Multimedia Appendix 1: Helping Documents for Intervention Participants

Two helping documents were created for the intervention participants. The first provided patient portal information on: 1) what a patient portal is; 2) patient portal features; 3) and steps for registering for a patient portal. The second was a telehealth guide that was divided into three sections: 1) pre-visit checklist; 2) day of video visit checklist; and 3) 15 minutes before appointment. Below is a sample page from the Telehealth Helping Guide.

DAY OF VIDEO VISIT CHECKLIST

■ **Make sure your phone or laptop is fully charged**
Keep your charger near you if needed

■ **Find a private location for your telehealth video visit**
You can increase your privacy by being in a room where you can shut the door and by using earphones.

■ **Turn off other devices**
Turning off other devices on the same wifi connection can help better your internet speed.

■ **Move to where the internet signal is strongest**
If you have your own router you should move closer to it.

■ **If you have a WiFi router, you can make your internet signal stronger by:**
  • Moving closer to it
  • Moving anything that might be blocking it

■ **If you are using a computer, use an ethernet cable to connect to the router**
Using an ethernet cable will give you the most stable connection.

Multimedia Appendix 1: *Targeting Patients' Cognitive Load for Telehealth Video Visits Through Student-Delivered Helping Sessions at a United States Federally Qualified Health Center: Equity-Focused, Mixed Methods Pilot Intervention Study*