

Supplementary material. Researcher memos.

<i>Memo Type</i>	<i>Illustrative Excerpt</i>
Interview Field Note	...This participant does telehealth visits approximately 50% of the time these days. They commented that meeting with their clinician was similar whether met with in person or over telehealth. They emphasized that a benefit of telehealth for them was not having to drive to the clinic (the drive is nearly 7 hours currently!!)...(SM)
Analytic Insight Memo	...Whatever behaviors clinicians use, it's about creating intimacy, familiarity, a sense that the patient is known and prioritized. Some people have struggled to come up with specific communication characteristics that matter to them, but they can freely reflect on the way clinicians make them feel in conversation. It's helpful to continue to center on stories of connection as a way to ground these questions, e.g., one participant talked about her clinician calling her from his home or his car, creating a closeness ("most docs don't do this")... (ET)

Note. These are selected excerpts from memos to illustrate field notes taken immediately following interviews and analytic memos that fueled our development of codes and themes. These notes have been deidentified. Initials after the excerpt help to illustrate the perspectives of different team members throughout analysis.