

Supplementary Table 1. Qualitative analysis of Action Research: definitions and coding framework.

Theme	Context/ Perspective	Subtheme	Subtheme definition
<b>1. Evolution of telehealth</b>  <i>Changes to the model of telehealth care as a result of the COVID-19 pandemic in Australia (including descriptions of telehealth pre and post pandemic)</i>	patients, providers, and practices	N/A	N/A
<b>2. Barriers to telehealth</b>  <i>Barriers are factors that act as obstacles which either prevent, discourage, or do not facilitate the uptake or use of telehealth in a general practice setting.</i>	patients	2.1 Residential aged care facility barriers	Barriers to telehealth use specific to residential aged care settings.
	providers		
	patients	2.2 Privacy barriers	Barriers to accessing telehealth which pertain to concerns or hesitancy about privacy, including sharing or storage of sensitive information or the inability to seclude oneself.
	providers		
	patients	2.3 Eligibility barriers	Barriers to telehealth related to government requirements and regulations, including patient status and MBS billing rules.
	providers		

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	patients	2.4 Technology barriers (2.4.2 video)	Barriers to accessing telehealth due to obstacles causing difficulty or lack of access to technology factors such as hardware, software, and internet access.
	providers		
	providers	2.5 Quality of care barriers	Factors that act as a barrier to telehealth based on potential difficulty performing usual face-to-face care such as requirement for test referral, physical examination, specialist referral, prescribing, etc.; presentations deemed unsuitable for “distance-mode” care.
	patients	2.6 Sociodemographic barriers	Barriers influenced by factors pertaining to a patient’s socioeconomic (economic, cultural, or regionality) or demographic (age, sex, etc.) status.
<b>3. Benefits of telehealth</b>  <i>Factors which encourage telehealth uptake or use, which provide advantages in a variety of settings and users (patients and providers), or which have a positive impact on patient care.</i>	patients	3.1 Residential aged care facility benefits	Advantages of telehealth specific to a residential aged care setting.
	providers		
	providers	3.2 Practice benefits	Factors or examples of telehealth that are advantageous to the general practice setting, with a focus on benefit to the GP and practice.
	patients	3.3 Quality of care benefits	Telehealth features that contribute to enhancement of quality of clinical care; presentations/clinical situations where telehealth would be advantageous over traditional

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			face-to-face presentations
	patients	3.4 Sociodemographic benefits	Advantages of telehealth for certain subsets of patients based on their socioeconomic (economic, cultural, or regionality) or demographic (age, sex, etc.) status, or disease diagnosis.