

TECHNOLOGY TELEHEALTH USE

25%

The next questions are about your use of general technology BEFORE and AFTER the COVID-19 outbreak.

1. In a typical week BEFORE the COVID-19 outbreak, did you use the internet or email, at least occasionally?

Yes
 No
 Unsure

2. In a typical week BEFORE the COVID-19 outbreak, did you have a subscription to an internet service provider at home - this could be high speed broadband service such as DSL, cable, or fiber optic service?

Yes
 No
 Unsure

3. In a typical week BEFORE the COVID-19 outbreak, did you use a smartphone? Smartphones are devices that have larger touch screens and "apps" - some examples are iPhones, Samsung Galaxy

Yes
 No
 Unsure

4. In a typical week BEFORE the COVID-19 outbreak, did you use video chat like FaceTime, Skype or Zoom on your smartphone?

Yes
 No
 Unsure

5. Do you ever use social media sites like Facebook, Twitter or LinkedIn?

Yes
 No
 Unsure

6. In a typical week BEFORE the COVID-19 outbreak, did you ever use messaging apps like WhatsApp, Facebook Messenger, WeChat, Snapchat?

Yes
 No
 Unsure

7. In a typical week BEFORE the COVID-19 outbreak, please tell me if you use any of the following items, or not. Did you use:

7a. A tablet like an iPad, Samsung Galaxy Tab, Microsoft Surface Pro, or Amazon Fire

Yes
 No
 Unsure

7b. A desktop or laptop computer

Yes
 No
 Unsure

7c. An activity monitor or tracker (e.g. Fitbit)

Yes
 No
 Unsure

7d. A smartwatch (e.g. Apple Watch or Samsung galaxy watch)

Yes
 No
 Unsure

8. Do you consider yourself to be tech (technology) savvy?

- Very much so
 - Somewhat so
 - A little
 - Not at all
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9. Overall, how confident do you feel using computers, smartphones, or other electronic devices to do the things you need to do online?

- Very confident
 - Somewhat confident
 - Only a little confident
 - Not at all confident
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10. Have you started using a new electronic device to communicate with friends and family AFTER the COVID-19 outbreak?

- Yes
 - No
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11. How likely are you to participate in a research study asking you to wear a smartwatch, like an apple watch, to track your health symptoms for one year?

- Very likely
 - Likely
 - Somewhat likely
 - Not likely
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12. BEFORE the COVID-19 outbreak, would you say technology has had a mostly positive effect on our society or a mostly negative effect on our society?

- Mostly positive
 - Mostly negative
 - Equal positive and negative effects
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13. AFTER the COVID-19 outbreak, would you say technology has had a mostly positive effect on our society or a mostly negative effect on our society?

- Mostly positive
 - Mostly negative
 - Equal positive and negative effects
-

14. The next questions are about your use of telehealth BEFORE and AFTER the COVID-19 outbreak. Telehealth is getting your health care remotely by means of an electronic devices (smartphone, computer, iPad or by telephone). It's also known as long-distance health care.

14a. Have you considered trying a telehealth appointment?

- Yes, and I've already had a telehealth appointment
 - Yes, I've considered it, but I haven't yet had an appointment
 - No, but I would consider a telehealth appointment
 - No, and I would never consider a telehealth appointment
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14b. Does anything in particular concern you about telehealth services?

- I worry about the quality of health care
 - I'm not convinced a telehealth diagnosis can ever be truly accurate
 - I don't want my appointment to be recorded.
 - I worry about the privacy of my personal health information
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14c. What do you view as the main advantage to telehealth services?

- Quicker access to care
 - Greater access to care in remote areas
 - No need for transportation
 - The ability to take less time out of my day
 - Avoid overcrowding of waiting rooms
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14d. Which of the following might deter you from making a future telehealth appointment (you can choose more than one)?

- I just prefer to meet with someone in person
- Greater access to care in remote areas
- I don't want to mess with technology
- I'm not convinced that someone could give good healthcare by telehealth
- I don't think my internet connection is good enough

14e. Do you feel that people get comparable health care through telehealth as they do for in-person visits?

- Yes, I think the care is comparable
- No, telehealth care will never match the quality of an in-person visit
- No, but telehealth is a good option for the initial consultation and/or basis care
- I'm not sure

14f. Has the COVID-19 outbreak changed your view of telehealth?

- I'm less likely to use telehealth
- I have the same opinion compared to before the COVID-19 outbreak
- I am more likely to use telehealth

14g. Would you wear a smartwatch to help your doctor track your symptoms between appointments?

- Very likely
- Likely
- Somewhat likely
- Not likely