

APPENDIX 1 – Questions for Patients

1. Participant Sex
2. Participant Age
3. During your in-person INR clinic visits, on average, how long do you spend waiting in the INR clinic waiting room before seeing the physician?
 - <20 min
 - 20-40 min
 - >40 min
 - I have not had an in-person INR clinic visit
 - I did not have to wait.
4. If your phone call was delayed on the day of your visit, how many minutes did you wait after your booked appointment time for your INR clinic call?
 - <20 min
 - 20-40 min
 - >40 min
 - I did not have to wait.
5. Typically, how long have your virtual INR clinic follow-up appointments lasted?
 - <10 min
 - 10-20 min
 - 20-40
 - >40
6. Typically, how long were your in-person INR clinic appointments?
 - <10 min
 - 10-20 min
 - 20-30 min
 - >30
 - I haven't had an in-person INR clinic visit
7. At any point have you felt unsafe or that your condition could not be accurately assessed during one of your virtual follow up visits?
 - Yes
 - No
8. In the covid19 era, during you virtual INR appointment, have you ever been directed to visit the nearest emergency department or INR clinic for an in-person assessment?
 - Yes
 - No

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9. How would you rate your satisfaction with the INR virtual clinic service so far?
- very dissatisfied
 - dissatisfied
 - somewhat dissatisfied
 - neutral
 - somewhat satisfied
 - satisfied
 - very satisfied
10. Once the covid19 era is over, would you prefer to do virtual routine INR clinic follow-up or in-person follow up for non-critical issues?
- In-person
 - Virtual

Appendix 2 – Questions for Physicians

1. How would you rate your satisfaction with the INR virtual clinic service so far?
 - very dissatisfied
 - dissatisfied
 - somewhat dissatisfied
 - neutral
 - somewhat satisfied
 - satisfied
 - very satisfied

2. Typically, how long have your virtual INR clinic follow-up appointments lasted?
 - <10 min
 - 10-20 min
 - 20-40
 - >40

3. Typically, how long were your in-person INR clinic appointments?
 - <10 min
 - 10-20 min
 - 20-30 min
 - >30

4. At any point during the covid19 era, have you felt the patient’s safety was in question or that their condition could not be accurately assessed during one of your virtual follow up visits?
 - Yes
 - No

5. In the covid19 era have you ever had to direct a virtual follow-up patient to the nearest emergency room or clinic for an in-person visit?
 - Yes
 - No

6. If you answered “yes” to the question above, how often do you direct patients to be assessed in person in the covid19 era?
 - Rarely (<5 times)
 - On Occasion (5-10 times)
 - Commonly (10-20 times)
 - Frequently (>20 times)

7. Once the covid19 era is over, would you prefer to do virtual routine INR clinic follow-up or in-person for non-critical issues?
 - Virtual
 - In-person