

Health E-Access Telemedicine Interview Guide

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This is an interview guide designed to be conducted with physicians in an ambulatory setting. The tool includes questions to assess user's perceptions of telehealth.

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HEALTH-E-ACCESS SURVEY

GENERAL EXPERIENCE WITH ACCESS TO CARE FOR ACUTE ILLNESS

1. Date ___/___/___ (mm/dd/yy) 2. Interviewer _____

3. Type of Interview _____

Script: Hello, my name is _____. I am with Telemedicine at Strong Memorial Hospital and I would like to talk with you about your experience getting health care for your children when they are sick. It's just a quick interview and our goal is to improve the quality of care wherever you get it.

All information is completely confidential and neither your name nor your children's names will be associated with any of your responses. Your participation is completely voluntary. (You can refuse to answer any questions and you may stop this interview at any time).

Is it OK to go ahead?

RESPONDENT AND INDEX CHILD

4. Are you usually the person who makes health care decisions, or participates in health care decisions?

Yes → Next Question (#5)

No → **Terminate Interview.** *"I appreciate that you are willing to speak with me. I need to interview someone who is involved with health care decisions. Can you suggest who that might be, and how I might contact that person?"*

5. How old are your children? ___ ___ ___ ___ ___ ___ ___ ___ ___

6. Are they boys or girls? ___ ___ ___ ___ ___ ___ ___ ___ ___

7. What is your relationship to these children (this child)? (Check all that apply)

mother father grandmother aunt other, specify: _____

8. Do the children go to school or child care? Yes No

school child care both neither other: _____

NON-TELEMEDICINE EXPERIENCE WITH ILLNESS

School Health Office

9. In the past 12 months, have you sent a child to school with a health problem that you wanted the school nurse to look at? Yes No

10. If yes, about how many times did this occur? (circle the answer)

_____ (exact number)

Regular Doctor's Office

11. In the last 12 months, have any of the children been seen for illness or injury at their regular doctor's office?
 Yes → How often? _____ Where is that? _____
 No → *Skip to Question 24*
12. **Yes** **No** Does it usually take a long time to speak with someone when you call?
13. **Yes** **No** Are appointments usually available at convenient times?
14. **Yes** **No** Do you usually have to miss some work or school to bring the children there?
15. **Yes** **No** Do the children usually have to miss some school or day care to be seen?
16. How long do you usually wait to be seen after you get there?
 < 10 min 10 to 15 min > 15 but < 30 > 30 minutes _____
17. **Yes** **No** Have you had any other problems with this doctor's office? Specify: _____

18. What was the worst problem? #____ **No Problem**
(Any response among #12 – #17 that is **red** indicates a "Problem")
19. On a scale of 1 (for not bad) to 4 (for very bad), how bad was that?
Not bad Very bad
20. How do you usually get there? (no need to prompt)
 walked
 own car or household member's car
 friend or family car (different household)
 taxi
 bus
 other, specify: _____
21. About how long does it usually take for you to get there (from wherever you started)?
 < 10 min 10 to 15 min > 15 but < 30 min > 30 minutes _____
22. On a scale of 1 (for not at all satisfied) to 10 (for very satisfied), how satisfied have you been with the care the children receive at the doctor's office?
Not at all satisfied Very Satisfied
- If response is greater than 4, ask:*
23. Would you recommend this office to a friend for their child?
 Yes **No**

Script: "Now I'm going to ask you the same questions. But this time for the ED, urgent care or walk-in clinic."

Emergency Department, Urgent Care Center or Walk-in Clinic (Check here if not used in past 12 mo.)

24. In the last 12 months, have any of the children been seen for illness or injury at the emergency department, urgent care center or a walk-in clinic?

Yes → Continue below:

No → *Skip to Question 37*

Which one or ones?

emergency department urgent care center walk-in clinic (check all types that apply)

Which one have you used most frequently? Type, (e.g., ED) _____

Name, (e.g., RGH) _____

Script: "For the one you use most frequently:"

25. **Yes** **No** Does it usually take a long time to speak with someone when you arrive?

26. **Yes** **No** **If not an ED visit:** Are appointments usually available at convenient times?

27. **Yes** **No** Do you usually have to miss some work or school to bring the children there?

28. **Yes** **No** Do the children usually have to miss some school or day care to be seen?

29. How long do you usually wait to be seen after you get there?

< 10 min 10 to 15 min > 15 but < 30 min > 30 minutes _____

30. **Yes** **No** Have you had any other problems with an ED, urgent care or walk-in visit? Specify:

31. What was the biggest problem? #____ No Problem
(Any response among #25 – #30 that is **red** indicates a "Problem")

32. On a scale of 1 (for not bad) to 4 (for very bad), how bad was that?

Not bad Very bad

33. How do you usually get there? (no need to prompt)

walked

own car or household member's car

friend or family car (different household)

taxi

bus

other, specify: _____

34. About how long does it usually take for you to get there, door to door (from wherever you started)?

< 10 min 10 to 15 min > 15 but < 30 min > 30 minutes _____

35. On a scale of 1 (for not at all satisfied) to 10 (for very satisfied), how satisfied have you been with the care the children received?

Not at all satisfied  Very Satisfied

If response is greater than 4, ask:

36. Would you recommend this location to a friend for their child?

Yes No

TELEMEDICINE KNOWLEDGE AND EXPERIENCE

37. Have you ever heard about telemedicine as a way to get care for ill children?

Yes → *Skip to Question 40*

No → continue below:

Script:

- *“Let me tell you a little bit about telemedicine – It’s a way for your children to be seen and treated by their own doctor without having to go to the doctor’s office or Emergency Department. Instead, they can be seen at school or daycare – or you can go to a nearby neighborhood site and see the doctor on the computer.*
- *We send technicians to the site where they take pictures of problem areas (ears, eyes, throat, skin) take recordings of the heart and lungs and put them all into the computer where the doctor can see and hear them. They also do throat and fungal cultures.*
- *The doctor will make a diagnosis, prescribe medicine and can have it sent to a nearby pharmacy. They’ll either talk to you through the computer or call you to let you know what’s going on and how to treat it.*
- *Telemedicine is perfect for common childhood illnesses and problems like rashes, colds, pinkeye and ear infections. For more serious problems your doctor or school nurse would recommend going to the doctor’s office or ED.*

38. Now that you’ve heard about telemedicine, if your child had one of these problems, how likely would you be to choose telemedicine instead of taking the child to the ED, a walk-in clinic, or urgent care? On a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely  Very Likely

39. How likely would you be to choose a telemedicine visit for one of these problems instead of waiting for a next-morning appointment? Please answer on a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely  Very Likely

→ *Skip to Question 65 (Demographics)*

40. Have any of the children ever used telemedicine?

Yes, → *Skip to Question 46*

No → continue below:

Heard about telemedicine (but no telemed visit):

41. Who did you hear about telemedicine from? (Check all that apply)

- Friend, neighbor or relative
- Someone from my child's doctor's office
- Someone at one of my children's school or childcare
- Other: Please specify _____

42. Have you ever asked for a telemedicine visit for one of the children? Yes No

If Yes: Why didn't you have a visit? _____

43. Has anyone from the doctor's office ever asked you to consider telemedicine for a specific illness in one of the children? Yes No

If Yes: Why didn't you have a visit? _____

Script:

- *“Let me tell you a little bit about telemedicine – It’s a way for your children to be seen and treated by their own doctor without having to go to the doctor’s office or Emergency Department. Instead, they can be seen at school or daycare – or you can go to a nearby neighborhood site and see the doctor on the computer.*
- *We send technicians to the site where they take pictures of problem areas (ears, eyes, throat, skin) take recordings of the heart and lungs and put them all into the computer where the doctor can see and hear them. They also do throat and fungal cultures.*
- *The doctor will make a diagnosis, prescribe medicine and can have it sent to a nearby pharmacy. They’ll either talk to you through the computer or call you to let you know what’s going on and how to treat it.*
- *Telemedicine is perfect for common childhood illnesses and problems like rashes, colds, pinkeye and ear infections. For more serious problems your doctor or school nurse would recommend going to the doctor’s office or ED.*

44. Now that you know a little more about telemedicine, if your child had one of these problems, how likely would you be to choose telemedicine instead of taking your child to the ED, a walk-in clinic, or urgent care? On a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely Very Likely

45. How likely would you be to choose a telemedicine visit for one of these problems instead of waiting for a next-morning appointment? Please answer on a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely Very Likely

→ ***Skip to Question 65 (Demographics)***

Prior Experience with Telemedicine:

46. Where have any of the children ever used telemedicine? (Complete for all that apply)

<u>Place used</u>	<u>Number of visits</u>	
<input type="checkbox"/> Child care	_____	
<input type="checkbox"/> School	_____	
<input type="checkbox"/> Neighborhood center*	_____	
<input type="checkbox"/> Other:	_____	Please specify: _____

* Such as Ibero, Wilson Commencement Park, Charles House, Grace United Methodist Church

47. Were they seen by a doctor from your regular doctor's office? Yes No Don't know

If Yes: How important was that, on a scale 1 (for Not at all important) to 4 (for Very important)?

Not at all _____ Very important

48. Yes No Have you ever been with a child for a telemedicine visit?

49. Have you ever been to a neighborhood site?

Yes, → continue below:

No → **Skip to Question 60**

50. Are appointments usually available at convenient times?

Yes No Not applicable (no appointments given at this site).

51. Yes No Do you usually know when and where your appointment is?

52. Yes No Is it usually easy to find the center?

53. Yes No Do you usually have to miss some work or school to bring the children there?

54. Yes No Do the children usually have to miss some school or day care to be seen?

55. How long do you usually wait to be seen after you get there?

< 10 min 10 to 15 min > 15 but < 30 > 30 minutes _____

56. What was the biggest problem? #____ No Problem
(Any response among #49 – #54 that is red indicates a "Problem")

57. On a scale of 1 (for not bad) to 4 (for very bad), how bad was that?

Not bad _____ Very bad

58. About how long does it usually take for you to get there (from wherever you started)?

< 10 min 10 to 15 min > 15 but < 30 min > 30 minutes _____

59. On a scale from 1 (for strongly disagree) to 4 (for strongly agree), would you say the technician was a good listener and understood your concerns?

Strongly disagree 1 2 3 4 Strongly agree

Note to interviewer: Items # 60-64 are asked of all respondents with telemedicine experience.

60. On a scale from 1 (for strongly disagree) to 4 (for strongly agree), would you say the telemedicine doctor was a good listener and understood your concerns? (Note: For child care or school visits, the telemed doctor often speaks to the parent by phone, so this question applies in those instances.)

Strongly disagree Strongly agree Not applicable, did not speak with doctor

61. On a scale of 1 (for not at all satisfied) to 10 (for very satisfied), how satisfied have you been with the care the children received?

Not at all satisfied Very Satisfied

62. How would you compare telemedicine to other places you have used for the children's health care, on a scale of 1 (for Much worse) to 5 (for Much better)?

Much Worse Much Better

63. Would you recommend telemedicine to a friend for their child?

Yes No

64. Do you have any other comments about your experience with telemedicine? Please elaborate.

Demographic Questions

65. Racially, would you say you were White, Black, Asian, Native American or other?

White Black Asian Native American Other

66. Are you Hispanic?

Yes No

"If you have any questions or concerns about this survey, please call Dr. Kenneth McConnochie at 585-341-4992"

SURVEY ENDED: *"Thank you very much for your time."*

SURVEYOR'S INFO SHEET

Question #3 Type of Interview: Enter either: [phone](#), [videoconference](#) or [in-person](#)

Items #17, #30, #55: *These questions ask about duration of wait to be seen. **If** the respondent chooses that as the biggest problem, accept that as the answer no matter how long the wait.*

Remember to Offer handout: *“If you want to give us your name and address, we can send you some information in the mail about how to schedule a visit as well as where our neighborhood sites are located.”*

Telemedicine Sites:

Neighborhood Access Sites (4:00 pm – 8:00 pm)

- Charles Settlement House (AH4) 431 Jay St
- Grace United Methodist Church (AH2) 121 Driving Park Ave
- Ibero (AH3) 777 Clifford Ave
- Wilson Commencement Park (AH1) 251 Joseph Ave
- Strong Hospital (AC1) 601 Elmwood Ave

Childcare Sites (8:30 am – Closing)

- ABC Hart Street
- Family Court
- Bates Rich Fairport
- Ibero Childcare Center
- Lewis Street YMCA
- Mary Cariola Children’s Center
- ABC North Street
- Volunteers of America (VOA) Childcare
- Wilson Commencement Park
- Carlson Metro YMCA
- Miss Rita’s Small World

Rochester City School District (8:30 am – Closing)

- All City Schools