

- E8. When I promise to do something for my patients by a certain time, I should do so.
- E9. When patients have problems, I should be sympathetic and reassuring.
- E10. The telehealth service provider should be dependable.
- E11. I should provide the telehealth services at the time I promise to do so.
- E12. I should keep the patient records accurately.
- E13. I shouldn't be expected to tell patients exactly when services will be performed.(-)
- E14. It is not realistic for patients to expect prompt services from myself and other nursing staff.(-)
- E15. My colleagues and I don't always have to be willing to help patients.(-)
- E16. It is okay if other nurses and I are too busy to respond to patients requests promptly.(-)
- E17. Patients should be able to trust all the nursing staff of the telehealth organization.
- E18. Patients should be able to feel safe in their interactions with me and other nursing colleagues.
- E19. I should be polite and professional in my verbal conversations.
- E20. My colleagues and I should get adequate support from the telehealth provider to do our jobs well.
- E21. I should not be expected to give patients individual attention. (-)
- E22. My colleagues and I cannot be expected to give patients personal attention.(-)
- E23. It is unrealistic to expect me to know all the needs of my patients.(-)
- E24. It is unrealistic to expect my colleagues and I to have the patient's best interests at heart.(-)
- E25. My colleagues and I shouldn't be expected to have operating hours convenient to all the patients.(-)

SECTION II: This section deals with your *perceptions* of the nursing services within the telehealth provider system based on the incorporation of telehealth technology. Please indicate the extent to which you agree or disagree with the following statements:

As a telehealth nurse it is my perception...

- P1. Our telehealth provider has up-to-date equipment. (e.g. desktop computer, central station monitor)
- P2. Our telehealth provider has equipment that consistently connects and functions as designed.
- P3. The telehealth devices function as intended and provide features (e.g., biomarker monitoring) that contribute to patient care.
- P4. I am able to obtain necessary information needed to take appropriate action concerning patient care and facilitate diagnosis.
- P5. It is easy to maneuver and navigate use of telehealth nursing software and equipment.
- P6. Our nurses are dressed professionally and appear neat, while providing telehealth services.
- P7. We are able to obtain support for using the telehealth equipment.
- P8. When I promise to do something by a certain time, I do so.
- P9. When the patient has problems, my colleagues and I are sympathetic and reassuring.
- P10. As a telehealth nurse I am dependable.

- P11. I provide services to the patients, at the time I promise to do so.
- P12. I keep my records accurately.
- P13. I do not tell patients exactly when services will be performed.
- P14. Patients do not receive prompt service from me and my fellow nursing staff.(-)
- P15. I am not always willing to help patients.(-)
- P16. My colleagues and I are too busy to respond to patients requests promptly.(-)
- P17. Patients can trust me and my colleagues.
- P18. Patients feel safe in interactions with me and other staff members.
- P19. My colleagues and I are polite and professional in our verbal conversations.
- P20. My colleagues and I get adequate support from the telehealth provider to do our jobs well.
- P21. I do not give patients individual attention.(-)
- P22. Staff of the telehealth organization does not give patients personal attention.(-)
- P23. I do not know what the patient needs are.(-)
- P24. My colleagues and I do not have patient's best interests at heart.(-)
- P25. My colleagues and I do not have operating hours convenient to all the patients.(-)

SECTION III:

What is your gender?

- Female
- Male

What is your age?

- 18 to 24
- 25 to 34
- 35 to 49
- 50 and older

What is your level of education?

- Bachelor in Nursing
- Masters in Nursing
- Nurse practitioner

Other (please specify)

What type of organization do you work for?

Private

Not-for-profit

Government

Hospital

Other (please specify)

What category best describes your position within telehealth organization?

Telehealth nursing staff
Central station clinician

Clinic manager

Chief operating officer

Other (please specify)

How did Telehealth change the way you work?

What do you like most about telehealth?

What do you like least about telehealth?

DONE