

Questionnaire

Perceptions, Barriers, and Facilitators of Telemedicine Adoption Among Physicians in Palestinian Primary Care: A Cross-Sectional Study

Dear Participant,

You are invited to participate in a research study entitled “Perceptions, Barriers, and Facilitators of Telemedicine Adoption in Governmental Primary Healthcare Clinics in the West Bank, Palestine.” The purpose of this study is to assess physicians’ perceptions, identify existing barriers, and explore potential facilitators influencing the adoption of telemedicine in primary healthcare settings. Your participation will contribute valuable insights that may support the development and implementation of effective telemedicine strategies within the Palestinian healthcare system.

The questionnaire consists of five sections addressing factors related to computer access and literacy, knowledge of telemedicine, perception of telemedicine, and willingness to use telemedicine. Each statement has five possible response options; please mark an (X) in the box that best represents your opinion. Completing the questionnaire will require approximately 10–15 minutes.

Participation in this study is entirely voluntary. You may choose to withdraw at any time without any consequences. All information provided will be treated with the utmost confidentiality. No identifying personal details will be collected, and your workplace management will not have access to individual responses. Data will be analyzed collectively and used solely for research purposes.

If you have any questions or concerns regarding this study, please do not hesitate to contact Dr. Shaymaa Khateeb (0597.....) or Dr. Islam Tous (0595.....).

A. Demographic and General Information:

1. **Gender:** ☐ Male ☐ Female
2. **Age:** ☐ 25-35 Years Old ☐ 36-50 years old ☐ More than 50 years old
3. **Residency:** ☐ Urban. ☐ Rural.
4. **Marital status:** ☐ Married ☐ Single ☐ Divorced ☐ Widow
6. **Years of Experience in PHC:** years
7. **Current Job:**
 - ☐ GP ☐ FM ☐ Obstetrics and Gynecology
 - ☐ Orthopedics ☐ Pediatrics ☐ Surgery ☐ Others:

B. Familiarity with telemedicine

Statement	Low	Average	High
To what extent are you familiar with telemedicine technology	1	2	3
To what extent are you familiar with the medical applications of telemedicine technology?	1	2	3
How often are conferences, speeches, or meetings held in your workplace regarding telemedicine technology?	1	2	3
To what extent are you familiar with telemedicine tools?	1	2	3
To what extent are you familiar with telemedicine guidelines	1	2	3
To what extent are you familiar with the use of telemedicine in other countries?	1	2	3
To what extent is continuous training in the use of telemedicine necessary for doctors?	1	2	3

C. Perception of telemedicine

Statement	Strongly disagree	Disagree	No Opinion	Agree	Strongly agree
Telemedicine is a viable approach for providing medical care services to patients.	1	2	3	4	5
There is a potential role for ICT in healthcare	1	2	3	4	5
Using a telemedicine system can save time and money	1	2	3	4	5
A telemedicine system can save effort	1	2	3	4	5

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The applications of ICT in healthcare are already available	1	2	3	4	5
Telemedicine can improve the complaint if it exists	1	2	3	4	5

D. Willingness to adopt telemedicine

Statement	Strongly disagree	disagree	No Opinion	Agree	Strongly agree
I want to consult with the large centers in my specialty while I am in my own PHC.	1	2	3	4	5
I would like to be able to watch a procedure as it is taking place	1	2	3	4	5
The implementation of telemedicine technology is appropriate given the current conditions in the PHC.	1	2	3	4	5
I think that my colleagues would be willing to implement the telemedicine technology	1	2	3	4	5
A telemedicine system can be integrated within the existing system.	1	2	3	4	5

E. Barrier to Telemedicine Adoption

Statement	Strongly disagree	disagree	No Opinion	Agree	Strongly agree
Lack of perceived clinical usefulness	1	2	3	4	5
Lack of consultation between information technology experts and clinicians	1	2	3	4	5
Perceived increase in the workload	1	2	3	4	5
Lack of stable training in the use of equipment	1	2	3	4	5
Lack of user-friendly software	1	2	3	4	5
Negative attitudes of the staff involved	1	2	3	4	5
High cost of equipment	1	2	3	4	5
Concerns about patient privacy/confidentiality	1	2	3	4	5
Lack of internet connection	1	2	3	4	5
Lack of electricity	1	2	3	4	5

F. Perception toward effort expectancy, usefulness, performance expectancy and social influences.

Statement	Strongly disagree	disagree	No Opinion	Agree	Strongly agree
Perceived Effort expectancy (Ease of Use)					
Learning to use telemedicine technology in primary healthcare is perceived as easy.	1	2	3	4	5
The use of telemedicine is believed to require no effort.	1	2	3	4	5
Perceived Usefulness:					
The perceived benefit of telemedicine in improving patient care in primary healthcare is extremely beneficial.	1	2	3	4	5
There is extreme confidence in telemedicine contributing to better diagnostic and treatment outcomes for patients.	1	2	3	4	5
Expectations of telemedicine positively impacting the quality of healthcare services provided are a Significant Positive Impact	1	2	3	4	5
Performance Expectancy:					
Anticipation of the effort required to incorporate telemedicine into the daily routine doesn't require a high level of effort.	1	2	3	4	5
Comparing the effort required for telemedicine and traditional face-to-face consultations is a significant undertaking.	1	2	3	4	5
Social Influence:					

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The peers and colleagues are strongly believed to influence the decision to adopt telemedicine.	1	2	3	4	5
The importance placed on recommendations or opinions of the professional network in considering telemedicine implementation is highly important.	1	2	3	4	5
Behavioral Intention to Use (BI):					
I am inclined (fine) to use telemedicine technology regularly for primary healthcare consultations.	1	2	3	4	5
I would recommend telemedicine to my colleagues for primary care services.	1	2	3	4	5
I will utilize the telemedicine application in my daily practice within PHC settings.	1	2	3	4	5
Attitude Toward Use (ATU):					
I am looking positively for incorporating telemedicine into primary healthcare.	1	2	3	4	5
The integration of telemedicine will affect my work positively or negatively in the context of primary care.	1	2	3	4	5
I believe Telemedicine technology has an impact on the quality of care in primary healthcare.	1	2	3	4	5
Facilitating Conditions (FC):					
I think existing factors facilitate the successful implementation of telemedicine in primary care.	1	2	3	4	5
I believe the existing infrastructure supports the seamless adoption of telemedicine in primary healthcare.	1	2	3	4	5
Resources or support systems are essential for the effective use of telemedicine in primary care.	1	2	3	4	5

G. Computer access and familiarity.

Statement	Never	Rarely	Sometimes	Often	Always
How often do you use PC/Laptop at home?	1	2	3	4	5
How often do you search for information online?	1	2	3	4	5
How often do you shop online?	1	2	3	4	5
In your role as a doctor, how often do you interact with patients via e-mail or through social media?	1	2	3	4	5

Thank you for your time