**Table 3: Telehealth Usability Questionnaire (TUQ)**

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| **Item (Number of answers)** | **Mean Score (SD)** | **Range (1-7)** |
| 1. Telehealth improves my access to healthcare services | 6.03 (1.30) | (1.0-7.0) |
| 2. Telehealth saves me time traveling to a hospital or specialist clinic | 6.63 (0.86) | (2.0-7.0) |
| 3. Telehealth provides for my healthcare needs | 5.64 (1.34) | (2.0-7.0) |
| **Usefulness scale summary (Items 1-3)** | **6.10 (0.50)** | (1.0-7.0) |
|  |  |  |
| 4. It was simple to use this system | 6.31 (1.15) | (1.0-7.0) |
| 5. It was easy to learn to use this system | 6.21 (1.20) | (1.0-7.0) |
| 6. I believe I could become productive quickly using this system | 6.08 (1.01) | (1.0-7.0) |
| 7. The way I interact with this system is pleasant | 6.23 (1.14) | (1.0-7.0) |
| 8. I like using the system | 6.03 (1.23) | (1.0-7.0) |
| 9. The system is simple and easy to understand | 6.38 (0.95) | (2.0-7.0) |
| **Ease of use scale summary (Items 4-9)** | **6.21 (0.13)** | (1.0-7.0) |
|  |  |  |
| 10. This system is able to do everything I would want it to be able to do | 5.27 (1.70) | (1.0-7.0) |
| 11. I could easily talk to the clinician using the telehealth system | 6.60 (1.06) | (1.0-7.0) |
| 12. I could hear the clinician clearly using the telehealth system | 6.63 (1.01) | (1.0-7.0) |
| 13. I felt I was able to express myself effectively | 6.61 (1.11) | (2.0-7.0) |
| 14. Using the telehealth system, I could see the clinician as well as if we met in person | 5.91 (1.64) | (1.0-7.0) |
| **Effectiveness scale summary (Items 10-14)** | **6.20 (0.60)** | (1.0-7.0) |
|  |  |  |
| 15. I think the visits provided over the telehealth system are the same as in-person visits | 4.02 (2.15) | (1.0-7.0) |
| 16. Whenever I made a mistake using the system, I could recover easily and quickly | 5.69 (1.95) | (2.0-7.0) |
| 17. The system gave error messages that clearly told me how to fix problems. | 4.86 (2.58) | (1.0-7.0) |
| **Reliability scale summary (Items 15-17)** | **4.86 (0.84)** | (1.0-7.0) |
|  |  |  |
| 18. I feel comfortable communicating with the clinician using the telehealth system. | 6.52 (1.41) | (2.0-7.0) |
| 19. Telehelath is an acceptable way to receive healthcare services | 5.82 (1.86) | (1.0-7.0) |
| 20. I would use telehealth services again | 6.42 (1.72) | (2.0-7.0) |
| 21. Overall, I am satisfied with this telehealth system | 6.39 (1.66) | (4.0-7.0) |
| **Satisfaction scale summary (Items 18-21)** | **6.29 (0.32)** | (1.0-7.0) |
|  |  |  |
| **Total Average** | **6.01 (0.65)** | (1.0-7.0) |

***(Likert scale used: 1: strongly disagree; 2: disagree; 3: somewhat disagree; 4: neutral; 5: somewhat agree; 6: agree; 7: strongly agree)***