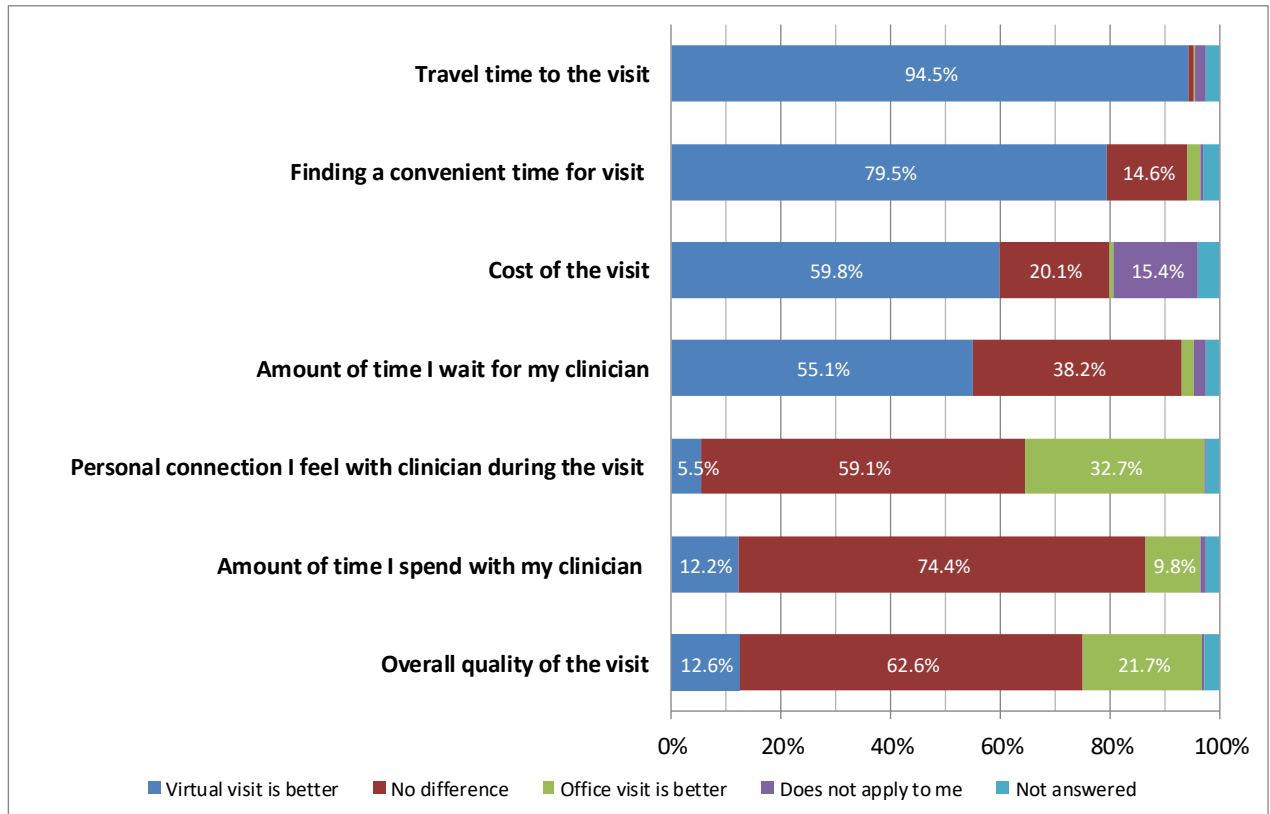


**eAppendix Table.** Respondent Characteristics

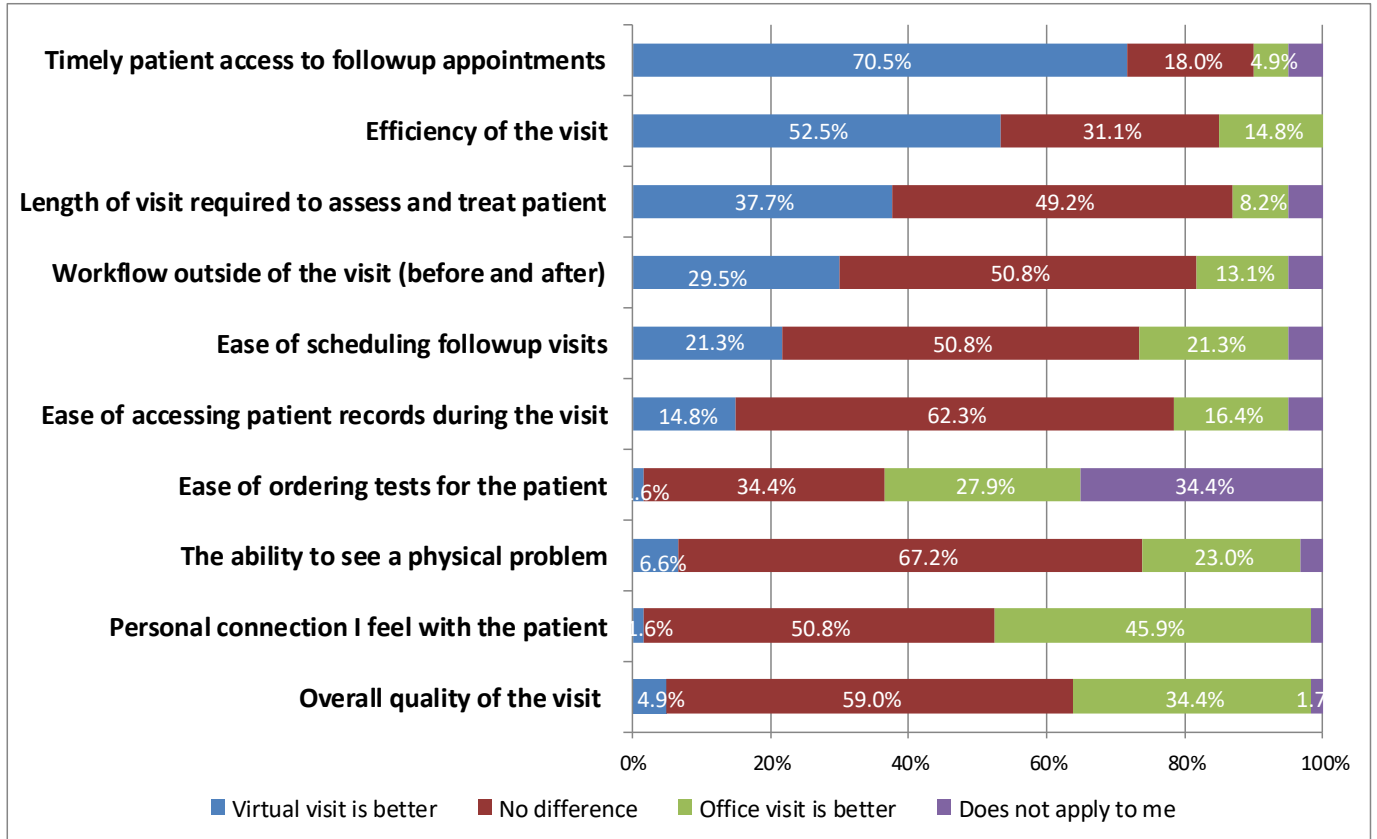
	<b>Patients</b> (N = 254)
<b>Gender</b>	
Female	135 (53.1%)
Male	119 (46.9%)
<b>Age, years</b>	
0-17	68 (26.8%)
18-29	51 (20.1%)
30-59	79 (31.1%)
≥65	56 (22.0%)
<b>Race</b>	
White, non-Hispanic	220 (86.6%)
Other	34 (13.4%)
<b>Insurance type</b>	
Private insurance	195 (76.8%)
Medicaid	12 (4.7%)
Medicare	41 (16.1%)
Patient payments	6 (2.4%)
<b>Service or department</b>	
Psychiatry	113 (44.5%)
Neurology	92 (36.2%)
Cardiology	30 (11.8%)
Other	19 (7.5%)
<b>Device used for virtual video visit</b>	
Desktop computer	44 (17.3%)
Laptop computer	146 (57.5%)
Tablet	56 (22.1%)
Smartphone	2 (0.8%)
Other	3 (1.2%)
<b>Travel time</b> <i>How long does it take you to travel to MGH for office visits?</i>	
≤40 minutes	63 (24.8%)
41-59 minutes	54 (21.3%)
60-89 minutes	59 (23.2%)
≥90 minutes	66 (26.0%)
Not answered	12 (4.7%)

**eAppendix Figure 1.** TeleHealth Patients' Perceptions of Virtual Video Visits vs Office Visits



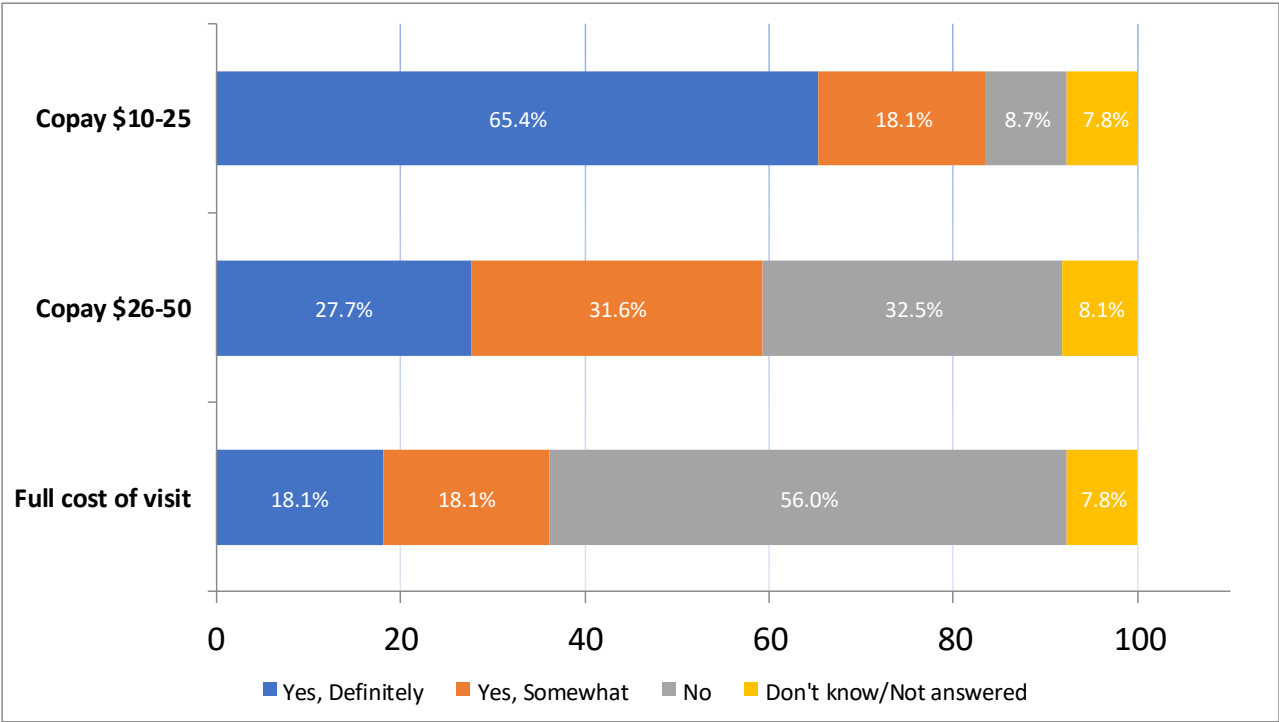
Source: Data from MGH TeleHealth Patient Survey.

**eAppendix Figure 2.** TeleHealth Clinicians' Perception of Virtual Video Visits vs Office Visits



Source: Data from MGH TeleHealth Clinician Survey.

**eAppendix Figure 3. TeleHealth Patients' Willingness to Pay for Virtual Video Visit**



Source: Data from MGH TeleHealth Patient Survey.