

**Table A1. Provider Experiences During the Early Spread of COVID-19**

	I've received sufficient training in telehealth prior to utilizing it. (N=39)		I am comfortable using the mode of telehealth utilized in my clinic. (N=39)		I had sufficient and readily available technical support when needed. (N=38)		I was able to bill for Telehealth services. (N=36)	
	n	(%)	n	(%)	n	(%)	n	(%)
Strongly disagree	6	(15)	0	(0)	3	(8)	10	(28)
Somewhat disagree	7	(18)	0	(0)	6	(16)	3	(8)
Neutral	3	(8)	0	(0)	4	(11)	5	(14)
Somewhat agree	22	(56)	21	(54)	18	(47)	12	(33)
Strongly agree	1	(3)	18	(46)	7	(18)	6	(17)

**Table A2. Provider Experiences During the Current Spread of COVID-19**

	I've received sufficient training in telehealth prior to utilizing it. (N=36)		I am comfortable using the mode of telehealth utilized in my clinic. (N=37)		I had sufficient and readily available technical support when needed. (N=37)		I was able to bill for Telehealth services. (N=33)	
	n	(%)	n	(%)	n	(%)	n	(%)
Strongly disagree	3	(8)	0	(0)	1	(3)	6	(18)
Somewhat disagree	4	(11)	0	(0)	4	(11)	0	(0)
Neutral	2	(6)	0	(0)	3	(8)	2	(6)
Somewhat agree	19	(53)	9	(24)	16	(43)	10	(30)
Strongly agree	8	(22)	28	(76)	13	(35)	15	(45)

**Table A3.** Open Response Main Themes and Subthemes (More Than 1 Response Allowed)

A. List at least three aspects of Telehealth that have been working well for you. (N=37)		
Theme	n	(%)
<b>Improvement in clinic functioning</b>	<b>47</b>	<b>(42)</b>
Increased access for patients (e.g., people who live far away or cannot travel due to health complications)	15	(32)
Less no-shows	7	(15)
No subtheme	7	(15)
More availability in clinic schedule (shorter wait list)	4	(9)
Ability to schedule quick follow ups/urgent appointments	3	(6)
Good workflow with other colleagues (including GCAs)	3	(6)
Shorter appointment times	3	(6)
No need to reserve clinic space for appointments	2	(4)
Shorter visit wait times	2	(4)
Less interruptions from colleagues	1	(2)
<b>Increased patient satisfaction</b>	<b>20</b>	<b>(18)</b>
No subtheme	10	(50)
Feel more comfortable in their home environment	4	(20)
Have young children at home	2	(10)
Can easily include family members	1	(5)
Do not need to take time off work	1	(5)
Do not need to travel long distances	1	(5)
Have more time to decide on testing options	1	(5)
<b>Ability to provide comparable care to in-person visits</b>	<b>19</b>	<b>(17)</b>
Assessing non-verbal cues	3	(16)
Establishing rapport	3	(16)
Sharing visual aids on video	2	(11)
Obtaining patient information (medical hx, family hx etc.)	2	(11)
Providing appropriate counseling on routine cases	2	(11)
Reviewing test options	1	(5)
Communicating risks	1	(5)

Coordinating at-home saliva sample collection kit	1	(5)
Counseling-heavy visits	1	(5)
Disclosing test results	1	(5)
Engaging patients (good attention span)	1	(5)
No subtheme	1	(5)
<b>Improvement in provider work/life balance</b>	<b>15</b>	<b>(13)</b>
Convenience to work from home/remotely	7	(47)
Decreased commute time	4	(27)
No subtheme	3	(20)
More time to spend with family	1	(7)
<b>Minimized exposure to COVID-19 for staff and patients</b>	<b>7</b>	<b>(6)</b>
<b>Other</b>	<b>5</b>	<b>(4)</b>
<b>B. What types of patients do you find most challenging to provide optimal clinical care through your current use of Telehealth (video, phone, or other virtual means). (N=37)</b>		
<b>Patients who have communication barriers with technology</b>	<b>23</b>	<b>(35)</b>
Low health literacy/learning difficulties (who would benefit from visual aids)	8	(35)
Not proficient in English	7	(30)
Hard of hearing	6	(26)
Visual impairment	2	(9)
<b>Patients who are distracted by their surroundings</b>	<b>14</b>	<b>(21)</b>
Caring for small children	5	(36)
No subtheme	4	(29)
Driving	3	(21)
At work	1	(7)
Doing house chores	1	(7)
<b>Patients who are required to be seen in clinic</b>	<b>13</b>	<b>(20)</b>
Physical exam for clinical diagnosis	9	(69)
Follow up on abnormal prenatal screening	3	(23)
Lab orders	1	(8)
<b>Patients who have issues with technology</b>	<b>9</b>	<b>(14)</b>

Unstable internet connection	4	(44)
Not comfortable using technology (not savvy)	3	(33)
No access to appropriate devices	1	(11)
No subtheme	1	(11)
<b>Patients who are difficult to engage in conversation</b>	<b>4</b>	<b>(6)</b>
No interest	1	(25)
Psychosocial counseling heavy	1	(25)
Teens	1	(25)
No subtheme	1	(25)
<b>Other</b>	<b>3</b>	<b>(5)</b>
<b>C. How would you improve the current mode of Telehealth utilized in your clinical practice? (N=32)</b>		
<b>Better tech support</b>	<b>31</b>	<b>(74)</b>
Hardware: Equipment and device (video capabilities)	9	(29)
Hardware: Reliable connection	4	(13)
Software: Ability to easily send e-files/obtain e-signatures for consent	3	(10)
Training: Training of using telehealth for providers	3	(10)
No subtheme	3	(10)
Educational resources: Availability of virtual resources for patients	2	(6)
Platform: Consistency (using one)	2	(6)
Software: Visual aid sharing capabilities	2	(6)
Training: Tutorial guide on telehealth platform for patients	2	(6)
Platform: Integration of telehealth into EMR/EPIC	1	(3)
<b>Ability to bill/get reimbursement</b>	<b>7</b>	<b>(17)</b>
<b>Sample handling for genetic testing</b>	<b>2</b>	<b>(5)</b>
Patient education and accountability of returning samples	1	(50)
Training of lab/other professionals handling samples	1	(50)
<b>Telehealth is going smoothly</b>	<b>2</b>	<b>(5)</b>