Appendix 2: Questionnaire

Dear Participant,
Thank you for being an integral part in fighting against the COVID-19 pandemic! It is very imperative to learn about your experience and satisfaction with telehealth during the era of COVID-19.

You are invited to voluntarily take part in this research study.

Your response is highly appreciated and will be kept private!
☐ I consent to participate in this study. ☐ I do not consent to participate in this study.

Part 1: Participants’ Demographics and Characteristics:

Gender:
☐ Male
☐ Female

Age:
☐ Between 20-30 years
☐ Between 31-40 years
☐ Between 41-50 years
☐ Between 51-60 years
☐ Older than 60

Nationality:
☐ Saudi
☐ Non-Saudi

Years of experience:
☐ Less than 10 years
☐ Between 10-20 years
☐ More than 20 years

Specialty (select all that apply):
☐ Family Medicine
☐ Emergency Medicine
☐ Internal Medicine
☐ General Surgery
☐ Psychiatry
☐ Oncology
☐ Orthopedics
☐ Dermatology
☐ Other ___________________

Grade/Category (select all that apply):
Consultant □  Specialist □  Resident □  Intern/Medical Student □  Other ______________

Part 2: Perceived Impact of COVID-19 on Provider Perception and Experience:

Because of COVID-19, my use of the Sehha app has increased:
□ Strongly agree  □ Agree  □ Neutral  □ Disagree  □ Strongly disagree

Because of COVID-19, my experience in telehealth has increased:
□ Strongly agree  □ Agree  □ Neutral  □ Disagree  □ Strongly disagree

Because of COVID-19, I now have a better understanding of telehealth:
□ Strongly agree  □ Agree  □ Neutral  □ Disagree  □ Strongly disagree

Because of COVID-19, more telehealth services will be utilized in the future:
□ Strongly agree  □ Agree  □ Neutral  □ Disagree  □ Strongly disagree

Because of COVID-19, I now prefer telehealth and virtual care over traditional (face-to-face) care:
□ Strongly agree  □ Agree  □ Neutral  □ Disagree  □ Strongly disagree

Part 3: Perceived Usefulness:
Sehha helps me achieve my patient needs more quickly compared to in-person visits:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

A telehealth technology such as Sehha increases access to care:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

I feel more productive when I use Sehha compared to in-person visits:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

**Part 4: Perceived Ease of Use:**

I feel comfortable interacting with my patient using Sehha:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

I can easily access my patient’s medical record while providing care via Sehha:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

It is easy to use the Sehha app:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

**Part 5: Perceived Effectiveness:**
I believe the quality of care provided via Sehha is as good as in-person care:
☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

I am confident that my patient data are kept private and confidential when using Sehha:
☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

I find the Sehha app an acceptable way to provide healthcare services:
☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

**Part 6: Satisfaction and Future Use:**

I would use telehealth technologies such as Sehha to provide care in the future:
☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

My patient seems satisfied with the care I provide via Sehha:
☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

Overall, I am satisfied with the work I have done through Sehha:
☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

**Part 7: Perceived Challenges and Concerns:**
The concerns and challenges I face when I use Sehha include: (select all that apply):

- [ ] Difficult to use technology and technical devices
- [ ] Difficult to provide accurate medical assessments
- [ ] Data privacy and security
- [ ] Overlapping of consultations
- [ ] Lack of clear regulations and rules for telehealth services
- [ ] Lack of management support
- [ ] Lack of technical training
- [ ] Other _____________________________

**Part 8: Areas of Improvement:**

The areas of the Sehha app that I would like to **improve** include: (select all that apply):

- [ ] Integration and connection with other electronic systems (e.g., electronic health records)
- [ ] Involvement of medical specialists (e.g., psychiatrist, dermatologist, oncologists)
- [ ] Continuity of care; involvement of the patient and all members of the healthcare team
- [ ] Technical aspects of the app (e.g., quality of video/voice)
- [ ] Access to patient data
- [ ] Other _____________________________

If you have any other comments, please write them below:
Thank you for your answers. We appreciate your time.