Evaluation of video consultations at Diakonhjemmet

**Sex**

- [ ] Woman
- [ ] Man

**Age**

- [ ] Younger than 20 years
- [ ] 20–29 years
- [ ] 30–39 years
- [ ] 40–49 years
- [ ] 50–59 years
- [ ] 60–69 years
- [ ] 70–79 years
- [ ] 80 years or older

**Are you in paid work?**

- [ ] Yes
- [ ] No

**Which rheumatic disease do you suffer from?**

- [ ] Rheumatoid arthritis
- [ ] Spondyloarthritis
- [ ] Psoriatic arthritis
- [ ] Other rheumatic disease

**For how long have you had the disease?**

- [ ] Less than one year
- [ ] 1–4 years
- [ ] 5–10 years
- [ ] More than 10 years
Assessment of your disease activity

Please assess the activity of your rheumatic disease over the last week. When taking all symptoms into account, how do you rate your condition?

0 1 2 3 4 5 6 7 8 9 10
Good, no symptoms

Assessment of your rheumatic disease

Think back on how your rheumatic disease has affected you during the last week. If your condition remained the same over the coming months as it has been in the last week, would that be acceptable or unacceptable for you?

☐ Acceptable  ☐ Unacceptable

What type of consultation did you have?

☐ Video consultation
☐ Telephone consultation
☐ Did not have the consultation

What was the reason for this consultation?

☐ Check-up of ongoing treatment
☐ Consultation associated with onset of new symptoms
☐ Information about test results
☐ Other _______________

With which therapist did you have the consultation?

☐ Doctor  ☐ Nurse

Have you had any contact with this therapist previously?

☐ Yes  ☐ No  ☐ Don’t remember

Do you have any previous experience with video consultations?

☐ Not at all  ☐ To a small extent  ☐ To some extent  ☐ To a great extent
Do you have any previous experience with other forms of communication that use video (such as Skype, Zoom, Teams, Facetime, WhatsApp)?

☐ Not at all ☐ To a small extent ☐ To some extent ☐ To a great extent

What was the reason why the consultation was not undertaken by video?

☐ I wished to have the consultation by telephone
☐ Technical problems meant that the consultation was undertaken by telephone
☐ I had not received a text message with a link to log in for a video consultation
☐ Other __________________

Where was the video consultation held?

☐ At home
☐ At work
☐ Other location

Did any technical problems occur during the video consultation?

☐ No ☐ Yes

If yes, what kind of problems occurred?

☐ Video problems
☐ Audio problems
☐ Connection problems
☐ Unstable internet
☐ Other________________

What device did you use to attend the video consultation?

☐ Mobile phone (Android)
☐ iPhone
☐ Tablet computer (Android)
☐ iPad
☐ PC
☐ Mac
Please rate your satisfaction with the video consultation you had with your therapist.

<table>
<thead>
<tr>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>Very satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How well suited was video conferencing for this consultation?

<table>
<thead>
<tr>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very dissatisfied</td>
<td>Very satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Questions about your consultation

Please indicate how much you agree or disagree with the statements below

<table>
<thead>
<tr>
<th></th>
<th>Fully agree</th>
<th>Partly agree</th>
<th>Neither agree nor disagree</th>
<th>Partly disagree</th>
<th>Fully disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I felt that the communication with my therapist went well</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>I missed having a consultation in person at the hospital</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>It’s a great advantage for me that the video consultation saves time and travel</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Having video consultations makes me less dependent on others</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Given the current infection pressure, I would like to have future consultations by video conference</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>If the infection in society later becomes insignificant, I would still like to continue having future consultations by video conference</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>My requirements for data protection were ensured during the video consultation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
Questions about your consultation

Please indicate how much you agree or disagree with the statements below.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Fully agree</th>
<th>Partly agree</th>
<th>Neither agree nor disagree</th>
<th>Partly disagree</th>
<th>Fully disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I had the opportunity to describe my health status</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>The therapist showed an interest in my health status</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>I felt that it was easy to ask my therapist questions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>I felt as well cared for in the video consultation as in a regular consultation at the hospital</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>The video consultation made it harder to understand the therapist</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>It was problematic that the therapist could not examine me</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>I am familiar with the further plan for treatment of my condition</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>I had time to ask the therapist all the questions I wanted</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>I received answers to all the questions I had for my therapist</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>I feel healthier when having a consultation without having to go to the hospital</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

What has been further planned after this consultation?

- [ ] Regular check-up
- [ ] Start on new medication
- [ ] Change the dosage of the medication
- [ ] Scheduled for a new appointment at the outpatient clinic in the near future
- [ ] Will take contact as needed
- [ ] Other ________________________