

Online Supplement 2a. Interview Guide for Primary Care Physicians

(Finalized version as of May 2019)

A. Questions about the process of the intervention

- How would you describe the recruitment process?
- How were the video consultations conducted?
- What was your experience with the video consultations like?
 - What feedback have you received from the patients?
 - To what extent did your patients benefit from the video consultations?
 - What was particularly helpful?
 - Did any practical problems occur before or during the video consultations?
(e.g. regarding technical and organizational issues)
- Were you satisfied with the availability of technical support?
- Were you satisfied with the extent to which you could give feedback to the study team?
- How do you assess your technical handling of the video consultations?
- How did you experience the integration of the video consultations into daily practice (workflows etc.)?
- If applicable, what do you consider as advantages of video consultations (for yourself, your practice and your patients)?
- If applicable, what do you consider as disadvantages of video consultations (for you, your practice and your patients)?
- Did any emergency situations occur?
 - If applicable, how satisfied were you with the management of emergencies?
- Have you seen any improvement in diagnostics, treatment and case management?
- To what extent did the video consultations lead to an increase in the collaboration with the mental health specialist?
- How do you assess the acceptance of the video consultations by patients?

- How do you rate the overall feasibility of the video consultations?
- To what extent can the patient recruitment process be further improved?
- To what extent have tangible factors (room, tablet, etc.) impact on the (non-) success of the video consultations?
- How did the care for patients assigned to the control group look like?

B. Conclusion

- Do you have any suggestions for improving the intervention model?
- Are there any aspects that are important to you that have not yet been addressed?
- Are there any questions left?

Online Supplement 2b. Interview Guide for Medical Assistants

(Finalized version as of May 2019)

A. Questions about the process of the intervention

- How would you describe the recruitment process?
 - [If not mentioned, ask explicitly about the process of scheduling appointments and referring the patient]
 - What was your role in this?
- Did any practical problems occur before or during the video consultations? (e.g. regarding technical and organizational issues)
- What was your experience with the video consultations like?
 - What feedback have you received from the patients?
 - To what extent do you think the patients benefited from the video consultations?
 - What was particularly helpful?
- Were you satisfied with the availability of technical support?
- Were you satisfied with the extent to which you could give feedback to the study team?
- How do you assess your technical handling of the video consultations?
- How did you experience the integration of the video consultations into the everyday practice (workflows etc.)?
 - [If not mentioned, ask explicitly about the provision of a room and the practice staff]
- If applicable, what do you consider as advantages of video consultations (for yourself, your practice and your patients)?
- If applicable, what do you consider as disadvantages of video consultations (for yourself, your practice and your patients)?
- Have there been emergency situations?

- If yes: How satisfied are you with the management of emergencies?
- How do you assess the acceptance of the video consultations by patients?
- How do you rate the overall feasibility of the video consultations?
- To what extent can the patient recruitment process be further improved?
- To what extent have tangible factors (room, tablet, etc.) impact on the (non-) success of the video consultations?
- How did the care for patients assigned to the control group look like?

B. Conclusion

- Do you have any suggestions for improving the intervention model?
- Are there any aspects that are important to you that have not yet been addressed?
- Are there any questions left?

Online Supplement 2c. Interview Guide for Mental Health Specialists

(Finalized version as of May 2019)

A. Questions about the process of the intervention

- How have the video consultations been conducted?
- What was your experience with the video consultations like?
 - What feedback have you received from the patients?
 - To what extent could your patients benefit from the video consultations?
 - What was particularly helpful?
 - Did you face problems with the practical implementation (e.g. regarding technical organizational issues, scheduling)?
 - Were you satisfied with the availability of technical support?
 - Were you satisfied with the extent to which you could give feedback to the study team?
 - How do you assess your technical skills in dealing with the video consultations? How do you assess the duration of a video consultation and the total number of the consultations?
- How do you assess the acceptance of the video consultations by patients?
- How do you assess the overall feasibility of the video consultations?
- To what extent can the patient recruitment process be further improved?
- To what extent have tangible factors (room, tablet, etc.) impact on the (non-) success of the video consultations?
- How useful was the manual? Which elements were particularly helpful? Which were the elements you didn't use?
- Do the cases assigned to you differ from those that you know from your usual psychotherapeutic practice? If so, to what extent?
- How did you experience the integration of the video consultations into the everyday practice as a therapist?

- If applicable, what do you consider as advantages of video consultations (for yourself, your practice and your patients)?
- If applicable, what do you consider as disadvantages of video consultations (for yourself, your practice and your patients)? Did you observe any possible adverse effects for patients?
- How did you feel about the relationship and communication with the patient?
- How do you evaluate the video consultations compared to face-to-face treatments?
- How did you experience the shift from working with video consultations to face-to-face therapies?
- Have there been emergency situations?
 - If yes: How satisfied are you with the management of emergencies?
- To what extent did the video consultations lead to a collaboration with the primary care physician? (e.g. regarding feedback on the treatment progress of the video consultations)
- Would you conduct video consultations again?

B. Conclusion

- Do you have any suggestions for improving the intervention model?
- Are there any aspects that are still important to you that we have not yet been addressed?
- Are there any questions left?