

**Supplementary Material. Interview Guide**

**Demographics**

Name

Age

Gender

What is your position, and how long have you been in this position?

Type of institution – UBC, CSFS, clinic, hospital, private practice?

**Telehealth Usage and Acceptance**

1) Can you describe the types of telehealth services that you have engaged in over the last three years?

2) Can you describe the telehealth training that you received and how it prepared you for participation in these services?

3) Tell me about your overall feelings/perspective toward telehealth as a healthcare provider.

- Reasons for using?
- What did you find helpful/not so helpful about telehealth?
- How easy was the technology to use?
- How has your experience with telehealth changed over time?

**Experiences with Telehealth – Consultation process, relationship with patients**

4) Can you describe your understanding of therapeutic relationships?

- How do you think having a good relationship with your patients may influence treatment outcomes?
- What are specific aspects of the therapeutic relationship that may be unique to your profession?
- What are specific aspects of the therapeutic relationship that may be unique when engaging with health care for Indigenous populations?

5) Can you think about any differences in your relationship with your patient while using telehealth compared to in person?

- Is there anything you do that is different when seeing the physiotherapist by telehealth than meeting face-to-face? What?
- Is the lack of physical touch something that influences your ability to connect with the patients? How so?

6) To what extent do you feel capable of doing telerehabilitation?

- Are there any skills required for an effective telerehabilitation delivery that differ from an in-person consultation?
- Do you think there is a need for specific training before engaging with telehealth?
- In your opinion, what are the key aspects of successfully delivering telerehabilitation to Indigenous people?

7) In your opinion, what are the situations in which physiotherapy interventions can be safely done via telehealth without compromising the quality of care?

- In which cases would telerehabilitation not be recommended? Why?

- 48 8) Reflecting on the patient population you are working with, who would a technology-based  
49 rehabilitation program best be suited for? Who would benefit most/least from it?
- 50 9) Is there a particular type of telehealth that you see as more appropriate in terms of engaging  
51 patients with physiotherapy?  
52
- 53 10) Can you share any behaviours, feelings, and/or attitudes that have facilitated the development of a  
54 good relationship with your patients in a telehealth consultation?
- 55 11) Can you share any behaviours, feelings, and/or attitudes that have hindered the development of a  
56 good relationship with your patients in a telehealth consultation?

57 **Recommendations for Telehealth**  
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- 59 12) What are some ways that culture could and/or should be integrated into telerehabilitation  
60 programs?
- 61 13) How do you incorporate/ensure cultural safety within telerehabilitation service provision?  
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- 63 14) Do you have any recommendations for improved telerehabilitation service provision from a  
64 provider/student perspective?  
65

66 **Closing Questions**

- 67 15) Is there anything you would like to share that I didn't ask?

68 **Closing & Thank You**

- 69 16) Thank you, those are all the questions I have. Do you have any questions or concerns before we  
70 stop the recording? I want to thank you for taking the time to participate in this project.  
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