages of a phone or video appointment. Would any of the following 'technology related' factors make it harder for you to get healthcare by phone or video call? Select all that apply to you.

- Don't have a landline, own phone, or device to use
- Don't have good mobile phone coverage where you live
- Don't have reliable internet access where you live
- Phone is old and/or not reliable
- Don't have a device with a camera that works for videocalls
- Don't always have phone data
- Share a phone with whanau and may not be able to use it
- None of the above are a problem
- Choose not to answer
- Another factor, please state _____

Q19 The following list describes some reasons people might be worried about getting healthcare by phone or video call. For each, say how much you agree/disagree it would be something that would worry you.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Choose not to answer
I would be worried the doctor or nurse might finish the call without me knowing what I'm supposed to do next	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wouldn't know how to pay for the appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be worried about the confidentiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be worried about technical glitches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wouldn't have anywhere private to go to do the call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be worried I wouldn't get examined properly (e.g. couldn't do a test or look at a rash or injury)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20 Are there any other reasons you might be worried about getting healthcare by phone or videocall?

Q21 Helping the phone or video appointment go smoothly

Say how much you agree/disagree that the following could make you feel more comfortable if having a phone or videocall with the doctor or nurse.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Choose not to answer
Getting information beforehand on what the entire process of the phone/videocall would involve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing exactly when I was going to be called and what number would show up on my phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing the cost of the appointment beforehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choice of whether it was a phone or videocall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A quick chat before we start to get to know each other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reassurance no-one else can hear me at the clinic-end	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being told there are ways of "showing my symptoms" if needed (e.g. taking a photo and sending it)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the end of the consult, check I have understood everything and know what (if anything) happens next.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 Are there any other things that would help to make you feel more comfortable before the appointment?

Q23 Please say how much you agree/disagree with the following statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Choose not to answer
I would want to have a phone call with a doctor (GP) or nurse to get healthcare in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would want to have a video call with a doctor (GP) or nurse to get healthcare in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q24 Final Questions. Finally, please tell us a bit more about yourself so we can describe the group of people taking part in this survey.

What is your gender?

- Female
- Male
- Another gender, please state: _____
- Choose not to answer

Q25 Which region/town do you live in, or is nearest to where you live?

- Porirua
- Lower Hutt
- Upper Hutt
- Kapiti Coast
- Wellington
- South Wairarapa
- Carterton
- Masterton
- Other, please say _____

Q26 Which of these best describes you? Select all that apply to you.

- At school or studying at polytech or university
- Training/apprenticeship
- Working part time
- Working full time
- Looking for work
- Caring for children or another person
- Not working or studying
- Unable to work or study
- Receiving a benefit
- Other, please say _____
- Choose not to answer

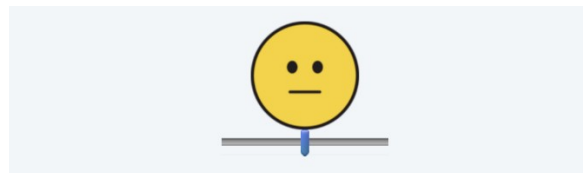
Q27 Do you have a disability that makes it harder to go to a medical centre for healthcare?

- Yes
- No
- Choose not to answer

Q28 Which of the following do you have access to at home? Select all that apply to you.

- Desktop computer
- Laptop computer (including a Chromebook)
- Smartphone
- Tablet (e.g. iPad)
- Mobile phone that doesn't connect to the internet
- Landline phone
- Choose not to answer
- Other, please say _____

Q29 How much do you enjoy using devices (phone, tablet, computer) in your daily life?



12345

Q30 How confident are you using devices (phone, tablet, computer) in your daily life? Rate yourself A to F (A being very confident, F being very unconfident)



12345