



Newfoundland and Labrador Telehealth Program Health Care Provider Satisfaction Survey

This survey is for Health Care Providers who are using the Telehealth service to provide care to their clients. This survey is being conducted to assist with ongoing quality assurance of the Newfoundland and Labrador Telehealth Program. Your feedback is very important in evaluating Telehealth services.

Participation in the survey is voluntary. All responses given will be kept confidential. The information you provide will be combined with the information provided by other survey participants and individual responses will not be identified.

For the purposes of this survey, Telehealth refers to the appointment or consultation between a provider and client/patient/resident at different locations via the Telehealth Program.

1. Date of appointment:

2. Program/Purpose of Telehealth Session:

Section 1

3. Please indicate in which Regional Health Authority the Telehealth session took place.

- Eastern Health
- Central Health
- Western Health
- Labrador-Grenfell Health

4. What is your current position?

- Physician
- Nurse
- Dietician
- Other (please specify)
- Social Worker
- Physiotherapist
- Occupational Therapist

5. Was this your first Telehealth consult?

- Yes
- No

6. Please select the appointment type.

- Initial consult
- Follow-up
- Pre-operative
- Post-operative

7. Who requested the Telehealth appointment?

- Patient/Client/Resident
- Health Care Provider
- Unknown

8. What was the reason for considering Telehealth as the form of service delivery for this appointment?

9. Did you have any issues with scheduling this Telehealth appointment?

- No
- Yes (If Yes, please explain.)

10. Did this appointment start at the scheduled time?

- Yes
- No (If No, please explain.)

11. Was a support staff person at the patient site requested?

- Yes
- No

12. If yes, was the required staff member present?

- Yes
- No

Section 3

14. Please indicate, for each of the following outcomes, how beneficial or not beneficial the Telehealth consultation was, in comparison with an in-person visit.

	Extremely Beneficial	Somewhat Beneficial	Not Beneficial	N/A
Initiated treatment earlier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prevented deterioration of condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avoided admission to hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient did not have to travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enabled more frequent access to patient (continuity of care)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient waitlist was reduced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4

15. What changes, if any, would you suggest for improving the Telehealth service? Please be as specific as possible.

16. Do you have any other comments or concerns regarding the Telehealth service that you would like to share?

For evaluation purposes, would you be willing to be contacted for an interview regarding your experiences with the Telehealth appointment?

If yes, please click on the following link to provide your contact information. Your contact information will not be associated with the responses you have provided in this survey. <https://www.research.net/r/RW9HY86>

If no, this concludes your participation in this survey. Please close your browser window. Thank you for your participation.

If you have any further comments or require further information about Telehealth, please contact your Regional Telehealth lead.

Eastern Health: Shannon Perry (709) 777-3591; shannon.perry@easternhealth.ca

Central Health: Allison Scott (709) 884-4282; allison.scott@centralhealth.nl.ca

Western Health: Karen Tulk (709) 637-5000 ext 5375; karentulk@westernhealth.nl.ca

Labrador-Grenfell Health: Viva Pittman (709) 897-3137; viva.pittman@lghealth.ca

