

## TELEHEALTH USABILITY QUESTIONNAIRE (TUQ)

		N/A		1	2	3	4	5	6	7	
1.	Telehealth improves my access to healthcare services.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
2.	Telehealth saves me time traveling to a hospital or specialist clinic.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
3.	Telehealth provides for my healthcare need.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
4.	It was simple to use this system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
5.	It was easy to learn to use the system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
6.	I believe I could become productive quickly using this system	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
7.	The way I interact with this system is pleasant.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
8.	I like using the system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
9.	The system is simple and easy to understand.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
10.	This system is able to do everything I would want it to be able to do.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
11.	I can easily talk to the clinician using the telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
12.	I can hear the clinician clearly using the telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
13.	I felt I was able to express myself effectively.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
14.	Using the telehealth system, I can see the clinician as well as if we met in person.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
15.	I think the visits provided over the telehealth system are the same as in-person visits.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
16.	Whenever I made a mistake using the system, I could recover easily and quickly.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
17.	The system gave error messages that clearly told me how to fix problems.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
18.	I feel comfortable communicating with the clinician using the telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
19.	Telehealth is an acceptable way to receive healthcare services.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
20.	I would use telehealth services again.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
21.	Overall, I am satisfied with this telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE



In this questionnaire, 1 - strongly disagree, 2 – disagree, 3 – somewhat disagree, 4 – neither agree nor disagree, 5 – somewhat agree, 6 – agree, 7 – strongly agree

To determine the usability of an app, calculate the total and determine the average of the responses to all statements. The higher the overall average, the higher the usability of the app.

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