## 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?
   - Yes
   - Mostly positive
   - Mostly negative
   - Equal positive and negative effects
   - I don't think my internet connection is good enough

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

10. Have you started using a new electronic device to communicate with friends and family AFTER the COVID-19 outbreak?
    - Yes
    - No

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

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

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

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

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

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
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<tr>
<th>Question</th>
<th>Options</th>
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| 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 |