

Appendix S1.

Thank you for completing this survey. This information will help us understand various organizational characteristics of your CHC. As a note, virtual care here is defined as the provision of medical care through digital technology (e.g. phone, telemedicine, OTN, video conferencing, etc.). Primary care includes MDs, NPs and Nurses.

Please fill out the following regarding your CHC:

1. Name of CHC:
2. Year CHC opened:
3. Rurality (Urban vs. Rural):
4. Priority Populations your CHC serves (choose one or more):
 - a. Seniors
 - b. Youth
 - c. People who are homeless
 - d. Mental Health and Addictions
 - e. Newcomers
 - f. Migrant Farm Workers
 - g. Geographic Catchment
 - h. People living in poverty
 - i. People with intellectual/developmental disabilities
 - j. Other _____

5. Please fill out the following table:

	Funded Full Time Equivalent	Total # of Staff
Physicians		
Dentists		
Nurse Practitioners		
Nurses (RNs, RPNs)		
Social Workers		
Dieticians		
Physiotherapist		
Chiropodist		
Mental Health Therapist		
Pharmacist		
Health Promoters		
Outreach Workers		

Community Health Workers		
Peer Workers		
Others		

6. Please answer the following:

a. Our CHC primary care staff and interprofessional teams were reasonably prepared to offer virtual care (e.g. phone, telemedicine, OTN, video conferencing, etc.) delivery.

Strongly Disagree Disagree Neither Agree
nor Disagree Agree Strongly Agree

b. Our HP and outreach staff were fully prepared to offer virtual care delivery.

Strongly Disagree Disagree Neither Agree
nor Disagree Agree Strongly
Agree

7. During your COVID-19 response, what services were performed virtually?

- i. Primary Care
- ii. Chronic Disease Management
- iii. Mental Health Care
- iv. Health promotion programs/social support groups
- v. Other:

b. What services were not performed virtually? [text box]

- i. Were they cancelled or remained face to face?

8. On average - what percentage of primary care was virtual? [text box]

a. Which platforms were used for primary care

- i. Phone
- ii. OTN
- iii. Zoom
- iv. Microsoft Teams
- v. Other:

9. On average – what percentage of interprofessional care was virtual
[text box]

a. Which platforms were used for interprofessional care

- i. Phone
- ii. OTN
- iii. Zoom
- iv. Microsoft Teams
- v. Facebook
- vi. Instagram live
- vii. YouTube
- viii. Other:

10. On average – what percentage of the total group/community development activities were transitioned to virtual [text box]

a. Which platforms were used for group based activities

- i. Phone
- ii. OTN
- iii. Zoom
- iv. Microsoft Teams
- v. Facebook
- vi. Other:

11. How did your centre transition services to virtual care? Please list in order the steps that were taken.

E.g. Identify what services would be offered virtually, purchase licenses, train staff, etc. [text box]

12. To what extent have each of the following been challenges in implementing virtual care? [use scale of “never” :rarely: “sometimes” “often” “always”]

- a. Wifi/connectivity
- b. IT capacity
- c. Privacy concerns
- d. Security concerns
- e. Funding for virtual platform licenses
- f. Funding for technology (e.g. laptops, cameras, etc.)
- g. Remote access to patient charts/EMR
- h. Appropriate space from which to work

- i. Staff readiness
 - j. Training on how to use virtual platforms
 - k. Training on how to conduct virtual care
 - l. Childcare or other home responsibilities
 - m. Access to translation services
 - n. Other, please specify
13. To what extent have each of the following have been challenges for clients receiving virtual care? ?
[use scale of “never” :rarely: “sometimes” “often” “always”]
- a. Access to wifi and/or device (e.g., laptop, phone, tablet)
 - b. Ability to use technology
 - c. Comfort receiving care remotely
 - d. Privacy concerns
 - e. Security concerns
 - f. Other, please specify
14. Are there specific patient groups who have experienced greater challenges receiving virtual care/for whom virtual care is less appropriate? (check all that apply)
- a. Seniors
 - b. Youth
 - c. Mental health and addictions
 - d. Dementia/Alzheimer’s
 - e. People experiencing homelessness
 - f. Newcomers
 - g. People living in poverty
 - h. Other:
15. For each of the groups selected, please elaborate on the specific challenges experienced by this patient group. [text box]
16. Have any of the providers used virtual platforms for care delivery in the past Yes/NO
- a. If yes – which providers
 - i. Primary Care (MDs, NPs, and nursing)
 - ii. Interprofessional teams (eg. Social work/Mental Health, Dietitians, physio, etc)
 - iii. Health Promotion
 - b. What services were performed virtually?



- i. Primary Care
 - ii. Chronic Disease Management
 - iii. Mental Health Care
 - iv. Social Support Groups
 - c. Which platforms
 - i. Phone
 - ii. OTN
 - iii. Zoom
 - iv. Microsoft Teams
 - v. Facebook
 - vi. Other:
- 17. Do all primary care providers have access to the EMR remotely? Yes/No
- 18. Do you have a DMC?
 - a. Yes...
 - i. On-site
 - ii. Contracted out
 - iii. Shared with other CHCs
 - b. No DMC
- 19. Do you have IT Support
 - a. Yes...
 - i. On-site
 - ii. Contracted out
 - iii. Shared with other CHCs
 - b. No
- 20. Are you considering continuing some virtual care in the future Yes/NO
 - a. If Yes which services:
 - i. Primary Care
 - ii. Chronic Disease Management
 - iii. Mental Health Care
 - iv. Other team-based care (specify)
 - v. Social Support Groups

b. No

21. If you answered YES to question #20, do you anticipate any issues with maintaining virtual care within your organization? If so, how do you plan to address this?

Table S1.

<u>Category</u>	<u>Issues Addressed</u>
chronic disease	Asthma Atherosclerosis/PVD Cardiovascular disease other Cerebrovascular disease Chronic obstructive pulmonary dis Dementia Diabetes insulin dependent Diabetes non-insulin dependent Elevated blood pressure Endocrine Epilepsy Fear cardiovascular disease other Fear of hypertension General disease NOS Goitre Heart disease other Heart failure Heart valve disease NOS HIV-infection/aids Hypertension uncomplicated Hyperthyroidism/thyrotoxicosis Hypoglycaemia Hypothyroidism/myxoedema Ischaemic heart disease w. angina Ischaemic heart disease w/o angina Lipid disorder Liver disease NOS Multiple sclerosis Parkinsonism Postural hypotension Pulmonary heart disease Respiratory disease other Rheumatic fever/heart disease Rheumatoid/seropositive arthritis



	<p>Risk factor cardiovascular disease Varicose veins of leg Visual disturbance other Neurological disease</p>
mental health	<p>Fear of other disease NOS Secondary effect of trauma Feeling anxious/nervous/tense Acute stress reaction Feeling depressed Hyperkinetic disorder Sexual fulfilment reduced Sexual preference concern Bedwetting/enuresis Memory disturbance Psychological symptom/compl other Schizophrenia Affective psychosis Anxiety disorder/anxiety state Depressive disorder Phobia/compulsive disorder Post-traumatic stress disorder Anorexia nervosa/bulimia Psychosis NOS/other Psychological disorders, other Fear of mental disorder Feeling/behaving irritable/angry Child behaviour symptom/complaint Personality disorder Sexual desire reduced Organic psychosis other Fear of cancer NOS Suicide/suicide attempt Limited function/disability (p) Fear of aids/HIV Somatization disorder</p>
episodic/symptoms	<p>Abnormal involuntary movements Abnormal urine test NOS Acute bronchitis/bronchiolitis Acute otitis media/myringitis Adverse effect physical factor Allergic rhinitis</p>



	<p>Allergy/allergic reaction NOS Anal fissure/perianal abscess Animal/human bite Appendicitis Atrial fibrillation/flutter Benign prostatic hypertrophy Benign/unspecified neoplasm blood Bladder symptom/complaint other Blepharitis/stye/chalazion Boil/carbuncle Breast lump/mass female Breast pain female Breast symptom/complaint male Breathing problem, other Bruise/contusion Cardiac arrhythmia NOS Chills Cholecystitis/cholelithiasis Chronic otitis media Conjunctivitis allergic Conjunctivitis infectious Cough Cystitis/urinary infection other Dehydration Diaper rash Disturbance of smell/taste Dysuria/painful urination Ear pain/earache Ear symptom/complaint other Endocrine/metab/nutrit. dis. other Excessive ear wax Excessive thirst Eye appearance abnormal Eye discharge Eye infection/inflammation other Eye pain Eye sensation abnormal Eye/adnexa disease, other Eyelid symptom/complaint Fainting/syncope Fear of respiratory disease, other Feeding problem of infant Feeling ill</p>
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	<p>Fever Fibrocystic disease breast Foreign body in ear General symptom/complaint other Gonorrhoea male Haematemesis/vomiting blood Haematuria Hair loss/baldness Hair/scalp symptom/complaint Hearing complaint Heart pain Heart/arterial murmur NOS Heartburn Hypospadias Incontinence urine Inguinal hernia Infected finger/toe Infection of circulatory system Infections musculoskeletal system Infectious mononucleosis Influenza Insect bite/sting Irregular heartbeat other Kidney symptom/complaint Laceration/cut Laryngitis/tracheitis acute Limited function/disability urinary Loss of appetite Lump/swelling localized Lymph gland(s) enlarged/painful Lymphadenitis acute Mouth/tongue/lip disease Mouth/tongue/lip symptom/compl. Mumps Muscle pain Nail symptom/complaint Neurological symptom/compl. other Nipple symptom/complaint female Nose bleed/epistaxis Nose symptom/complaint other Otitis externa Palpitations/awareness of heart Paroxysmal tachycardia</p>
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	<p>Perforation ear drum Phlebitis/thrombophlebitis Plugged feeling ear Pneumonia Pressure/tightness of heart Purpura coagulation defect Rash generalized Rash localized Red eye Respiratory infection other Respiratory symptom/complaint oth. Restless legs Retinopathy Sensation disturbance other Serous otitis media Shortness of breath/dyspnoea Sinus symptom/complaint Sinusitis acute/chronic Skin infection other Skin symptom/complaint other Sleep disturbance Sneezing/nasal congestion Sputum/phlegm abnormal Stammering/stuttering/tic Strep throat Swallowing problem Sweating problem Swelling Swollen ankles/oedema Teeth/gum disease Throat symptom/complaint Tingling fingers/feet/toes Tinnitus, ringing/buzzing ear Tonsillitis acute Upper respiratory infection acute Urinary frequency/urgency Urinary retention Urinary symptom/complaint other Urine symptom/complaint other Urticaria Vertigo/dizziness Viral disease other/NOS Viral exanthem other</p>
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	<p>Voice symptom/complaint Vomiting Warts Weakness/tiredness general Wheezing Effect Prosthetic Device Ingrowing nail</p>
<p>pain (including chronic pain)</p>	<p>Abdominal pain epigastric Abdominal pain localized other Abdominal pain/cramps general Ankle symptom/complaint Arm symptom/complaint Back symptom/complaint Back syndrome w/o radiating pain Back syndrome with radiating pain Chest pain NOS Chest symptom/complaint Cluster headache Elbow symptom/complaint Flank/axilla symptom/complaint Foot/toe symptom/complaint Headache Hip symptom/complaint Jaw symptom/complaint Joint symptom/complaint NOS Knee symptom/complaint Leg/thigh symptom/complaint Limited function/disability (d) Low back symptom/complaint Migraine Muscle pain Musculoskeletal disease, other Neck symptom/complain Neck syndrome Osteoarthritis of hip Osteoarthritis of knee Osteoarthritis other Osteoporosis Pain face Pain general/multiple sites Pain respiratory system Peripheral neuritis/neuropathy Shoulder symptom/complaint</p>



	<p>Shoulder syndrome Sprain/strain of ankle Sprain/strain of joint NOS Tension headache Trauma/injury NOS</p>
social/DOH	<p>Concern about appearance Risk factor NOS Specific learning problem Poverty/financial problem Food/water problem Housing/neighbourhood problem Social cultural problem Work problem Unemployment problem Legal problem Health care system problem Compliance/being ill problem Relationship problem with partner Loss/death of partner problem Relationship problem with child Relationship prob. parent/family Illness problem parent/family Assault/harmful event problem Limited function/disability (z) Social problem NOS Concern/fear medical treatment Limited function/disability NOS Limited function/disability (l) Social welfare problem Illness problem with child Education problem Adolescent behav. Symptom/complt. Phase of life problem adult Partner's behaviour problem Limited function/disability (n) Partner illness problem Behaviour problem parent/family Loss/death parent/family member Limited function/disability (f) Relationship problem friend</p>
Health maintenance/prevention	<p>Complication of medical treatment Abnormal result investigation NOS No disease</p>



	Health maintenance/prevention Iron deficiency anaemia Anaemia other/unspecified Unexplained abnormal white cells Blood/lymph/spleen disease other Vitamin/nutritional deficiency Anaemia, Vitamin B12/folate def. Congen.anom. blood/lymph other Obesity Weight gain Growth delay
substance use	Tobacco abuse Drug abuse Medication abuse Chronic alcohol abuse Acute alcohol abuse
Infectious disease	Infectious disease other/NOS Viral hepatitis Malaria
Injury	Wrist symptom/complaint Injury musculoskeletal NOS Acquired deformity of spine Bursitis/tendinitis/synovitis NOS Concussion Carpal tunnel syndrome Hand/finger symptom/complaint Muscle symptom/complaint NOS Fracture: other Sprain/strain of knee Tennis elbow Injury eye other Sympt/complt. Musculoskeletal other Fracture: radius/ulna Multiple trauma/injuries Fracture: hand/foot bone Dislocation/subluxation Acute internal damage knee Injury nervous system other Burn/scald Injury digestive system other Ear injury other Fracture: tibia/fibula Fracture: femur



	Acquired deformity of limb
Gastro	<p>Rectal/anal pain Dyspepsia/indigestion Flatulence/gas/belching Nausea Diarrhoea Constipation Rectal bleeding Digestive symptom/complaint other Gastrointestinal infection Gastroenteritis presumed infection Oesophagus disease Stomach function disorder Irritable bowel syndrome Worms/other parasites Disease digestive system, other Haemorrhoids Pruritus Incontinence of bowel Abdominal distension Neoplasm digest benign/uncertain Abdominal hernia other Diverticular disease Change faeces/bowel movements Peptic ulcer other Fear of digestive disease other Congen. anomaly digestive system Pyelonephritis/pyelitis Abdominal mass NOS Chronic enteritis/ulcerative colitis Encopresis/bowel training problem</p>
Skin	<p>Corn/callosity Herpes zoster Dermatophytosis Dermatitis seborrhoeic Dermatitis/atopic eczema Dermatitis contact/allergic Psoriasis Acne Chronic ulcer skin Skin disease, other Lipoma</p>



	<p>Scabies/other acariasis Neoplasm skin benign/unspecified Naevus/mole Congenital skin anomaly other Solar keratosis/sunburn Impetigo Pediculosis/skin infestation other Sebaceous cyst Perianal itching Skin texture symptom/complaint Skin colour change Abrasion/scratch/blister Sweat gland disease Moniliasis/candidiasis skin Foreign body in skin</p>
<p>OB/GYN</p>	<p>Pregnancy vomiting/nausea Contraception other Infertility/subfertility Pregnancy Toxaemia of pregnancy Abortion induced Pregnancy high risk Uncomplicate labour/delivery live Genital pain female Menstruation absent/scanty Menstruation excessive Menstruation irregular/frequent Menopausal symptom/complaint Vaginal discharge Genital candidiasis female Fibromyoma uterus Genital neoplasm oth/unspecied (f) Congenital anomaly genital female Vaginitis/vulvitis NOS Abnormal cervix smear Perinatal morbidity other Antepartum bleeding Contraception intrauterine Abortion spontaneous Disorder pregnancy/delivery, other Vulval symptom/complaint Fear sexually transmitted disease (f) Genital disease female, other</p>



	<p>Pilonidal cyst/fistula Menstrual pain Postmenopausal bleeding Fear of pregnancy Sterilization Infection complicating pregnancy Unwanted pregnancy Pelvic inflammatory disease Cervical disease NOS Question of pregnancy Complicate labour/ delivery livebirth Painful intercourse female Premenstrual symptom/complaint Vaginal symptom/complaint other Contraception oral Pelvis symptom/complaint female Chlamydia infection genital (f) Post-partum symptom/complaint oth. Ectopic pregnancy Intermenstrual pain Intermenstrual bleeding Syphilis female Uterovaginal prolapse Fear complications of pregnancy Malignant neoplasm genital other (f) Hydrocoele Gestational diabetes Postcoital bleeding Gonorrhoea female Premenstrual tension syndrome</p>
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