**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 |