

Appendix 1

Interview Guide

1. Tell me about your experiences of using virtual primary care since the pandemic started
2. Describe for me the things that are really important to you when you need to use virtual care?
 - a. Probe on both relationality and practical/logistical aspects
3. Can you tell about anything that really didn't work well?
 - a. How could that have been made better?
4. What do you need most to make sure that you feel your care is just as good as in person?
5. What would make you feel confident in the care you are receiving?
 - a. What would make you feel safe in the care you are receiving?
6. How do you feel about needing to use virtual care again?
 - a. What makes you feel good about this?
 - b. What would make you feel better about this?