



- 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**