

Table 1: Survey questions.

Question	Content		Response
Q1	Was the need for the appointment related to COVID19? ( <i>If multiple appointments, first one during level 4 lockdown</i> )		Yes/No
Q2	Did you send a photo or video relating to your medical problem to your GP?		Yes/No
[If yes]	How did you send it?		By smartphone/By e-mail/Other
Q3	<i>Version 1</i>	<i>Version 2</i>	
a) Time	The phone consultation <b>saved time</b> compared to a face-to-face consultation	The phone consultation took <b>more time</b> than to a face-to-face consultation	Yes/No/ No difference
b) Disability	I have a disability that makes it <b>harder</b> for me to communicate over the phone than in person	I have a disability that makes it <b>easier</b> for me to communicate over the phone than in person	Yes/No/ Not applicable
c) Convenience	The phone consultation was <b>more convenient</b> than a face-to-face consultation	The phone consultation was <b>less convenient</b> than a face-to-face consultation	Yes/No/ No difference
d) Sensitive info	I feel <b>less comfortable</b> talking about sensitive personal information over the phone than in person	I feel <b>more comfortable</b> talking about sensitive personal information over the phone than in person	Yes/No/ No difference
e) Wait time	It was a <b>shorter wait</b> for a phone appointment, as compared to a face-to-face appointment	It was a <b>longer wait</b> for a phone appointment, as compared to a face-to-face appointment	Yes/No/ No difference
f) Technical	Technical aspects such as sound quality or cell phone reception <b>were a problem</b> during the call	Technical aspects such as sound quality or cell phone reception <b>were fine</b> throughout the call	Yes/No
g) Certainty	I was <b>confident</b> about how phone consultations worked	I was <b>uncertain</b> about how phone consultations worked	Yes/No
h) Privacy	It was <b>difficult</b> to find a private space to take the call	It was <b>easy</b> to find a private space to take the call	Yes/No
i) Couldn't see	It was <b>acceptable</b> that the GP and I could not see each other	It was <b>a problem</b> that the GP and I could not see each other	Yes/No
Q4	How satisfied with the <b>process</b> of the phone consultation were you on a scale from 1 to 10, where 1 is least satisfied and 10 is most satisfied?		Value 1–10
Q5	Why did you choose this number?		Verbatim text
Q6	Assuming it is medically appropriate, how likely are you to recommend a friend to use phone consultations on a scale of 1 to 10, where 1 is not at all likely and 10 is very likely?		Value 1–10