### eAppendix Table 1. Patient Characteristics and Zip Code Level Factors

<table>
<thead>
<tr>
<th>Age</th>
<th>Patients with Any Visit (in-person or telemedicine) During the Study Period N = 96,244</th>
<th>Patients with a Telemedicine Visit N = 40,108</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-44 (N=275,308)</td>
<td>25,344 (9.2%)</td>
<td>7,206 (2.7%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12,679 (4.6%)</td>
</tr>
<tr>
<td>45-64 (N=268,263)</td>
<td>35,718 (13.3%)</td>
<td>13,753 (5.1%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>16,036 (6.0%)</td>
</tr>
<tr>
<td>&gt;=65 (N=202,785)</td>
<td>35,182 (17.3%)</td>
<td>18,928 (9.0%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11,393 (5.6%)</td>
</tr>
<tr>
<td>Sex</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female (N=433,006)</td>
<td>59,352 (13.7%)</td>
<td>25,095 (5.8%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>24,742 (5.7%)</td>
</tr>
<tr>
<td>Male (N=313,350)</td>
<td>36,892 (11.8%)</td>
<td>14,792 (4.7%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15,366 (4.9%)</td>
</tr>
<tr>
<td>Race/Ethnicity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White (N=602,495)</td>
<td>76,751 (12.7%)</td>
<td>30,234 (5.0%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>33,674 (5.6%)</td>
</tr>
<tr>
<td>Asian (N=37,469)</td>
<td>2,959 (7.9%)</td>
<td>901 (2.4%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,426 (3.8%)</td>
</tr>
<tr>
<td>Black (N=34,184)</td>
<td>5,180 (15.2%)</td>
<td>2,909 (8.5%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,345 (3.9%)</td>
</tr>
<tr>
<td>Hispanic (N=57,981)</td>
<td>9,529 (16.4%)</td>
<td>5,127 (8.8%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2953 (5.1%)</td>
</tr>
<tr>
<td>Other (N=14,227)</td>
<td>1,825 (12.8%)</td>
<td>716 (5.0%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>710 (5.0%)</td>
</tr>
<tr>
<td>Preferred Language</td>
<td></td>
<td></td>
</tr>
<tr>
<td>English (N=708,217)</td>
<td>89,418 (12.6%)</td>
<td>35,713 (5.0%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>38,338 (5.4%)</td>
</tr>
<tr>
<td>Spanish (N=22,902)</td>
<td>4,531 (19.8%)</td>
<td>2,915 (12.7%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>853 (3.7%)</td>
</tr>
<tr>
<td>Other (N=15,237)</td>
<td>2,295 (15.1%)</td>
<td>1,259 (8.3%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>917 (6.0%)</td>
</tr>
<tr>
<td>Portal Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activated (N=505,231)</td>
<td>69,371 (13.7%)</td>
<td>24,307 (4.8%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>33,366 (6.6%)</td>
</tr>
<tr>
<td>Not Activated (N=241,125)</td>
<td>26,873 (11.1%)</td>
<td>15,580 (6.5%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6,742 (2.8%)</td>
</tr>
<tr>
<td>Insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>N</td>
<td>N (%)</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>Commercial (N=502,522)</td>
<td>55,873</td>
<td>11.1%</td>
</tr>
<tr>
<td>Medicaid (N=66,910)</td>
<td>10,518</td>
<td>15.7%</td>
</tr>
<tr>
<td>Medicare (N=148,442)</td>
<td>27,281</td>
<td>18.4%</td>
</tr>
<tr>
<td>Missing/No Insurance (N=26,939)</td>
<td>2,411</td>
<td>8.9%</td>
</tr>
<tr>
<td>Veteran/Military (N=1543)</td>
<td>161</td>
<td>10.4%</td>
</tr>
<tr>
<td>Median Household Income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lowest Quartile (N=184,009)</td>
<td>27,245</td>
<td>14.8%</td>
</tr>
<tr>
<td>Second Quartile (N=194,124)</td>
<td>25,489</td>
<td>13.1%</td>
</tr>
<tr>
<td>Third Quartile (N=177,700)</td>
<td>21,795</td>
<td>12.3%</td>
</tr>
<tr>
<td>Highest Quartile (N=190,523)</td>
<td>21,715</td>
<td>11.4%</td>
</tr>
<tr>
<td>% Broadband Internet Access (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lowest Quartile (N=194,719)</td>
<td>28,834</td>
<td>14.8%</td>
</tr>
<tr>
<td>Second Quartile (N=179,496)</td>
<td>22,953</td>
<td>12.8%</td>
</tr>
<tr>
<td>Third Quartile (N=184,828)</td>
<td>22,042</td>
<td>11.9%</td>
</tr>
<tr>
<td>Highest Quartile (N=187,313)</td>
<td>22,415</td>
<td>12.0%</td>
</tr>
<tr>
<td>% High School Diploma (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lowest Quartile (N=181,390)</td>
<td>19,342</td>
<td>10.7%</td>
</tr>
<tr>
<td>Second Quartile (N=190,078)</td>
<td>23,681</td>
<td>12.5%</td>
</tr>
<tr>
<td>Third Quartile (N=190,434)</td>
<td>25,694</td>
<td>13.5%</td>
</tr>
<tr>
<td>Highest Quartile (N=184,454)</td>
<td>27,527</td>
<td>14.9%</td>
</tr>
</tbody>
</table>

a This table includes all patients with established primary care in the health system (column 1) and uses row percentages to indicate how many in each demographic subgroup had any
outpatient visit (column 2) and how many specifically had a telephone or virtual visit (columns 3 and 4).

b Patients who had a telephone and a video visit were counted in both columns

c Lowest quartile: <$70,200, second quartile: $70,200 - <$95,000, third quartile: $95,200-<115,000, highest quartile: >$115,000

d Lowest quartile: <7.8%, second quartile: 7.8% - <11.5%, third quartile: 11.5% - <15.2%, highest quartile: >= 15.2%

e Lowest quartile: <13.8%, second quartile: 13.8% - <20.9%, third quartile: 20.9% - <28.9%, highest quartile: >= 28.9%
Appendix Figure 1. Trend in PCP Video Visit Use by Patient Demographics

a y-axis represents proportion of all telemedicine visits that were video visits.
Appendix Figure 2. Association of PCP Telemedicine Visit Type with Patient and Zip Code Level Factors*  

* Excludes ambiguous encounters