**Supplement**

Figure S1. Diagram of Framework for Comparisons of Ancillary Services Utilization Associated with Neck or Back Pain During the Study Period (January 2017-June 2021).

|  |  |  |  |
| --- | --- | --- | --- |
|  | Pre-Pandemic Period | National Emergency04/2020-06/2020 | RecoveryPeriod |
| Comparison by Mode within Period(Tables 2 and 4) | Virtual01/2017-12/2019↕In-person01/2017-12/2019 |  | Virtual07/2020-06/2021↕In-person07/2020-06/2021 |
| Comparison by Period within Mode(Tables 3 and 5) | Virtual01/2019-03/2020 |  | Virtual07/2020-06/2021 |
| In-person01/2019-03/2020 |  | In-person07/2020-06/2021 |

Note: Tables 2 and 3 display frequencies of neck/back pain visits associated with service orders. Tables 4 and 5 display frequencies of neck/back pain visits associated with service order fulfillments among visits with an order in the service order class.

Table S1. Distribution of Virtual and In-person Visits for Incident Neck or Back Pain by Period and KP Region.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | Pre-PandemicJan. 2017-Dec. 2019 | Pre-PandemicJan. 2019-March 2020 | National EmergencyApril 2020-June 2020 | Recovery July 2020-June 2021 |
| KPCO | NBP Visits | 179,353 | 71,506 | 9,318 | 51,706 |
| NBP Visits/month \* | 4,982 | 4,767 | 3,106 | 4,309 |
| Percent Virtual Visits | 6.5% | 8.0% | 73.8% | 34.6% |
| KPGA | NBP Visits | 131,296 | 54,634 | 7,563 | 37,414 |
| NBP Visits/month \* | 3,647 | 3,642 | 2,521 | 3,118 |
| Percent Virtual Visits | 2.4% | 5.0% | 77.0% | 40.8% |
| KPMAS | NBP Visits | 346,854 | 146,716 | 18,894 | 105,901 |
| NBP Visits/month \* | 9,635 | 9,781 | 6,298 | 8,825 |
| Percent Virtual Visits | 4.1% | 6.4% | 85.4% | 39.0% |

Notes: \*Pre-pandemic is 36 months, Pre-/Early-Pandemic is 15-months, National Emergency is 3 months, Recovery is 12 months.