**TELEHEALTH PROVIDER FEEDBACK SURVEY**

Thank you for your feedback. This survey will take 2 - 4 minutes, and will be super helpful in improving telehealth workflows and technology.

1. How many video visits did you have scheduled for today? \_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. How many of these were:

Number of video visits

Completed as video visits \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Converted to a phone call \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Rescheduled \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Please provide detail on how many video visits were completed on each platform:

Number of video visits

MyChart \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Doximity \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Zoom \_\_\_\_\_\_\_\_\_\_\_\_\_\_

FaceTime \_\_\_\_\_\_\_\_\_\_\_\_\_\_

VSee \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Doxy.me \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signal \_\_\_\_\_\_\_\_\_\_\_\_\_\_

WhatsApp \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_

8 answered

1. Did you switch from one platform to another for any of your video visits?

Yes

No

If yes, please state which platform you switched from and to and provide the reason:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(e.g., I switched from MyChart to Doximity, because the patient could not log in via MyChart)*

1. Please rate the **video and audio quality** of the video visits you had today on a scale from 1 to 5 (apply to the platform that you did majority of visits on).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** |
| **1** | **2** | **3** | **4** | **5** |
| ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |

Please leave a comment if you wish to provide more information (optional):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. On a scale of 1 – 5, how likely would you be to recommend telehealth to another provider? (apply to the platform that you did majority of visits on)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very poor** | **Poor** | **Fair** | **Good** | **Very good** |
| **1** | **2** | **3** | **4** | **5** |
| ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |

1. If you have any additional feedback on your experience, please comment below (optional):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is your name? (optional)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_