

Appendix 2: Questionnaire

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:

- Saudi
- 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 _____

Grade/Category (select all that apply):

- 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
- Agree
- Neutral
- Disagree
- Strongly disagree

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 **concerns** and **challenges** 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.