Patients (Attended appointment)

Flow	Theme	Question	Follow-up
Referral Process	**Personal**	1. On a scale of 1-5, with 1 being not important and 5 being very important, how important was the telepsychiatry appointment to you?	a. Why did you feel it was important/not important?
	Personal	2. Did you have any hesitation going into this appointment?	a. *If yes:* Can you tell me a bit more about that?
	Personal	3. How did you feel about being referred to the clinic?	a. How did you feel about the clinic being affiliated with xyz as compared to another health system or a clinic closer to you b. What were your thoughts on the appointment being virtual as opposed to in person?
	Personal	4. What prior experience or knowledge did you have about telemedicine or telepsychiatry?	a. Was your prior experience positive or negative?
	Organizational	5. Could you tell me about your experience making your telemedicine appointment? This involved receiving a call from a navigator, who asked for your contact information, and then scheduled your appointment.	a. (If having trouble answering) On a scale of 1-5, with 1 being extremely negative and 5 being extremely positive, how was your experience making your appointment? b. Is there anything you would change about the appointment making process?

Appointment Making	**Organizational**	6. Did you use E-care or my chart? What was your experience using E-Care or my chart, the online site the clinic uses to share health and appointment information?	a. Did E-Care or my chart make it easier or more difficult to prepare for your appointment? b. What specific parts of the site made it easier/more difficult?
	Organizational	7. Did you feel prepared for your appointment given the information provided to you by the clinic or your referring provider?	a. What information was given by your referring provider? Did they explain why they were referring you to telepsychiatry? b. What information was given by the clinic? c. What other information would you have liked to receive? d. How could the clinic have prepared you better for your appointment?
	Organizational	8. How did the clinic staff remind you of your appointment?	a. Would you prefer to have been reminded in another way?
During Visit	**Personal**	9. How comfortable were you using the Zoom platform to speak with the provider on a scale of 1-5? 5 being very comfortable and 1 being very uncomfortable.	a. What influenced your rating?

After Visit	**Personal**	10. How did you feel about receiving psychiatric care virtually?	a. How did it compare to in-person care that you have received previously? a. What are some reasons for your answer?
	Structural	11. If the pandemic was not a factor, how likely would you be to choose virtual care over in-person care?	
	Structural	12. What do you think are the advantages and disadvantages of telepsychiatry care?	*If only answered advantages, probe:* And what do you think are some disadvantages of telepsychiatry care?
	Structural	13. What do you believe would make it easier to attend online appointments in the future?	

Supplemental material

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Patients (Did not attend appointment)

Flow	Theme	Question	Follow-up
Referral Process	**Personal**	1. On a scale of 1-5, 1 being not important and 5 being very important, how important was the appointment to you?	a. Why did you feel it was important/not important?
	Personal	2. Did you have any hesitation going into this appointment?	a. *If yes:* Can you tell me a bit more about that?
	Personal	3. How did you feel about being referred to the clinic?	b. How did you feel about the clinic being affiliated with xyz as compared to another health system or a clinic closer to you? b. What were your thoughts on the appointment being virtual as opposed to in person?
	Personal	4. What prior experience or knowledge did you have about telemedicine or telepsychiatry?	a. Was your experience positive or negative?
Appointment Making	**Organizational**	5. Did you have an appointment already scheduled with the clinic? *If yes:* Could you tell me about your experience making your telemedicine appointment? This involved receiving a call from a navigator, who asked for your contact information and	a. (If having trouble answering) On a scale of 1-5, with 1 being extremely negative and 5 being extremely positive, how was your experience making your appointment?

		scheduled your appointment time.	b. Is there anything you would change about the appointment making process?
	Organizational	6. What was your experience using E-Care, the online site the clinic uses to share health and appointment information?	a. Did E-Care make it easier or more difficult to prepare for your appointment? b. Is there anything you would change about it?
	Organizational	7. Did you feel prepared for your appointment given the information provided to you by the clinic or your referring provider?	a. What information was given by your referring provider? b. What information was given by the UW clinic? c. What other information would you have liked to receive? d. How could the clinic have prepared you better for your appointment?
	Organizational	8. How did the clinic staff remind you of your appointment?	a. Would you prefer to have been reminded in another way?
Perceptions of Telepsychiatry Care	**Structural**	9. If the pandemic was not a factor, how likely would you be to choose virtual care over in-person care?	a. What are some reasons for your answer?

	Personal	10. What do you think are the disadvantages of telepsychiatry care?	a. Would any of the reasons you listed prevent you from attending a future telepsychiatry appointment?
	Personal	11. What do you think are the advantages of telepsychiatry care?	a. Would any of the reasons you listed encourage you to attend a future telepsychiatry appointment? *If no:* Are there other factors that prevent you from attending a telemedicine appointment? *If yes:* Can you tell me a bit more?
	Structural/Personal	12. Only one in five people who are referred to telemedicine attend their appointment for a variety of reasons such as time, privacy, technology, or insurance restrictions. Would you say any of these apply to you?	
	Structural/Personal	13. What do you believe would have made it easier to attend your virtual appointment?	a. Is there anything the clinic could have done specifically?

Clinic Staff Questions:

Phase	Theme	Question	Follow-up
Role	Personal	Can you please describe your role in this clinic?	
Referral Phase (before pts reach the navigator team)	Organizational	1. Do you think that patients understand the clinic's purpose and structure before you connect with them?	a. Do you think that the referring providers provide any clinic info before referring? (e.g. they should expect to receive a call from the navigator team, they'll receive a 1 time assessment not ongoing care)
	Organizational	2. Do you notice anything that makes scheduling appointments difficult or tedious?	b. If yes: Can you tell me a bit more about this? What made it difficult?
Scheduling appointments and pre-appointment phase	Personal	3. Did you notice that patients have any hesitation about receiving mental health and/or substance use care at this clinic when they connect with the navigator team?	a. If *yes:* Can you tell me a bit more about that?
	Personal	4. On a scale of 1-5 (one being extremely negative and 5 being extremely positive), how are most patient interactions when the navigator team calls them to schedule an appointment?	a. What makes this interaction positive or negative? b. Is there anything you would change about the appointment making process?
	Organizational	5. In your experience how to patients engage with e-care or mychart?	c. Do you believe e-care or my chart makes it easier or more difficult for patients to prepare for their appointment? d. What specific parts of the e-care made it easier/more difficult?
	Organizational	6. What barriers do you see patients have when scheduling an appointment or getting connected to the clinic?	b. If barriers are listed: Is there anything that can ease this process from the referring provider? c. If no barriers listed: Do you see any areas of improvement to make the process smoother for patients? (if yes, can you explain a bit?)
	Organizational	7. After scheduling an initial appointment with a patient over	a. If answer is greater than 0: What has been a common

		the phone, how often do you make contact with the patient again before their appointment?	reason for another interaction before their appointment?
	Structure	8. Are there any barriers to care that may be presented over the phone when scheduling an appointment? (Language, access to video conferencing technology, etc.)	a. What could be changed about this process to remove these barriers?
During the visit phase		9. Are there barriers to patients showing up to their appointment?	a. If yes what are they? b. What can we do to facilitate appointment completion? (e.g. more texts/email appointment reminders)
After the visit phase		10. After the appointments, the psychiatrists typically try to connect to the referring provider to share recommendations. What do you think we can do to improve this feedback loop back to the referring providers to promote the highest quality of care possible?	c.
General overarching questions	Structure	11. Are there any concerns patients voice over the phone when you interact with them?	d. What are these concerns most related to? Are you able to solve these over the phone together?
	Structure	12. What do you think are the advantages and disadvantages of telepsychiatry care?	a. *If only answered advantages, probe:* And what do you think are some disadvantages of telepsychiatry care? b. Do any patients ask about being able to meet with a provider in person?
		13. On a scale of 1-5, with 1 being not important and 5 being very important, how important do you feel your role of a navigator is to the clinic?	c. Why do you feel it is important/not important?
		14. Navigation requires communication with the clinic's psychiatrists through the full process from appointment making to appointment completing. Are there areas for communications improvement to make this process more streamlined?	d. If they mention an area for improvement, ask them to be more specific and provide examples if possible (e.g. navigator needs more notice via ecare when psychiatrist's schedule changes)

		15. What additional roles do you think a navigator could fulfil within a program like this?	e. Probe – if there were any specific barriers mentioned, refer back to those and ask if the navigator could in any way help address those.

Psychiatrist questions:

Phase	Theme	Question	Follow-up
Role	Personal	Can you please describe your role in this clinic?	
During the visit phase	Organizational	1. Do patients seem prepared for their appointments given the information provided to them by the clinic or their referring provider?	a. If not: What information would be helpful for patients to know before the appointment?
	Organizational	2. Are there any problems during the visit that seem to inhibit communication or delivering care to patients? (e.g. tech issues)	a. If yes: What might be next steps to begin removing these barriers?
	Structural	3. Do patients seem comfortable using the Zoom platform to speak with you on a scale of 1-5? 5 being very comfortable and 1 being very uncomfortable.	a. What influenced your rating?
	Personal	4. Do patients express frustration with barriers to receiving care? (ex: how long it took to schedule an appointment, health insurance)	a. What are some next steps we could take to remove these barriers?
	Personal	5. How did you perceive patients feel about receiving psychiatric care virtually?	a. Can you tell me a little bit more about what indicates they may feel this way?
		6. Have you seen patients from diverse race and ethnic backgrounds in this clinic?	b. If yes, what are your thoughts on provider – patient match of race/ ethnicity and the importance of this in providing mental health care?
	Structural	7. Does the virtual setting change the way you deliver care to your patient?	a. How? What are the impacts of this change?
After the visit phase	Structural	8. What's your experience looping back to the referring provider to share your recommendations?	a. How do you usually loop back to the referring provider (e.g. email? Call them?) b. When do you usually connect with the referring provider? (e.g. within 7 days of the appointment) c. What do you think we can do to improve this feedback loop back to the referring providers to promote the highest quality of care possible?

		9. The telepsychiatry clinic reaches a wide variety of communities across Washington. How often do you think resources are recommended to patients that don't have access to them in their community?	a. How do you think can we ensure the patient is also receiving information about care and resources they can access?
General overarching questions	Structural	10. What do you think are the advantages and disadvantages of telepsychiatry care?	a. *If only answered advantages, probe:* And what do you think are some disadvantages of telepsychiatry care?
	Structural	11. In what way if any is this clinic different from other outpatient perinatal psychiatry clinical settings you have worked at?	f. Probes – patients seen, ease of providing care, acceptance of recommendations
		12. Navigation requires communication with the clinic's psychiatrists through the full process from appointment making to appointment completing. Are there areas for communications improvement to make this process more streamlined?	a. If they mention an area for improvement, ask them to be more specific and provide examples if possible (e.g. psychiatrist needs more help in lopping back to referring provider)