Appendix 2: Questionnaire

Grade/Category (select all that apply):

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: 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

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

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 <u>concerns</u> and <u>challenges</u> 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.