**Additional file 7**

The most frequent SERVQUAL dimensions, process factors, sub-themes and selected quotes among patients (N=101)

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| Dimension | Most frequent process factors | Sub-themes | Selected quotes |
| Responsiveness (n=33)  (The willingness to help customers and provide prompt service) | Address logistical needs (n=17) | Convenience (saving time, travel and cost) | Participants considered no transport...no travel expense as advantage of TM appointment. (18\_PT\_36).  I didn’t have to drive there, find parking, and all the way to the office, wasting an hour plus if time. (9\_PT\_113).  Eighty-eight percent of patients agreed that their telehealth visit was more convenient for them than an in-person visit.(14\_PT\_127) |
| Address medical needs (n=14) | Address communicative needs (e.g., understanding care plan, or disease, change medication regiments.) | Regarding to the ease of ….understanding the plan-of-care, the most frequent response was “very satisfied" (average rating 5.5/6). (3\_PT\_33)  (About 88%) Majority of the participants stated that the TM appointment helped them as well as previous appointments onsite for the understanding of the illness, (18\_PT\_63) |
| Tangible  (n=25)  (The equipment and personnel) | Technical issue  (n=19) | Connectivity;  Usability;  Availability;  Family support. | A lag in audio (or visual) (3\_PT\_17)  We found that patients experienced MyChart logistical challenges with synchronous TN, which resulted in switching to non-MyChart platforms. (11\_PT\_178)  ... the lack of PC, tablet, or phone with Internet connection in 8 cases (23.5%) (2\_PT\_173)  Televisits performed in the presence of subjects of younger generation had a successful rate higher than the group without younger generation caregiver (2\_PT\_176) |
| Home environment (n=6) | Comfort | Participants considered...more comfort as advantage of TM appointment. (18\_PT\_37)  ‘‘Comfort of being in your own home. (9\_PT\_101) |
| Assurance  (n=23)  (The knowledge and courtesy of employees and their ability to inspire trust and confidence) | Communication  (n=12) | Situational effectiveness | Language barrier without gesture compensated communication (0.9%) (19\_PT\_79)  Sixty-four percent of patients agreed that they were able to adequately show their clinical signs to their provider, (14\_PT\_124) |
| Diagnosis (n=5) | Delay and uncertain | Other disadvantages were the postponements of diagnostics or therapies (5.5%) (19\_PT\_77)  Patients who found virtual clinic to be “not as good” were more likely to have an underlying neurological disorder that would benefit from clinical examination, namely, a neuromuscular condition (66.7%) (2\_PT\_14) |
| Reliability  (n=15)  (the ability to perform the promised service dependably and accurately) | Tests, prescriptions, Treatments  (n=8) | Delay | Lack of immediate prescription (9%) (18\_PT\_47).  A delay in performance of epilepsy-related tests occurred in 37 patients (14.5%). Routine EEG was the test most often delayed (n = 11; 29.7%), followed by MRI (n = 9; 24.3%) and video-EEG monitoring (n = 8; 21.6%). (8\_PT\_133) |
| Empathy  (n=5)  (The provision of individual care and attention to customers) | Personal attention (n=3) | Present  Embarrassing | Felt more present and focused (9\_PT\_103).  … embarrassing nature of the teleconsultation ... were unfavorable to satisfaction of the patient (4\_PT\_183). |