

Survey Questionnaire

Assessment of the Public's Knowledge and Attitude Toward Telemedicine Service(s) in Malaysia

*The purpose of this study is to assess the **knowledge and attitude toward telemedicine service(s) among adults (aged 18 and above) in Malaysia**. The questionnaire will take approximately 15-20 minutes. Your participation in this research study is **voluntary**. There are **no known risks** or discomforts associated with this study. Your responses will help us to understand and address any issues regarding telemedicine service(s) and thus hope to **improve our service** in the near future.*

*This study has been registered with the National Medical Research Register (NMRR) and is approved by the Medical Research & Ethics Committee (MREC). Your responses will be kept **confidential**. We strongly encourage you to **answer all questions** as far as possible. This survey has 4 pages in total. Please take a few moments to complete this survey. The return of this survey is your **consent** to participate in this research. Your cooperation is very much appreciated. Thank you very much.*

PART A: KNOWLEDGE ABOUT TELEMEDICINE SERVICE(S)

This section is to find out how much you know about Telemedicine Service(s).

No	Survey Questions	Response options	
K1	Can telemedicine be used by healthcare professionals to provide healthcare services to patients remotely?	No ⁽⁰⁾	Yes ⁽¹⁾
K2	Does the use of telemedicine require internet connectivity?	No ⁽⁰⁾	Yes ⁽¹⁾
K3	Could telemedicine be conducted using a mobile phone?	No ⁽⁰⁾	Yes ⁽¹⁾
K4	Could telemedicine be used to facilitate follow-up of patients?	No ⁽⁰⁾	Yes ⁽¹⁾
K5	Should written consent be sought from patients, before VC, one of the services under telemedicine, can be conducted?	No ⁽⁰⁾	Yes ⁽¹⁾

PART B: ATTITUDE TOWARD TELEMEDICINE SERVICE(S)

Please circle one answer for every question asked.

No	Questions	Response options								
A1	Telemedicine services are useful to manage my health problems and fit well with the way I like to receive healthcare.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
A2	I would consider telemedicine as they would reduce traveling time for patients.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
A3	Telemedicine training should be given to all healthcare practitioners, medical students and patients.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
A4	Telemedicine limits effective patient-doctor communication.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
A5	Telemedicine is readily available and practiced in the hospital that I visit.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
A15	Given a scale from 1 to 7, how far is your intention to consider telemedicine as an alternative way of receiving healthcare in the future?	Very low intention	1	2	3	4	5	6	7	Very strong intention

PART C: PRACTICE OF TELEMEDICINE SERVICE(S)

We would like to know your practice of Telemedicine Service(s). Given response options from 1 to 7, please circle one answer for every question asked.

No	Questions	Response options								
P1	I have previously used telemedicine to receive healthcare services.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P2	I am currently using telemedicine to receive healthcare services.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P3	I have seen telemedicine practiced in hospitals/clinics.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P4	Telemedicine will improve access to specialized health care for people who live in rural and suburban areas.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree
P5	I will be able to claim when receiving healthcare through telemedicine via the insurance company.	Strongly disagree	1	2	3	4	5	6	7	Strongly agree

PART D: DEMOGRAPHIC (Please tick (✓) in the box that describes yourself and fill in the blank)

D1. Gender: ¹ Female ² Male

D2. Age: ¹ ≤17 years old
 ² 18-39 years old
 ³ 40- 59 years old
 ⁴ ≥60 years old

D3. Ethnic: ¹ Malay ² Chinese ³ Indian

D4. Personal monthly income: (Malaysia Ringgit) _____

Thank you for your time for participating in the survey. If you have any additional information or comments to add to this survey, please write down here:

.....

.....

.....

End of survey. Thank you so much.