

Source: Avant Member Telehealth Survey, September 2020

Inclusions: doctors who indicated they do consultations with patients in Q4.

Exclusions: results for subgroups of less than 50 respondents; results for open-text questions.

1. Are you a...

Base: all respondents	%	n
Doctor in training (i.e. Intern, Resident, Registrar)	5%	65
GP, Specialist or Career Medical Officer	95%	1266
Grand Total*	100%	1331

* Results for the additional option, 'None of these' (n=14) are excluded as these respondents did not complete the survey. No respondents selected the option 'Medical student' which is also not shown.

2. What is your specialty (or the specialty you are training for)?

Base: all respondents	%	n
General practitioner	54%	725
Surgeon	12%	155
Physician	21%	280
Psychiatrist [^]	8%	105
Other (please specify) ^{^^}	5%	66
Grand Total	100%	1331

[^] 'Psychiatrist' was derived from the open-text entries in 'Other'

^{^^} Results for respondents who selected 'Other' are not further referenced in this datafile, as there were <50 of these respondents for most questions.

3. What state/territory do you mainly practise in?

Base: all respondents	%	n
Australian Capital Territory	2%	31
New South Wales	34%	458
Northern Territory	1%	11
Queensland	21%	279
South Australia	4%	47
Tasmania	2%	26
Victoria	33%	435
Western Australia	3%	44
Grand Total	100%	1331

4. Do you provide telehealth consultations (phone/audio or video) to some or all your patients?

Base: all respondents	Yes (%)	No (%)	Total (%)	Yes (n)	No (n)	Total (n)
All respondents**	96%	4%	100%	1282	49	1331
**Results for the option 'N/A – I don't do patient consultations' (n=15) and those who did not answer this question (n=3) are excluded from all analysis as these respondents did not complete the survey.						
	Yes (%)	No (%)	Total (%)	Yes (n)	No (n)	Total (n)
General practitioner	99%	1%	100%	719	6	725
Physician	96%	4%	100%	268	12	280
Psychiatrist	99%	1%	100%	104	1	105
Surgeon	92%	8%	100%	143	12	155
	Yes (%)	No (%)	Total (%)	Yes (n)	No (n)	Total (n)
New South Wales	95%	5%	100%	435	23	458
Queensland	97%	3%	100%	271	8	279
Victoria	98%	2%	100%	425	10	435
	Yes (%)	No (%)	Total (%)	Yes (n)	No (n)	Total (n)
Doctor in training	94%	6%	100%	61	4	65
Fully qualified doctor	96%	4%	100%	1221	45	1266

5. Over the last 4 weeks, roughly what percentage of your consultations were...?

Base: respondents who provide telehealth consultations		Face-to face (%)	Telehealth with video (%)	Telehealth with phone/audio only (%)	Other modes (e.g. webchat, SMS, email) (%)
All respondents (n=1243)	MEDIAN	60%	0%	23%	0%
	% said 0%	10%	55%	7%	88%
	% said 1%-25%	18%	29%	49%	11%
	% said 26%-50%	17%	8%	22%	0%
	% said 51%-75%	19%	3%	10%	0%
	% said 76%-100%	35%	5%	12%	0%
Base: respondents who provide telehealth consultations		Face-to face (%)	Telehealth with video (%)	Telehealth with phone/audio only (%)	Other modes (e.g. webchat, SMS, email) (%)
General practitioner (n=693)	MEDIAN	65%	0%	30%	0%
	% said 0%	6%	71%	3%	89%
	% said 1%-25%	16%	24%	43%	11%
	% said 26%-50%	20%	2%	28%	0%
	% said 51%-75%	25%	1%	12%	0%
	% said 76%-100%	34%	2%	14%	0%
Physician (n=265)	MEDIAN	50%	10%	20%	0%
	% said 0%	14%	30%	9%	89%
	% said 1%-25%	26%	37%	51%	11%
	% said 26%-50%	17%	18%	17%	0%
	% said 51%-75%	14%	7%	11%	0%
	% said 76%-100%	29%	8%	13%	0%
Psychiatrist (n=98)	MEDIAN	12.5%	40%	10%	0%
	% said 0%	34%	13%	21%	91%
	% said 1%-25%	26%	31%	51%	8%
	% said 26%-50%	11%	20%	12%	1%
	% said 51%-75%	9%	10%	4%	0%
	% said 76%-100%	20%	26%	11%	0%
Surgeon (n=141)	MEDIAN	80%	0%	10%	0%
	% said 0%	6%	51%	6%	84%
	% said 1%-25%	13%	33%	70%	16%
	% said 26%-50%	12%	8%	16%	0%
	% said 51%-75%	13%	3%	5%	0%
	% said 76%-100%	56%	6%	4%	0%
Base: respondents who provide telehealth consultations		Face-to face (%)	Telehealth with video (%)	Telehealth with phone/audio only (%)	Other modes (e.g. webchat, SMS, email) (%)
New South Wales (n=424)	MEDIAN	70%	0%	20%	0%
	% said 0%	7%	59%	8%	89%
	% said 1%-25%	11%	29%	54%	11%
	% said 26%-50%	17%	6%	21%	0%
	% said 51%-75%	22%	2%	8%	0%
	% said 76%-100%	43%	3%	8%	0%
Victoria (n=414)	MEDIAN	20%	5%	46.5%	0%
	% said 0%	18%	41%	5%	87%
	% said 1%-25%	38%	30%	31%	12%
	% said 26%-50%	20%	13%	23%	0%
	% said 51%-75%	11%	6%	17%	0%
	% said 76%-100%	14%	11%	24%	0%
Queensland (n=260)	MEDIAN	75%	0%	20%	0%
	% said 0%	5%	64%	5%	88%
	% said 1%-25%	7%	26%	62%	12%
	% said 26%-50%	16%	6%	22%	0%
	% said 51%-75%	25%	1%	6%	0%
	% said 76%-100%	48%	3%	5%	0%

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Base: respondents who provide telehealth consultations

		Face-to face (%)	Telehealth with video (%)	Telehealth with phone/audio only (%)	Other modes (e.g. webchat, SMS, email) (%)
Fully qualified doctors (n=1184)	MEDIAN	60%	0%	21.5%	0%
	% said 0%	10%	54%	7%	88%
	% said 1%-25%	18%	29%	49%	12%
	% said 26%-50%	17%	8%	22%	0%
	% said 51%-75%	19%	3%	10%	0%
	% said 76%-100%	35%	5%	12%	0%
Trainees (n=59)	MEDIAN	65%	0%	25%	0%
	% said 0%	10%	64%	10%	98%
	% said 1%-25%	17%	15%	46%	2%
	% said 26%-50%	14%	8%	32%	0%
	% said 51%-75%	25%	8%	5%	0%
	% said 76%-100%	34%	3%	7%	0%

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6. Have you received education or training in how to conduct telehealth consultations?

Base: respondents who provide telehealth consultations								
	Yes (%)	Yes, but not enough (%)	No (%)	Total (%)	Yes (n)	Yes, but not enough (n)	No (n)	Total (n)
All respondents	27%	15%	58%	100%	336	190	718	1244
Base: respondents who provide telehealth consultations								
	Yes (%)	Yes, but not enough (%)	No (%)	Total (%)	Yes (n)	Yes, but not enough (n)	No (n)	Total (n)
General practitioner	29%	15%	55%	100%	203	107	386	696
Physician	26%	17%	57%	100%	69	44	152	265
Psychiatrist	38%	14%	47%	100%	37	14	46	97
Surgeon	14%	13%	74%	100%	19	18	103	140
Base: respondents who provide telehealth consultations								
	Yes (%)	Yes, but not enough (%)	No (%)	Total (%)	Yes (n)	Yes, but not enough (n)	No (n)	Total (n)
New South Wales	27%	15%	58%	100%	113	65	246	424
Queensland	28%	15%	58%	100%	72	38	151	261
Victoria	27%	15%	58%	100%	110	62	242	414
Base: respondents who provide telehealth consultations								
	Yes (%)	Yes, but not enough (%)	No (%)	Total (%)	Yes (n)	Yes, but not enough (n)	No (n)	Total (n)
Doctor in training	34%	10%	56%	100%	20	6	33	59
Fully qualified doctor	27%	16%	58%	100%	316	184	685	1185

7. Where do you run your telehealth consultations? Select all that apply

Base: respondents who provide telehealth consultations				
	At work (%)	At home (%)	Somewhere else (%)	Total (n)
All respondents	90%	35%	2%	1227
Base: respondents who provide telehealth consultations				
	At work (%)	At home (%)	Somewhere else (%)	Total (n)
General practitioner	93%	32%	2%	686
Physician	89%	40%	2%	263
Psychiatrist	77%	49%	3%	97
Surgeon	92%	27%	1%	138
Base: respondents who provide telehealth consultations				
	At work (%)	At home (%)	Somewhere else (%)	Total (n)
New South Wales	92%	31%	2%	417
Queensland	93%	27%	2%	255
Victoria	86%	46%	2%	410
Base: respondents who provide telehealth consultations				
	At work (%)	At home (%)	Somewhere else (%)	Total (n)
Doctor in training	97%	26%	0%	58
Fully qualified doctor	90%	36%	2%	1169

8. Do you have clear guidelines in your practice/workplace to determine who should be offered a telehealth consultation?

Base: respondents who provide telehealth consultations								
	Yes (%)	No, the guidelines are not clear (%)	No, there are no guidelines (%)	Total (%)	Yes (n)	No, the guidelines are not clear (n)	No, there are no guidelines (n)	Total (n)
All respondents	64%	17%	20%	100%	769	203	237	1209
Base: respondents who provide telehealth consultations								
	Yes (%)	No, the guidelines are not clear (%)	No, there are no guidelines (%)	Total (%)	Yes (n)	No, the guidelines are not clear (n)	No, there are no guidelines (n)	Total (n)
General practitioner	70%	16%	14%	100%	472	105	95	672
Physician	56%	17%	27%	100%	146	44	71	261
Psychiatrist	59%	19%	23%	100%	57	18	22	97
Surgeon	56%	19%	25%	100%	77	26	35	138
Base: respondents who provide telehealth consultations								
	Yes (%)	No, the guidelines are not clear (%)	No, there are no guidelines (%)	Total (%)	Yes (n)	No, the guidelines are not clear (n)	No, there are no guidelines (n)	Total (n)
New South Wales	61%	18%	21%	100%	250	76	85	411
Queensland	64%	17%	19%	100%	161	44	47	252
Victoria	65%	15%	20%	100%	263	59	82	404
Base: respondents who provide telehealth consultations								
	Yes (%)	No, the guidelines are not clear (%)	No, there are no guidelines (%)	Total (%)	Yes (n)	No, the guidelines are not clear (n)	No, there are no guidelines (n)	Total (n)
Doctor in training	47%	34%	19%	100%	27	20	11	58
Fully qualified doctor	64%	16%	20%	100%	742	183	226	1151

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9. What do you routinely cover at the start of a telehealth consultation? *Select all that apply*

<i>Base: respondents who provide telehealth consultations</i>	Confirmation that speaking to the right person (%)	Consent for a telehealth consultation (%)	What to do if the connection is lost (%)	The billing process (%)	Guidelines around making audio or visual recordings of the consultation (%)	Other (%)	Total (n)
All respondents	92%	68%	20%	32%	11%	13%	1196
	Confirmation that speaking to the right person (%)	Consent for a telehealth consultation (%)	What to do if the connection is lost (%)	The billing process (%)	Guidelines around making audio or visual recordings of the consultation (%)	Other (%)	Total (n)
General practitioner	96%	76%	16%	37%	12%	8%	677
Physician	88%	60%	25%	26%	11%	17%	258
Psychiatrist	66%	62%	49%	31%	22%	26%	89
Surgeon	93%	53%	17%	21%	5%	15%	131
	Confirmation that speaking to the right person (%)	Consent for a telehealth consultation (%)	What to do if the connection is lost (%)	The billing process (%)	Guidelines around making audio or visual recordings of the consultation (%)	Other (%)	Total (n)
New South Wales	92%	69%	22%	31%	13%	12%	406
Queensland	92%	72%	20%	37%	10%	11%	251
Victoria	90%	63%	19%	28%	10%	15%	399
	Confirmation that speaking to the right person (%)	Consent for a telehealth consultation (%)	What to do if the connection is lost (%)	The billing process (%)	Guidelines around making audio or visual recordings of the consultation (%)	Other (%)	Total (n)
Doctor in training	98%	67%	18%	30%	14%	4%	57
Fully qualified doctor	91%	68%	20%	32%	11%	13%	1139

10. As a trainee, do you feel you are exposed to the same learning opportunities when using telehealth?

Base: trainees who provide telehealth consultations	%	n
Yes	46%	26
No	54%	31
Grand Total [#]	100%	57

[#] Too few respondents for a breakdown by subgroup

12. During a telehealth consultation, do you feel you are able to access supervisor support?

Base: trainees who provide telehealth consultations	%	n
Usually	63%	36
Sometimes	33%	19
Never	4%	2
Grand Total [#]	100%	57

[#] Too few respondents for a breakdown by subgroup

14. Do you supervise junior doctors performing telehealth consultations?

Base: fully qualified doctors who provide telehealth consultations	Yes (%)	No (%)	Total (%)	Yes (n)	No (n)	Total (n)
All respondents	18%	82%	100%	212	956	1168
	Yes (%)	No (%)	Total (%)	Yes (n)	No (n)	Total (n)
General practitioner	13%	88%	100%	81	567	648
Physician	30%	70%	100%	76	179	255
Psychiatrist	25%	75%	100%	22	67	89
Surgeon	20%	80%	100%	27	109	136
	Yes (%)	No (%)	Total (%)	Yes (n)	No (n)	Total (n)
New South Wales	16%	84%	100%	62	337	399
Queensland	14%	86%	100%	33	208	241
Victoria	24%	76%	100%	94	296	390

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16. What prevents you from using, or more frequently using, telehealth (phone/audio or video) with your patients? *Select all that apply*

*Base: respondents who provide telehealth consultations
(all respondents were asked this question, but there were too few respondents who did not provide telehealth to report their results)*

	Ability to safely triage patients (%)	Concern about continuity of care (%)	Not having the necessary equipment (%)	Resistance from patients (%)	A need to see patients in person (%)	Privacy concerns (%)	The bulk billing requirement (%)	Inability to access Medicare for some patients (e.g. new patients) (%)	Other (%)	Total (n)
All respondents	28%	17%	12%	18%	73%	8%	17%	18%	18%	1202
	Ability to safely triage patients (%)	Concern about continuity of care (%)	Not having the necessary equipment (%)	Resistance from patients (%)	A need to see patients in person (%)	Privacy concerns (%)	The bulk billing requirement (%)	Inability to access Medicare for some patients (e.g. new patients) (%)	Other (%)	Total (n)
General practitioner	35%	21%	12%	16%	75%	9%	23%	27%	15%	673
Physician	24%	17%	12%	20%	74%	9%	10%	7%	22%	254
Psychiatrist	13%	5%	10%	21%	47%	7%	2%	4%	18%	97
Surgeon	19%	14%	14%	19%	80%	2%	20%	7%	24%	139
	Ability to safely triage patients (%)	Concern about continuity of care (%)	Not having the necessary equipment (%)	Resistance from patients (%)	A need to see patients in person (%)	Privacy concerns (%)	The bulk billing requirement (%)	Inability to access Medicare for some patients (e.g. new patients) (%)	Other (%)	Total (n)
New South Wales	29%	21%	11%	17%	74%	11%	20%	23%	17%	408
Queensland	30%	16%	11%	15%	82%	6%	19%	22%	16%	250
Victoria	27%	13%	12%	21%	66%	5%	14%	11%	17%	404
	Ability to safely triage patients (%)	Concern about continuity of care (%)	Not having the necessary equipment (%)	Resistance from patients (%)	A need to see patients in person (%)	Privacy concerns (%)	The bulk billing requirement (%)	Inability to access Medicare for some patients (e.g. new patients) (%)	Other (%)	Total (n)
Doctor in training	31%	16%	16%	11%	78%	5%	15%	31%	11%	55
Fully qualified doctor	28%	17%	12%	18%	73%	8%	18%	18%	18%	1147

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17. What prevents you from using, or more frequently using, video telehealth with your patients? *Select all that apply*

*Base: respondents who provide telehealth consultations
(all respondents were asked this question, but there were too few respondents who did not provide telehealth to report their results)*

	Inadequate technical equipment (%)	Inadequate internet connection (%)	Your technical ability (%)	Your personal preference for phone calls (%)	Your patients' preference for phone calls (%)	Technical ability of your patients (%)	Privacy concerns (%)	Other (%)	Total (n)
All respondents	42%	24%	14%	26%	41%	63%	11%	16%	1195
	Inadequate technical equipment (%)	Inadequate internet connection (%)	Your technical ability (%)	Your personal preference for phone calls (%)	Your patients' preference for phone calls (%)	Technical ability of your patients (%)	Privacy concerns (%)	Other (%)	Total (n)
General practitioner	50%	23%	18%	34%	44%	65%	14%	12%	670
Physician	37%	28%	9%	14%	35%	68%	9%	20%	254
Psychiatrist	18%	30%	8%	8%	48%	45%	10%	16%	92
Surgeon	29%	18%	8%	23%	35%	61%	7%	21%	138
	Inadequate technical equipment (%)	Inadequate internet connection (%)	Your technical ability (%)	Your personal preference for phone calls (%)	Your patients' preference for phone calls (%)	Technical ability of your patients (%)	Privacy concerns (%)	Other (%)	Total (n)
New South Wales	44%	25%	17%	28%	41%	66%	12%	13%	401
Queensland	46%	24%	11%	29%	44%	63%	10%	14%	248
Victoria	39%	24%	13%	22%	41%	62%	10%	17%	403
	Inadequate technical equipment (%)	Inadequate internet connection (%)	Your technical ability (%)	Your personal preference for phone calls (%)	Your patients' preference for phone calls (%)	Technical ability of your patients (%)	Privacy concerns (%)	Other (%)	Total (n)
Doctor in training	58%	24%	5%	25%	38%	73%	13%	9%	55
Fully qualified doctor	41%	24%	15%	26%	41%	63%	11%	16%	1140

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18. Please indicate how often you find these issues challenging when dealing with patients via telehealth (phone/audio or video)? *Inability to perform a physical examination*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	43%	49%	4%	5%	100%	511	583	47	61	1202
General practitioner	37%	59%	2%	2%	100%	249	394	15	15	673
Physician	57%	38%	2%	3%	100%	145	97	5	7	254
Psychiatrist	15%	27%	21%	38%	100%	14	26	20	36	96
Surgeon	60%	35%	4%	1%	100%	84	48	5	2	139
New South Wales	42%	49%	3%	6%	100%	171	199	12	25	407
Queensland	40%	49%	6%	6%	100%	99	121	15	14	249
Victoria	43%	47%	4%	5%	100%	175	191	17	20	403
Doctor in training	49%	44%	4%	4%	100%	27	24	2	2	55
Fully qualified doctor	42%	49%	4%	5%	100%	484	559	45	59	1147

18. Please indicate how often you find these issues challenging when dealing with patients via telehealth (phone/audio or video)? *Difficulty in responding to urgent care needs*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	10%	48%	30%	11%	100%	123	576	364	135	1198
General practitioner	10%	55%	28%	8%	100%	66	367	189	51	673
Physician	10%	45%	30%	15%	100%	25	114	76	38	253
Psychiatrist	7%	38%	41%	13%	100%	7	36	39	12	94
Surgeon	15%	33%	36%	15%	100%	21	46	50	21	138
New South Wales	12%	49%	27%	12%	100%	47	197	111	50	405
Queensland	7%	45%	33%	15%	100%	17	111	82	37	247
Victoria	11%	48%	33%	8%	100%	44	195	133	31	403
Doctor in training	7%	64%	25%	4%	100%	4	35	14	2	55
Fully qualified doctor	10%	47%	31%	12%	100%	119	541	350	133	1143

18. Please indicate how often you find these issues challenging when dealing with patients via telehealth (phone/audio or video)? *Building rapport*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	7%	55%	35%	3%	100%	85	655	419	39	1198
General practitioner	4%	50%	42%	4%	100%	27	339	282	25	673
Physician	12%	66%	22%	1%	100%	30	165	54	2	251
Psychiatrist	8%	57%	31%	3%	100%	8	55	30	3	96
Surgeon	12%	51%	31%	6%	100%	17	70	43	8	138
New South Wales	8%	53%	35%	4%	100%	32	213	141	18	404
Queensland	5%	48%	44%	3%	100%	12	120	109	8	249
Victoria	8%	61%	30%	1%	100%	31	244	121	6	402
Doctor in training	5%	69%	25%	0%	100%	3	38	14		55
Fully qualified doctor	7%	54%	35%	3%	100%	82	617	405	39	1143

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18. Please indicate how often you find these issues challenging when dealing with patients via telehealth (phone/audio or video)? *Maintaining professional boundaries*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	1%	18%	75%	6%	100%	16	219	890	68	1193
General practitioner	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Physician	1%	20%	74%	5%	100%	8	132	497	32	669
Psychiatrist	1%	18%	76%	6%	100%	3	44	190	14	251
Surgeon	2%	18%	74%	6%	100%	2	17	70	6	95
New South Wales	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Queensland	2%	15%	72%	10%	100%	3	21	100	14	138
Victoria	2%	19%	72%	7%	100%	9	76	288	28	401
Doctor in training	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Fully qualified doctor	1%	19%	77%	4%	100%	2	46	189	10	247
	1%	17%	77%	4%	100%	4	69	312	18	403
	2%	27%	67%	4%	100%	1	15	37	2	55
	1%	18%	75%	6%	100%	15	204	853	66	1138

18. Please indicate how often you find these issues challenging when dealing with patients via telehealth (phone/audio or video)? *Assessing capacity to consent*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	4%	31%	57%	9%	100%	43	366	676	110	1195
General practitioner	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Physician	2%	31%	61%	6%	100%	13	209	407	41	670
Psychiatrist	4%	32%	53%	11%	100%	11	81	135	27	254
Surgeon	1%	20%	65%	14%	100%	1	19	62	13	95
New South Wales	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Queensland	12%	31%	42%	16%	100%	16	42	57	22	137
Victoria	5%	30%	55%	10%	100%	20	121	223	40	404
Doctor in training	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Fully qualified doctor	2%	28%	61%	8%	100%	6	70	151	20	247
	3%	29%	59%	9%	100%	13	116	235	37	401
	2%	42%	45%	11%	100%	1	23	25	6	55
	4%	30%	57%	9%	100%	42	343	651	104	1140

18. Please indicate how often you find these issues challenging when dealing with patients via telehealth (phone/audio or video)? *Hearing each other*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	3%	71%	23%	3%	100%	39	853	270	32	1194
General practitioner	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Physician	2%	72%	23%	3%	100%	13	481	156	20	670
Psychiatrist	6%	73%	20%	1%	100%	16	184	50	2	252
Surgeon	5%	73%	16%	6%	100%	5	70	15	6	96
New South Wales	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Queensland	1%	65%	31%	3%	100%	2	88	42	4	136
Victoria	4%	67%	26%	3%	100%	16	271	103	13	403
Doctor in training	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Fully qualified doctor	2%	72%	25%	2%	100%	4	179	62	4	249
	4%	75%	18%	2%	100%	16	302	74	9	401
	9%	78%	13%	0%	100%	5	43	7		55
	3%	71%	23%	3%	100%	34	810	263	32	1139

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18. Please indicate how often you find these issues challenging when dealing with patients via telehealth (phone/audio or video)? Seeing them clearly (for video telehealth)

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	6%	38%	11%	45%	100%	74	445	135	526	1180
	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
General practitioner	5%	27%	8%	60%	100%	34	175	55	394	658
Physician	10%	55%	12%	23%	100%	24	137	31	58	250
Psychiatrist	8%	67%	19%	5%	100%	8	64	18	5	95
Surgeon	4%	42%	17%	37%	100%	5	58	24	51	138
	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
New South Wales	7%	31%	12%	51%	100%	26	125	46	202	399
Queensland	5%	33%	10%	52%	100%	12	80	25	126	243
Victoria	8%	47%	12%	33%	100%	30	187	48	131	396
	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Doctor in training	7%	28%	9%	56%	100%	4	15	5	30	54
Fully qualified doctor	6%	38%	12%	44%	100%	70	430	130	496	1126

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19. Please indicate how often you find these other issues challenging when using telehealth (phone/audio or video)? *Handing over care to other doctors in your practice*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	2%	20%	53%	25%	100%	21	239	627	303	1190
General practitioner	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Physician	2%	26%	62%	10%	100%	14	172	411	70	667
Psychiatrist	2%	13%	42%	44%	100%	4	32	105	109	250
Surgeon	3%	13%	43%	41%	100%	3	12	40	39	94
	0%	11%	45%	45%	100%		15	62	62	139
New South Wales	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Queensland	2%	22%	48%	28%	100%	8	88	192	114	402
Victoria	0%	19%	56%	24%	100%	1	47	138	59	245
	2%	19%	55%	24%	100%	9	77	220	95	401
Doctor in training	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Fully qualified doctor	4%	20%	61%	15%	100%	2	11	33	8	54
	2%	20%	52%	26%	100%	19	228	594	295	1136

19. Please indicate how often you find these other issues challenging when using telehealth (phone/audio or video)? *Availability of the referral letter*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	3%	25%	56%	17%	100%	36	292	663	197	1188
General practitioner	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Physician	2%	20%	57%	20%	100%	16	136	377	135	664
Psychiatrist	4%	34%	56%	7%	100%	9	85	140	17	251
Surgeon	5%	15%	65%	15%	100%	5	14	62	14	95
	4%	32%	54%	9%	100%	6	44	75	13	138
New South Wales	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Queensland	5%	30%	48%	17%	100%	19	121	192	67	399
Victoria	2%	18%	64%	16%	100%	4	45	157	40	246
	2%	24%	60%	14%	100%	9	98	240	55	402
Doctor in training	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Fully qualified doctor	7%	17%	56%	20%	100%	4	9	30	11	54
	3%	25%	56%	16%	100%	32	283	633	186	1134

19. Please indicate how often you find these other issues challenging when using telehealth (phone/audio or video)? *Arranging referrals to other providers*

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	3%	26%	65%	6%	100%	41	310	769	72	1192
General practitioner	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Physician	3%	27%	68%	1%	100%	22	181	456	8	667
Psychiatrist	4%	25%	65%	6%	100%	9	63	163	16	251
Surgeon	3%	22%	56%	19%	100%	3	21	53	18	95
	4%	22%	63%	12%	100%	5	30	87	17	139
New South Wales	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Queensland	4%	32%	57%	7%	100%	18	128	229	27	402
Victoria	2%	23%	70%	5%	100%	6	56	172	12	246
	3%	23%	69%	6%	100%	11	91	277	23	402
Doctor in training	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Fully qualified doctor	2%	20%	70%	7%	100%	1	11	38	4	54
	4%	26%	64%	6%	100%	40	299	731	68	1138

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19. Please indicate how often you find these other issues challenging when using telehealth (phone/audio or video)? Arranging follow-up tests/investigations

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	5%	39%	52%	4%	100%	64	467	615	46	1192
General practitioner	4%	37%	58%	1%	100%	24	250	386	8	668
Physician	9%	45%	43%	3%	100%	23	111	108	7	249
Psychiatrist	6%	35%	42%	17%	100%	6	34	40	16	96
Surgeon	6%	37%	52%	5%	100%	8	52	72	7	139
New South Wales	7%	41%	47%	5%	100%	27	163	190	22	402
Queensland	2%	39%	57%	2%	100%	6	95	139	6	246
Victoria	5%	37%	55%	3%	100%	21	147	221	13	402
Doctor in training	4%	43%	52%	2%	100%	2	23	28	1	54
Fully qualified doctor	5%	39%	52%	4%	100%	62	444	587	45	1138

19. Please indicate how often you find these other issues challenging when using telehealth (phone/audio or video)? Arranging dispensing of prescriptions

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	11%	43%	42%	5%	100%	126	513	495	57	1191
General practitioner	7%	44%	48%	0%	100%	48	295	321	2	666
Physician	19%	42%	32%	7%	100%	48	104	80	18	250
Psychiatrist	15%	43%	33%	9%	100%	14	41	32	9	96
Surgeon	10%	42%	40%	8%	100%	14	58	56	11	139
New South Wales	13%	42%	39%	6%	100%	51	169	158	24	402
Queensland	7%	47%	42%	4%	100%	18	117	103	9	247
Victoria	12%	43%	42%	4%	100%	47	170	169	14	400
Doctor in training	7%	41%	46%	6%	100%	4	22	25	3	54
Fully qualified doctor	11%	43%	41%	5%	100%	122	491	470	54	1137

19. Please indicate how often you find these other issues challenging when using telehealth (phone/audio or video)? Arranging follow-up appointments

Base: respondents who provide telehealth consultations	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	3%	27%	67%	3%	100%	36	322	797	37	1192
General practitioner	2%	29%	68%	1%	100%	13	194	456	4	667
Physician	6%	25%	66%	4%	100%	14	63	164	9	250
Psychiatrist	3%	24%	66%	7%	100%	3	23	63	7	96
Surgeon	4%	24%	71%	1%	100%	5	34	98	2	139
New South Wales	3%	33%	61%	3%	100%	13	131	245	13	402
Queensland	2%	26%	69%	2%	100%	6	64	170	6	246
Victoria	2%	24%	72%	3%	100%	8	95	288	11	402
Doctor in training	2%	26%	69%	4%	100%	1	14	37	2	54
Fully qualified doctor	3%	27%	67%	3%	100%	35	308	760	35	1138

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19. Please indicate how often you find these other issues challenging when using telehealth (phone/audio or video)? *Technical difficulties (e.g. drop-outs, poor audio)*

<i>Base: respondents who provide telehealth consultations</i>	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
All respondents	4%	77%	17%	2%	100%	51	909	206	22	1188
	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
General practitioner	2%	75%	21%	1%	100%	16	501	140	9	666
Physician	8%	79%	12%	1%	100%	20	196	30	3	249
Psychiatrist	7%	86%	3%	3%	100%	7	82	3	3	95
Surgeon	6%	70%	20%	4%	100%	8	96	28	6	138
	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
New South Wales	3%	77%	19%	2%	100%	12	306	74	8	400
Queensland	3%	77%	19%	0%	100%	8	189	47	1	245
Victoria	6%	80%	12%	2%	100%	24	320	50	7	401
	Usually (%)	Sometimes (%)	Never (%)	N/A (%)	Total (%)	Usually (n)	Sometimes (n)	Never (n)	N/A (n)	Total (n)
Doctor in training	6%	85%	9%	0%	100%	3	46	5		54
Fully qualified doctor	4%	76%	18%	2%	100%	48	863	201	22	1134

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20. Has a patient ever made a complaint to you (or your practice/workplace) that you believe was the result of telehealth?

Base: respondents who provide telehealth consultations						
	No (%)	Yes (%)	Total (%)	No (n)	Yes (n)	Total (n)
All respondents	95%	5%	100%	1137	65	1202
	No (%)	Yes (%)	Total (%)	No (n)	Yes (n)	Total (n)
General practitioner	95%	5%	100%	636	37	673
Physician	94%	6%	100%	240	14	254
Psychiatrist	95%	5%	100%	91	5	96
Surgeon	96%	4%	100%	133	6	139
	No (%)	Yes (%)	Total (%)	No (n)	Yes (n)	Total (n)
New South Wales	96%	4%	100%	389	18	407
Queensland	94%	6%	100%	234	15	249
Victoria	93%	7%	100%	377	27	404
	No (%)	Yes (%)	Total (%)	No (n)	Yes (n)	Total (n)
Doctor in training	91%	9%	100%	49	5	54
Fully qualified doctor	95%	5%	100%	1088	60	1148

21. In a future where COVID-19 is no longer a pandemic, how interested would you be in using telehealth with your patients (assuming ongoing MBS funding)?

Base: all respondents										
	Very interested (%)	Somewhat interested (%)	Not interested (%)	Unsure (%)	Total (%)	Very interested (n)	Somewhat interested (n)	Not interested (n)	Unsure (n)	Total (n)
All respondents	66%	21%	11%	2%	100%	822	256	137	29	1244
	Very interested (%)	Somewhat interested (%)	Not interested (%)	Unsure (%)	Total (%)	Very interested (n)	Somewhat interested (n)	Not interested (n)	Unsure (n)	Total (n)
General practitioner	72%	20%	7%	1%	100%	487	133	44	8	672
Physician	65%	19%	14%	3%	100%	172	51	36	7	266
Psychiatrist	69%	18%	10%	3%	100%	67	17	10	3	97
Surgeon	44%	26%	25%	5%	100%	67	39	38	7	151
	Very interested (%)	Somewhat interested (%)	Not interested (%)	Unsure (%)	Total (%)	Very interested (n)	Somewhat interested (n)	Not interested (n)	Unsure (n)	Total (n)
New South Wales	65%	20%	11%	4%	100%	279	86	48	15	428
Queensland	65%	22%	10%	3%	100%	165	57	25	7	254
Victoria	68%	20%	10%	1%	100%	281	84	41	6	412
	Very interested (%)	Somewhat interested (%)	Not interested (%)	Unsure (%)	Total (%)	Very interested (n)	Somewhat interested (n)	Not interested (n)	Unsure (n)	Total (n)
Doctor in training	57%	31%	10%	2%	100%	33	18	6	1	58
Fully qualified doctor	67%	20%	11%	2%	100%	789	238	131	28	1186