



Participant Information Sheet

Researcher

My name is Christine Phillips. I am a researcher at the School of Medicine and Psychology and a general practitioner.

Project Title

What matters for consumers in telehealth consultations

Outline of the project

Description and Methodology: This project aims to explore the views of community members on quality in telehealth consultations in different models of telehealth currently used in Australia.

Through brief deliberative workshops, we will explore how different models of telehealth may or may not be affordable, accessible, timely, efficient and support patient agency. Participants will be encouraged to consider where effective trade-offs may be made and which attributes are non-negotiable for different consultation purposes and different settings.

Participants: Each workshop will consist of 8-12 participants. Data will be collected through a facilitated, interactive discussion in the form of a workshop. Any interested community member is encouraged to register for a workshop.

Use of data and Feedback: The data will be summarised in a report for government and in academic publications. A participant report will be available on the project website <https://nceph.anu.edu.au/research/research-projects/anu-telehealth-primary-care-study> and will be sent to each participant at the end of the study.

Project Funding: This project is part of the Medical Research Futures Fund: MRFF Grant #2006309 – Optimising primary health care in Australia: multi-method whole-of-population investigation of the impact of telehealth on uptake and quality of care.

Participant Involvement

Voluntary Participation and Withdrawal: Participation is voluntary. You may decline to participate, decline to answer a question, or withdraw without explanation.

If you withdraw after the workshop, we will do our best to isolate and destroy your individual contributions, but this may be impossible given the group nature of the discussion.

What does participation involve: If you agree to participate, you will be part of a facilitated deliberative workshop of between 8 and 12 people. You will be asked to watch

a briefing video beforehand, and then as a group to deliberate through general questions about choices people in a community might make in different situations for different models of telehealth, using exemplary case studies. No personal questions about health or health system interactions will be asked.

The workshop will be audio-recorded, and a scribe will keep records of interactions. The recordings will be transcribed, after which the transcripts will be de-identified. The audio recordings will then be destroyed.

Location and duration: The briefing video lasts for 10 minutes. Workshops may be conducted on line or in person in Canberra, depending on participant preference. Each workshop will last for 90 minutes.

Remuneration: Participants will be provided with an honorarium of \$150 as a gift card in recognition of their time.

Risks: This workshop addresses issues to do with telehealth consultations in general terms, and care will be taken not to invite personal disclosures of illness or treatment experiences. Should you feel overwhelmed by the discussion or by the views of others, you will be supported to withdraw, or not answer questions. You may also wish to seek out support from the facilitator, Dr Christine Phillips, or your own GP, or Lifeline 13 11 44.

Benefits: It is unlikely that you will personally benefit from participating in this research, but this research will be used to inform policy-makers of consumer views on options for expanding telehealth in primary care.

Exclusion criteria: Clinicians are excluded.

Confidentiality:

- Who will have access: Only the nominated researcher will have access to the material provided by the participants. Confidentiality will be preserved by de-identifying transcripts, and by destroying original recordings.
- Data: Workshop group members will be asked to maintain the confidentiality of group discussions, and individuals will be asked to refrain from making statements of a confidential nature or that are defamatory of any person. Your data will be kept confidential during both the collection phase and in the publication of results. It will be stored in a password protected site on an ANU server on the Acton campus.
- Attribution: No attribution will be provided for any material that may be quoted.

Data Storage

Where: Data will be stored on a password-protected site on the ANU server. Your personal information will be stored separately, and will be destroyed once we have de-identified the transcripts.

How long: Data must be stored for a period of at least five years from the date of any publication arising from the research.

Handling of data following the required storage period: All data will be destroyed at the end of the storage period.

Queries and Concerns

Contact details for more information: Christine Phillips Christine.phillips@anu.edu.au
Phone: 0406375756

Ethics Committee Clearance

The ethical aspects of this research have been approved by the ANU Human Research Ethics Committee (Protocol 2024/0705).

If you have any concerns or complaints about how this research has been conducted, please contact:

Ethics Manager
The ANU Human Research Ethics Committee
The Australian National University
Telephone: +61 2 6125 3427
Email: Human.Ethics.Officer@anu.edu.au