**Additional file 5** SERVQUAL model codebook

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| Codes  | Descriptions  | Physician  | Patient  |
| 1  | **Tangibles**  | X  | X  |
| 1.1  | Comfort level using virtual equipment (subjective)  | X  | X  |
| 1.2  | Technical issues: equipment and capacity /functionality/connectivity/organizational (objective)  | X  | X  |
| 1.3  | Technical support  | X  | X  |
| 1.4  | Environment (setting of the teleconsulting)  | X  | X  |
| 1.5  | Provide training/teaching  | X  | X  |
| 2  | **Reliability**  | X  | X  |
| 2.1  | Administration/scheduling support  | X  | X  |
| 2.2  | Punctual (start on time or duration)  | X  | X  |
| 2.3  | Timing of appointment/referral/DI testing/Rx/lab requisition  |    | X  |
| 2.4  | Appropriate triage  | X  |    |
| 2.5  | Chart pre-/documentation readiness  | X  |    |
| 3  | **Responsiveness**  | X  | X  |
| 3.1  | Address logistical needs (transportation, physical, work, driving, financial etc.)  | X  | X  |
| 3.2  | Response from the clinic (easy to contact)  |    | X  |
| 3.3  | Address medical needs  |    | X  |
| 4  | **Assurance**  | X  | X  |
| 4.1  | Virtual verbal communication (sending or receiving information)  | X  | X  |
| 4.2  | Virtual non-verbal verbal communication (emotion, attitude, personality, supplement to verbal communication)  | X  | X  |
| 4.3  | Trust during interaction  | X  | X  |
| 4.4  | Confidence  | X  | X  |
| 4.5  | Clinical component  | X  |    |
| 4.5.1  | Diagnosis  | X  | X  |
| 4.5.2  | History taking  | X  |    |
| 4.5.3  | Neurology physical examination/assessment  | X  |    |
| 4.5.4  | Treatment plan  | X  |    |
| 4.5.5  | Advanced decision making  | X  |    |
| 4.5.6  | Image/tests review  | X  |    |
| 4.5.7  | Documentation  | X  |    |
| 4.6  | Completeness  | X  | X  |
| 5  | **Empathy**  | X  | X  |
| 5.1  | Personal attention  | X  | X  |
| 5.2  | Human touch  | X  | X  |