Supplemental Files: Semi-structured Interview Protocol

| Section     | Main question                                                                 | Prompts                                                                 | Link to concepts        |
|-------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------|
| Introduction| What is your role on this unit?                                                | 1. Which units do you typically round in?                               | Positive inquiry; Reach  |
|             |                                                                                | 2. What do you like best about your job?                                 |                         |
| Structure   | We are interested in the inpatient telemedicine technology. What do you know about this? | 1. Are there other names for this technology? (Telerounding, video visits, virtual rounding.) | Implementation           |
| Process     | How has the inpatient telemedicine* technology been incorporated into your workflow? | 1. How do residents use inpatient telemedicine?                          | Implementation           |
|             |                                                                                | 2. How do attendings use inpatient telemedicine?                         |                         |
|             |                                                                                | 3. How do nurses use inpatient telemedicine?                             |                         |
|             |                                                                                | 4. Who else uses the inpatient telemedicine? How does this work? (Physical therapists, specialist consultants, caregivers) |                         |
|             | How do you decide when to use inpatient telemedicine?                          | 1. When is it necessary to enter a patient’s room who has a highly communicable disease? Who typically does this? | Implementation           |
|             |                                                                                | 2. Are there some patients for whom you only use telemedicine? Why?      |                         |
|             | How is inpatient telemedicine going for you?                                   | 3. What about inpatient telemedicine is working well? How easy is it to use? | Implementation; Effectiveness |
|             |                                                                                | 4. What are you able to do via inpatient telemedicine that you otherwise would not be able to? |                         |
|             |                                                                                | 5. What about inpatient telemedicine is not working well?                |                         |
|             |                                                                                | 6. What would you change to improve these issues?                        |                         |
|             |                                                                                | 7. What are you unable to do during inpatient telemedicine that you would normally do during an in-person rounding visit? |                         |
## Perspectives of the clinical team on inpatient telemedicine as an infection control response to COVID-19: A qualitative process evaluation

|                           | What does your team do to protect patient privacy when using the inpatient telemedicine technology? | Implementation |
|---------------------------|------------------------------------------------------------------------------------------------|----------------|
| **Patient outcomes**      | How has inpatient telemedicine impacted patient care?                                         | Effectiveness  |
|                           | 1. How does inpatient telemedicine enhance patient care?                                       |                |
|                           | 2. How does inpatient telemedicine detract from patient care?                                  |                |
|                           | How have patients responded to inpatient telemedicine?                                         |                |
|                           | What about caregivers?                                                                        |                |
|                           | 1. What feedback have you received from these groups about inpatient telemedicine?            |                |
|                           | How has it changed your communication with these groups?                                       |                |
| **Provider outcomes**     | How has it impacted your job satisfaction?                                                    | Effectiveness  |
| Future use cases          | How should we use telemedicine going forward?                                                 | Maintenance    |
|                           | 1. Which types of patients may benefit most?                                                   |                |
|                           | 2. Which types of health workers may benefit most?                                             |                |
|                           | 3. In an ideal world, what proportion of all interactions with patients in your day should be through telemedicine? | |