



SURVEY 1

FIELDDED SEPTEMBER 22, 2021

1. To contextualize your answers this cycle, please tell us about the status of the pandemic in your area by checking all that apply.
 - We are experiencing a COVID surge
 - Local hospitals are running out of resources
 - We regularly provide COVID-19 vaccine
 - Our COVID-19 vaccine supply is not adequate to our needs
 - We regularly provide COVID-19 testing in our practice
 - We have adequate COVID testing supplies
 - We have adequate supply of PPE
 - We are fully staffed
 - We are flooded to overwhelmed by patient needs

2. For what types of care, visits, or services does your practice use **PHONE** based care? *Please check all that apply.*
 - I don't use telehealth
 - Visits involving respiratory symptoms
 - Monitoring patients at home
 - Well child visits
 - Adult preventive care
 - Visits concerning injuries or accidents
 - Acute illness or pain
 - Stable chronic conditions
 - Non-stable chronic conditions
 - Developmental assessments
 - Cognitive or memory assessments
 - Addiction related care
 - Mental or behavioral health counseling
 - Chronic pain
 - Transitions in care planning
 - Cancer and/or survivor care
 - Other (please specify)

3. For what types of care, visits, or services does your practice use **VIDEO** based care? *Please check all that apply.*
 - I don't use telehealth
 - Visits involving respiratory symptoms
 - Monitoring patients at home
 - Well child visits
 - Adult preventive care
 - Visits concerning injuries or accidents
 - Acute illness or pain
 - Stable chronic conditions
 - Non-stable chronic conditions
 - Developmental assessments
 - Cognitive or memory assessments



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- Addiction related care
- Mental or behavioral health counseling
- Chronic pain
- Transitions in care planning
- Cancer and/or survivor care
- Other (please specify)

SURVEY 2

FIELDDED SEPTEMBER 29, 2021

1. Which of these common barriers to **VIDEO-based** care have you noticed among your patients? *Please check all that apply.*

- Lack of broadband access
- Lack of data plans that allow easy use of video
- Lack of computer literacy in general
- Telemedicine software used by the practice is hard for patients to use
- Language barriers for non-English speaking patients
- Reading comprehension issues
- Lack of computer access
- Lack of access to private settings
- Lack of privacy from parent/care taker makes child/adolescent visits difficult
- Lack of insurance coverage
- Issues raised during the visit were better suited to in-person care
- None of these apply
- Other (please specify)

2. How much do you agree with the following statement? “Use of **VIDEO-based** care during the pandemic has decreased health disparities overall.”

- Completely disagree
- Somewhat disagree
- Somewhat agree
- Completely agree

3. Which of these common barriers to **PHONE-based** care have you noticed among your patients? *Please check all that apply.*

- Lack of consistent cell phone number
- Poor cell phone service
- Limited call phone data plan
- Frequent loss of cell phones by patients
- Language barrier for non-English speaking patients
- Lack of access to private settings
- Lack of privacy from parent/care taker makes child/adolescent visits difficult
- Lack of insurance coverage
- Issues raised during the visit were better suited to in-person care
- None of these apply



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- Other (please specify)
4. How much do you agree with the following statement? “Use of **PHONE-based** care during the pandemic has decreased health disparities overall.”
- Completely disagree
 - Somewhat disagree
 - Somewhat agree
 - Completely agree
5. **OPTIONAL:** Is there anything you didn't get to express through this survey that you would like to add?

SURVEY 3

FIELDDED OCTOBER 6, 2021

1. When using **VIDEO-based** care, are the things listed below worse, better, or about the same, when compared to in-person visits? *If you do not use video-based care, please check NA for each row.*
- Ease of rooming patients
 - Time needed for patient visits
 - Ease of communication with patients
 - Patient adherence to care
 - Documentation of visit
 - Ability of patients to share information freely
 - No show rates for appointments
 - My ability to establish rapport with new patients
 - My ability to feel connected with existing patients
 - The number of hours I work
 - My level of frustration with the care delivery process
 - Overall, patient needs are met
 - Malpractice insurance rates
 - Medical errors of which I am aware
2. When using **PHONE-based** care, are the things listed below worse, better, or about the same, when compared to in-person visits? *If you do not use video-based care, please check NA for each row.*
- Ease of rooming patients
 - Time needed for patient visits
 - Ease of communication with patients
 - Patient adherence to care
 - Documentation of visit
 - Ability of patients to share information freely
 - No show rates for appointments
 - My ability to establish rapport with new patients
 - My ability to feel connected with existing patients
 - The number of hours I work
 - My level of frustration with the care delivery process
 - Overall, patient needs are met



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- Malpractice insurance rates
- Medical errors of which I am aware

3. **Please adjust the slider below to indicate the percent of time you think you will use telehealth after the pandemic is over. If your answer is zero, move the slider out and back to zero.**
4. **OPTIONAL:** Is there anything you wish to add?
-

SURVEY 4

FIELDDED OCTOBER 20, 2021

1. With which of the following statements about **VIDEO-based** care do you agree? *Please check all that apply.*

- It is an important tool for me – I will always offer it as part of my practice.
- It is an instrument of care – appropriate sometimes, not appropriate others.
- It is easier to have video visits with patients that are already known to me.
- It is no easier or harder with new patients than with known patients.
- It has allowed me to connect in new and helpful ways with my patients.
- It has created an unwanted barrier between me and some of my patients.
- I am more comfortable using it with a patient I know I will see again.
- It has reduced no show rates in our practice.
- It has reduced the number of patients that "fall through the cracks"
- It has shown me that human touch is not as important as I thought.
- Patients talk to me about things in video visits that they never used to mention.
- It has encouraged more use of non-primary care health services by our patients.
- It has reduced the number of non-primary care health services used by our patients.
- None of these

2. With which of the following statements about **PHONE-based** care do you agree? *Please check all that apply.*

- It is an important tool for me – I will always offer it as part of my practice.
- It is an instrument of care – appropriate sometimes, not appropriate others.
- It is easier to have phone visits with patients that are already known to me.
- It is no easier or harder with new patients than with known patients.
- It has allowed me to connect in new and helpful ways with my patients.
- It has created an unwanted barrier between me and some of my patients.
- I am more comfortable using it with a patient I know I will see again.
- It has reduced no show rates in our practice.
- It has reduced the number of patients that "fall through the cracks"
- It has shown me that human touch is not as important as I thought.
- Patients talk to me about things in phone visits that they never used to mention.
- It has encouraged more use of non-primary care health services by our patients.
- It has reduced the number of non-primary care health services used by our patients.
- None of these

3. **OPTIONAL:** Please feel free to add any additional comments.



SURVEY 5

FIELDDED OCTOBER 27, 2021

1. How often are you expecting to use **VIDEO-based** care after the pandemic? *Please check best possible answer.*
 - I'm not** - I really don't like it
 - Rarely, **less than 5%** of my time
 - Likely for **5-20%** of patient care
 - It's been great - I think I'll use it for **more than 20%** of the care I provide
 - I really **don't know** - ask me later

2. In a post-pandemic world, which of the following factors will MOST inform your decision to use **VIDEO-based** care? *Please pick up to 5 options.*
 - My comfort level with not being able to see my patient during a visit.
 - Benefit to patient accessibility.
 - If it is a job requirement.
 - If my patients prefer it.
 - If payment supports its use.
 - If quality of care can be maintained.
 - If it does not risk higher medical error.
 - If I already have an established relationship with the patient.
 - If it does not complicate workflow.

3. How often are you expecting to use **PHONE-based** care after the pandemic? *Please check best possible answer.*
 - I'm not** - I really don't like it
 - Rarely, **less than 5%** of my time
 - Likely for **5-20%** of patient care
 - It's been great - I think I'll use it for **more than 20%** of the care I provide
 - I really **don't know** - ask me later

4. In a post-pandemic world, which of the following factors will MOST inform your decision to use **PHONE-based** care? *Please pick up to 5 options.*
 - My comfort level with the software we use.
 - Benefit to patient accessibility.
 - If it is a job requirement.
 - If my patients prefer it.
 - If payment supports its use.
 - If quality of care can be maintained.
 - If it does not risk higher medical error.
 - If I already have an established relationship with the patient.
 - If it does not complicate workflow.

SURVEY 6

FIELDDED NOVEMBER 3, 2021

1. Below are some common statements and barriers related to use of **PHONE-based** care. Please let us know which are true in your practice or personal experience. Phone-based care... *Please check all that apply.*

- ... is something we used for at least 10% of our patients prior to the pandemic.
- ... dramatically increased in our practice during the pandemic.
- ... will now always be at least 20% of our practice.
- ... was used more by patients when there was no co-pay.
- ... increased our capacity to see more patients.
- ... made it easier to provide patients with wrap around services.
- ... relies on a greater degree of health literacy in the patient.
- ... is useful for decreasing health inequity.
- ... has added to my work day.
- ... has added to my feeling of professional fulfillment.
- ... caused major disruption in our workflow.
- ... caused major confusion in our coding and billing.
- ... will require a new kind of primary care employee in the practice if we continue to use it.

2. Below are some common statements and barriers related to use of **VIDEO-based** care. Please let us know which are true in your practice or personal experience. Video-based care... *Please check all that apply.*

- ... is something we used for at least 10% of our patients prior to the pandemic.
- ... dramatically increased in our practice during the pandemic.
- ... will now always be at least 20% of our practice.
- ... was used more by patients when there was no co-pay.
- ... increased our capacity to see more patients.
- ... made it easier to provide patients with wrap around services.
- ... relies on a greater degree of health literacy in the patient.
- ... is useful for decreasing health inequity.
- ... has added to my work day.
- ... has added to my feeling of professional fulfillment.
- ... caused major disruption in our workflow.
- ... caused major confusion in our coding and billing.
- ... will require a new kind of primary care employee in the practice if we continue to use it.

3. **Optional:** Anything you want to add?



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SURVEY 7

FIELDDED NOVEMBER 10, 2021

1. How often are you aware of these patient characteristics during a clinical encounter? *Please answer each row.*

	Always	Sometimes	Rarely	Never
Education level				
Income bracket				
Employment status				
Housing status				
Food security				
Race/ethnicity				
Primary language				
Area pollution level				
Social network				
Abuse or neglect				
Sexual/gender identity				

2. Is it important to you that you know the following characteristics about your patients at the point of care? *Please answer each row.*

	Yes	Sometimes	No
Education level			
Income bracket			
Employment status			
Housing status			
Food security			
Race/ethnicity			
Primary language			
Area pollution level			
Social network			
Abuse or neglect			
Sexual/gender identity			

3. Would knowing these characteristics affect the care decisions you make for your patients? *Please answer each row.*

	Yes	Sometimes	No
Education level			
Income bracket			
Employment status			
Housing status			
Food security			
Race/ethnicity			
Primary language			
Area pollution level			
Social network			
Abuse or neglect			
Sexual/gender identity			



4. **Optional:** Is there anything you would like to add?

SURVEY 8

FIELDDED NOVEMBER 17, 2021

1. Generally, I treat all groups of people in my practice the same way. However, there are some groups that I have notices I treat a bit differently than others. They include... *Please check all that apply.*
- Those with low education
 - Those with high education
 - Those with known secure housing
 - Those without secure housing
 - Those of non-heterosexual orientations
 - Those who are heterosexual
 - Those who appear to be white
 - Those who appear to be non-white
 - Those who speak English
 - Those for whom English is not their primary language
 - Those who are in their 20s
 - Those who are above the age of 60
 - Those who don't look like me
 - Those who are overweight
 - Those who have learning or cognitive impairment
 - Those who have mobility challenges
 - Those with limited insurance
 - Those with chronic pain
 - Those with chronic conditions
 - Those with allergies
 - Those who come into the practice frequently
 - Those with mental health diagnoses
 - Those with addiction struggles
 - Those who have been abused/neglected
 - Those who are not vaccinated
 - Those who do not currently wear masks
 - N/A
2. My practice has specific protocols related to the care of people in the following groups... *Please check all that apply.*
- Those with low education
 - Those with high education
 - Those with known secure housing
 - Those without secure housing
 - Those of non-heterosexual orientations
 - Those who are heterosexual
 - Those who appear to be white
 - Those who appear to be non-white
 - Those who speak English
 - Those for whom English is not their primary language



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- Those who are in their 20s
- Those who are above the age of 60
- Those who don't look like me
- Those who are overweight
- Those who have learning or cognitive impairment
- Those who have mobility challenges
- Those with limited insurance
- Those with chronic pain
- Those with chronic conditions
- Those with allergies
- Those who come into the practice frequently
- Those with mental health diagnoses
- Those with addiction struggles
- Those who have been abused/neglected
- Those who are not vaccinated
- Those who do not currently wear masks
- N/A

3. Optional: Is there anything else you would like to add?