

Telepsychiatry Satisfaction Survey

The current crisis has resulted in our needing to use telehealth to continue providing treatment to our patients. We are interested in learning how you feel about this change and whether we should consider using this more in the future. Thank you for taking the time to respond to this survey.

1. Please identify the type of program for which you have provided services during the COVID-19 outbreak. (check all that apply)

- Adult Outpatient Clinic
- Adult Crisis Center
- Injection Clinic
- Geriatric Clinic
- Child and Adolescent Clinic
- Early Treatment Program
- Research
- Drug Use Treatment Program
- Partial Hospital
- Inpatient
- Other

2. Please identify your job title/role

- Psychiatrist
- Psychologist
- Nurse
- Nurse Practitioner
- LMHC
- Social Worker
- Research Coordinator
- Physician (other than psychiatrist)
- Resident
- Fellow
- Other

3. Please select your age range

- <25
- 25-34
- 35-44
- 45-54
- 55-64

65-74

>74

4. Which telehealth modalities have you used during the recent shift to remote care? (check all that apply)

Telephone (no real time video)

Telehealth video platform-ZOOM

Telehealth video platform-Amwell

Other telehealth video platform

Telephone (no real time video) sometimes, telehealth video platform other times.

5. How would you describe your experience using telephone only in providing care?

Excellent

Good

Fair

Poor

Very poor

N/A - I have not used telephone only

6. How would you describe your experience using telehealth real-time two-way video in providing care?

Excellent

Good

Fair

Poor

Very poor

N/A - I have not used telehealth two-way video

7. What were some of the challenges you experienced? (check all that apply)

I do not feel as connected/comfortable as I do in person

I do not feel that my patient is engaged

I am concerned that I may miss relevant information (for example, a side effect of a treatment)

I prefer the clinic/hospital, as the setting is important

I am concerned about confidentiality

I have had technical problems establishing/maintaining the connection

I have difficulty using technology / apps

Patient has difficulty using technology / apps

Other

8. What were some of the positive things you experienced? (check all that apply)

Patient seemed more engaged/comfortable

Flexible scheduling/rescheduling

Timely start (no commute, intake delays)

Lack/reduction of no shows

Other

9. Which diagnoses are most appropriate for telehealth treatment? (Check all that apply)

Psychotic disorders

Affective disorders

Anxiety disorders

OCD

PTSD

Personality Disorders

ADHD

Substance use - Alcohol

Substance use - Cocaine

Substance use - Opioids

Substance use - Sedatives

Substance use - Cannabis

Other

10. Which diagnoses are least appropriate for telehealth treatment? (Check all that apply)

Psychotic disorders

Affective disorders

Anxiety disorders

OCD

PTSD

Personality Disorders

ADHD

Substance use - Alcohol

Substance use - Cocaine

Substance use - Opioids

Substance use - Sedatives

Substance use - Cannabis

Other

11. After the current outbreak is over, I would like to continue using telehealth in:

<25% of patients

25-50% of patients

50-75% of patients

>75% of patients

12. Future use of telehealth will be mostly determined by the following (check all that apply)

- Patient's age
- Patient's diagnosis
- Patient's severity of symptoms
- Patient's phase of treatment (new vs. known patient)
- Patient's goal/type of therapy (groups vs. individual, etc)
- Patient's location (suburbs, rural, long commute, etc)
- Patient's history of no-show for in person appointments
- Patient's preference/request
- My preference (flexible scheduling, etc)
- Other

13. Is there anything else you would like to tell us?

Thank you for completing the survey.

Table. Characteristics of the providers included in the survey

	Total	Percentage (%)
Age Range		
<25	22	3
25-34	254	31
35-44	216	27
45-54	137	17
55-64	129	16
65-74	48	6
>74	4	1
Total responders	810	100
Profession/Role		
Social Worker	247	31
Licensed Patient Counselor/Mental Health Counselor	106	13
Psychologist/Therapist	88	11
Care Coordinator/Case Manager	84	11
Psychiatrist	77	10
Recovery Coach/Peer Counselor	73	9
Nurse/NP	49	6
Physician (other than psychiatrist)	26	3
Administrative Personnel	20	3
Resident/Fellow	17	2
Research Coordinator	6	1
Other	10	1
Total responders	803	100
Area of professional activity		
Adult Outpatient Clinic	458	56
Child and Adolescent Clinic	148	18
Community Outreach	111	14
Drug Use Treatment Program	98	12
Adult Crisis Center/Partial Hospital	50	6
Early Treatment Program	31	4
Geriatric Clinic	23	3
Injection Clinic	13	2
Inpatient	11	1
Research	10	1
Other	16	2
Total responders	819	100

Table Percentages are calculated in relation to the number of respondents. More than one area of professional activity could be selected. Responses are listed in the order of most frequently answered items, except for age which is listed in chronological order.

Figure.

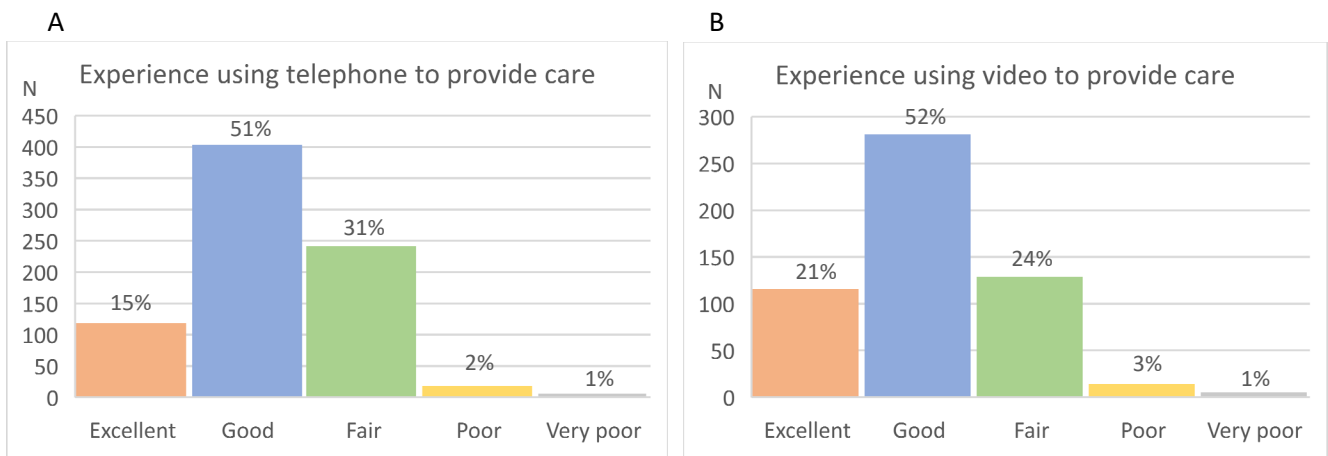


Figure. A. Healthcare providers experience about providing mental healthcare via telephone rated on a 5-point Likert scale ranging from 0=Very Poor to 5= Excellent. **B.** Healthcare providers experience about providing mental healthcare via video conferencing rated on a 5-point Likert scale ranging from 0=Very Poor to 5= Excellent.

Table. Reported most appropriate and least appropriate diagnosis for the use of telepsychiatry

	Number of responders who endorsed	Percentage of responders who endorsed
Most appropriate diagnosis for the use of telepsychiatry		
Anxiety disorders	638	96
Mood disorders	421	63
Post-Traumatic Stress Disorder	375	56
Obsessive Compulsive Disorder	310	47
Personality disorders	287	43
Attention Deficit and Hyperactivity Disorder	265	40
Substance use - Alcohol	257	39
Substance use - Cannabis	250	38
Substance use - Cocaine/Stimulants	215	32
Substance use - Opioids	210	32
Substance use - Sedatives	194	29
Psychotic disorders	158	24
Other	8	1
Total respondents	667	100
Least appropriate diagnosis for the use of telepsychiatry		
Psychotic disorders	438	67
Substance use - Opioids	208	32
Substance use - Sedatives	191	29
Substance use - Cocaine	190	29
Personality Disorders	188	29
Substance use - Alcohol	187	29
Attention Deficit and Hyperactivity Disorder	156	24
Substance use - Cannabis	143	22
Post-Traumatic Stress Disorder	108	17
Mood disorders	86	13
Obsessive Compulsive Disorder	81	12
Anxiety disorders	38	6
Other	21	3
Total respondents	652	100

Table. Percentages of responders who endorsed are calculated in relation to the number of respondents. More than one diagnosis could be selected. Responses are listed in the order of most frequently answered items.

Table. Determinants of future use of telepsychiatry

	Number of responders who endorsed	Percentage of responders who endorsed
Determinants of future use of telepsychiatry		
Patient's preference/request	553	69
Patient's severity of symptoms	500	62
Patient's phase of treatment (new vs. known patient)	441	55
Patient's location (suburbs, rural, long commute, etc.)	432	54
Patient's history of no-show for in person appointments	408	51
Patient's diagnosis	344	43
My preference (flexible scheduling, etc.)	286	36
Patient's goal/type of therapy (groups vs. individual, etc.)	275	34
Patient's age	233	29
Total respondents	804	100

Table. Percentages of responders who endorsed are calculated in relation to the number of respondents. More than one determinant of use could be selected. Responses are listed in the order of most frequently answered items.