Consolidated criteria for reporting qualitative studies (COREQ): 32-item checklist

| **No** | **Item** | **Guide questions/description** |
| --- | --- | --- |
| **Domain 1: Research team and reflexivity**  |   |   |
| Personal Characteristics  |   |   |
| 1.  | Interviewer/facilitator  | LP, page 7 |
| 2.  | Credentials  | Page 7   |
| 3.  | Occupation  | Page 7 |
| 4.  | Gender  | Page 7 |
| 5.  | Experience and training  | Page 7  |
| Relationship with participants  |   |   |
| 6.  | Relationship established  | Page 7 |
| 7.  | Participant knowledge of the interviewer  | Page 7 |
| 8.  | Interviewer characteristics  | Page 7 |
| **Domain 2: study design**  |   |   |
| Theoretical framework  |   |   |
| 9.  | Methodological orientation and Theory  | Pages 7- 8 – Grounded theory & thematic analysis |
| Participant selection  |   |   |
| 10.  | Sampling  | Page 6 - Purposive sampling - all those participating in telehealth were invited to participate in a survey, and those who opted in for a interview were sampled to ensure representation across gender, hospital, regional location  |
| 11.  | Method of approach  | Page 6 - Telephone (patients) & Email (physicians) |
| 12.  | Sample size  | Page 6 - 23 in total, including 11 patients, 12 physicians |
| 13.  | Non-participation  | Page 7- Full participation since was an ‘Opt in’ approach based on having completed a survey and agreed to participate in a follow up interview.  |
| Setting  |   |   |
| 14.  | Setting of data collection  | Page 7- Online/telephone interviews  |
| 15.  | Presence of non-participants  | N/A - Page 7 – no patients refused participation given opt-in recruitment technique |
| 16.  | Description of sample  | Table 1  |
| Data collection  |   |   |
| 17.  | Interview guide  | Provided page 6.   |
| 18.  | Repeat interviews  | N/A, individual interviews conducted with each participant on one occasion |
| 19.  | Audio/visual recording  | Page 7, Audio only  |
| 20.  | Field notes  | No.  |
| 21.  | Duration  | 11-33 minutes, Reported page 6  |
| 22.  | Data saturation  | Page 7  |
| 23.  | Transcripts returned  | Page 8 |
| **Domain 3: analysis and findings**z  |   |   |
| Data analysis  |   |   |
| 24.  | Number of data coders  | Page 8, Two coders, LP and RLG  |
| 25.  | Description of the coding tree  | Page 8 |
| 26.  | Derivation of themes  | Page 7-8 - Data analysis was inductive arising from the data.  |
| 27.  | Software  | Page 8, manual coding by two researchers (no software was used).   |
| 28.  | Participant checking  | Page 8, Participants were not asked to provide feedback on the analysis – the wider investigative group examined, discussed and refined the final themes.   |
| Reporting  |   |   |
| 29.  | Quotations presented  | Quotations are presented and attributed.   |
| 30.  | Data and findings consistent  | Data consistency and thematic clarity was a focus of the analysis and manuscript preparation.  |
| 31.  | Clarity of major themes  |
| 32.  | Clarity of minor themes  |