

Table 2: The Impact Of COVID-19 on Participants' Experience in Telehealth

Code	Statement	Response (%)		
		Disagree/strongly disagree	Neutral	Agree/strongly agree
PIC1	Because of COVID-19, my use of the Sehha app has increased.	11.4%	7.9%	80.7%
PIC2	Because of COVID-19, my experience in telehealth has increased.	9.7%	6.1%	84.3%
PIC3	Because of COVID-19, I now have a better understanding of telehealth.	9.7%	10.5%	79.8%
PIC4	Because of COVID-19, more telehealth services will be utilized in the future.	6.1%	5.3%	88.6%
PIC5	Because of COVID-19, I now prefer telehealth and virtual care over traditional (face-to-face) care.	35.1%	21.1%	43.8%
Average		14.4%	10.2%	75.4%