

## Survey questions

### Telehealth for kids: Experiences of Australian parents

We are also interested in your thoughts and experiences with **virtual health care** for **your child(ren)**. Virtual health care is known as **virtual care** and is a way of providing health care over the phone and by digital technology. Virtual care includes having health appointments by telephone, video or instant messaging (telehealth or telemedicine). It also includes monitoring a person's health using mobile apps and wearable medical devices (remote monitoring).

Some people have heard of virtual care and others have not.

**1. Have you heard of telehealth appointments and using phone or video calls to speak with a health care provider such as a GP, nurse, psychologist or speech pathologist or other health provider?**

Response options: Yes, no, not sure

**2. Are any of the following virtual health care options available for your child(ren) if needed?**

Response items: Yes, no, not sure

- Telehealth appointments with GPs
- Telehealth appointments with maternal and child health nurses/child health nurses
- Telehealth appointments with specialists at hospitals or clinics
- Telehealth appointments with my child's team of health care providers to talk about my child's care
- Telehealth appointments for mental health services such as with a counsellor, psychologist or psychiatrist
- Telehealth appointments for dental health services e.g. to receive advice about new and existing problems
- Telehealth appointments for allied health services e.g. speech pathology, physiotherapy, occupational therapy
- Virtual emergency departments i.e. where doctors and nurses connect virtually with patients to provide advice for emergencies that are not life threatening

**3. Thinking about the last 12 months, have you used any type of virtual health care for your child(ren)?**

Please answer separately for each child

Response items: Yes, no, not sure

#### 4. What type(s) of virtual health care did you use for your child(ren)?

Please answer separately for each child.

Select **all** that apply

- Telehealth appointment(s) with a GP
- Telehealth appointment(s) with a maternal and child health nurse/child health nurse
- Telehealth appointment(s) with a specialist at hospital or clinics for reasons other than mental health
- Telehealth appointments with my child's team of health care providers to talk about my child's care
- Telehealth appointment(s) for mental health services such as with a counsellor, psychologist or psychiatrist
- Telehealth appointment(s) for allied health services e.g. speech pathology, physiotherapy, occupational therapy,
- Virtual emergency department(s) i.e. where doctors and nurses connect virtually with patients to provide advice for emergencies that are not life threatening.
- Telehealth appointment with a registered nurse such as a nurse at a doctor's practice

#### 5. Some people have used telehealth for their child(ren) and others have never used it. Thinking about the future, would you consider using the following types of telehealth (by phone or video call) for your child(ren)?

Response options: Definitely yes, probably yes, not sure, probably no, definitely no

- To see a GP for the first time with a new health problem
- To see a GP for a repeat or follow up appointment or prescription
- To see a specialist for the first time with a new health problem
- To see a specialist for a repeat or follow up appointment
- To see a **dentist** regarding a dental problem or concern including an emergency
- To have an appointment with my child's team of **health care providers** to talk about my child's care
- To get advice from an **emergency department** nurse before going to the emergency department at a hospital
- For **mental health and behavioural support** e.g. counselling, psychology, social work
- For **allied health care** e.g. virtual physiotherapy, speech or occupational therapy
- For services from the **maternal and child health nurse or child health nurse**

**6. Please rate your level of agreement with the following statements about telehealth for children.**

Response scale: Strongly agree, agree, not sure, disagree, strongly disagree

- It is important to have telehealth appointments in a quiet and private place
- It is important to have clear instructions on the technology used for telehealth
- It can be helpful to have a telehealth appointment with my child's team of health care providers including doctors and allied health providers
- Telehealth is convenient for me and my family
- My child(ren) can have their telehealth appointment while we are at the shops
- My child(ren) can have their telehealth appointment while I am driving
- I would like my child(ren) to have the option to use telehealth so they do not miss as much time at school, childcare or other activities
- I would like my child(ren) to have the option to use telehealth so I do not miss as much time off work or my usual activities
- I would like my child(ren) to have the option of some appointments in-person and some using telehealth
- Telehealth care is as good as in-person for some but not all health conditions
- It is easier to forget about telehealth appointments than face to face appointments

**7. How likely are the following things to stop you using different types of telehealth for your child(ren)?**

Response scale: Very likely, somewhat likely, not at all likely

- Health care may not be as good as that received in person
- Concerns about data security and the privacy of my child's medical information
- It is too hard to learn or use the technology for virtual care
- It is too hard to find a quiet or private place to have the appointment in
- Telehealth for my child is too hard for me and it's easier to take my child to the doctor or hospital