

Supplementary S1. Focus Group Discussion Questions for Tele-Home Visit**Question**

- 1) Have you ever had experience with tele-home visits? If yes, could you share the details?
- 2) Which types of patients do you think are suitable or unsuitable for tele-home visits? Why?
- 3) In your opinion, what are the pros and cons of tele-home visits?
- 4) On a scale of 1 to 10, how would you rate tele-home visits in terms of convenience, appropriateness, and personal preference?
- 5) What areas do you think need improvement in tele-home visits?
- 6) How satisfied are you with tele-home visits in terms of your personal experience, patient outcomes, and the overall healthcare system?
- 7) When you hear the term "tele-home visit," what comes to mind?
- 8) If you were a policymaker, what directions or improvements would you like to see in tele-home visit services?

Supplementary S2. Consolidated Criteria for Reporting Qualitative Research (COREQ) Checklist

No. Item	Guide Question/Description	Note	Page on Manuscript
Domain 1: Research team and reflexivity			
Personal characteristics			
1) Interviewer/facilitator	Which author(s) conducted the interview or focus group?	The principal investigator (ST) and 2 coresearchers (AK, OC) facilitated the discussions using interview questions that were specifically developed for this study	3
2) Credentials	What were the researcher's credentials? (eg, PhD, MD)	ST and AK are registered nurses with bachelor's degrees in nursing. MM is a research assistant with a bachelor's degree, and OC is a faculty instructor in family medicine with an MD degree	None
3) Occupation	What was their occupation at the time of the study?	At the time of the study, ST and AK were registered nurses in the home visit division, Department of Family Medicine, Faculty of Medicine Ramathibodi Hospital. MM was a research assistant in the Department of Family Medicine, Faculty of Medicine Ramathibodi Hospital. OC was a faculty instructor in the department of Family Medicine, Faculty of Medicine Ramathibodi Hospital	None
4) Gender	Was the researcher male or female?	All researchers were female	None
5) Experience and training	What experience or training did the researcher have?	ST and AK had 8 years of experience in home visits and 3 years of experience in tele-home visits. OC is a licensed physician with 7 years of experience in home visits and 1 year of experience in tele-home visits. All researchers were familiar with the tele-home visit service and its implementation within the Department of Family Medicine	3

Supplementary S2. Consolidated Criteria for Reporting Qualitative Research (COREQ) Checklist (Continued)

No. Item	Guide Question/Description	Note	Page on Manuscript
Relationship with participants			
6) Relationship established	Was a relationship established prior to study commencement?	Some participants were known to the interviewers through prior professional interactions before the study commenced. These relationships were limited to workplace acquaintances and did not extend beyond a professional context	3
7) Participant knowledge of the interviewer characteristics	What did the participants know about the researcher? (eg, personal goals, reasons for doing the research)	Participants were aware of the interviewers' institutional affiliations and the purpose of the research. Although some participants had previous professional interactions with the interviewers, none had a personal relationship with them prior to the study	3
8) Interviewer characteristics	What characteristics were reported about the interviewer/facilitator? (eg, bias, assumptions, reasons and interests in the research topic)	No interviewer-related biases or assumptions that were considered likely to influence data collection or interpretation were identified	3
Domain 2: Study design			
Theoretical framework			
9) Methodological orientation and theory	What methodological orientation was stated to underpin the study?	The study was underpinned by a qualitative descriptive methodology using thematic analysis to explore healthcare professionals' perspectives on tele-home visits	3-4
Participant selection			
10) Sampling	How were participants selected?	Participants were recruited using purposive sampling to identify healthcare professionals with experience in tele-home visits, followed by snowball sampling to identify additional eligible participants	3
11) Method of approach	How were participants approached? (eg, face to face, telephone, mail, email)	Participants were contacted by telephone or through their preferred communication methods, such as messaging applications, to invite them to participate and to arrange the interview schedule	None
12) Sample size	How many participants were in the study?	17 participants	4
13) Nonparticipation	How many people refused to participate or dropped out? Reasons?	There were no refusals or dropouts	None

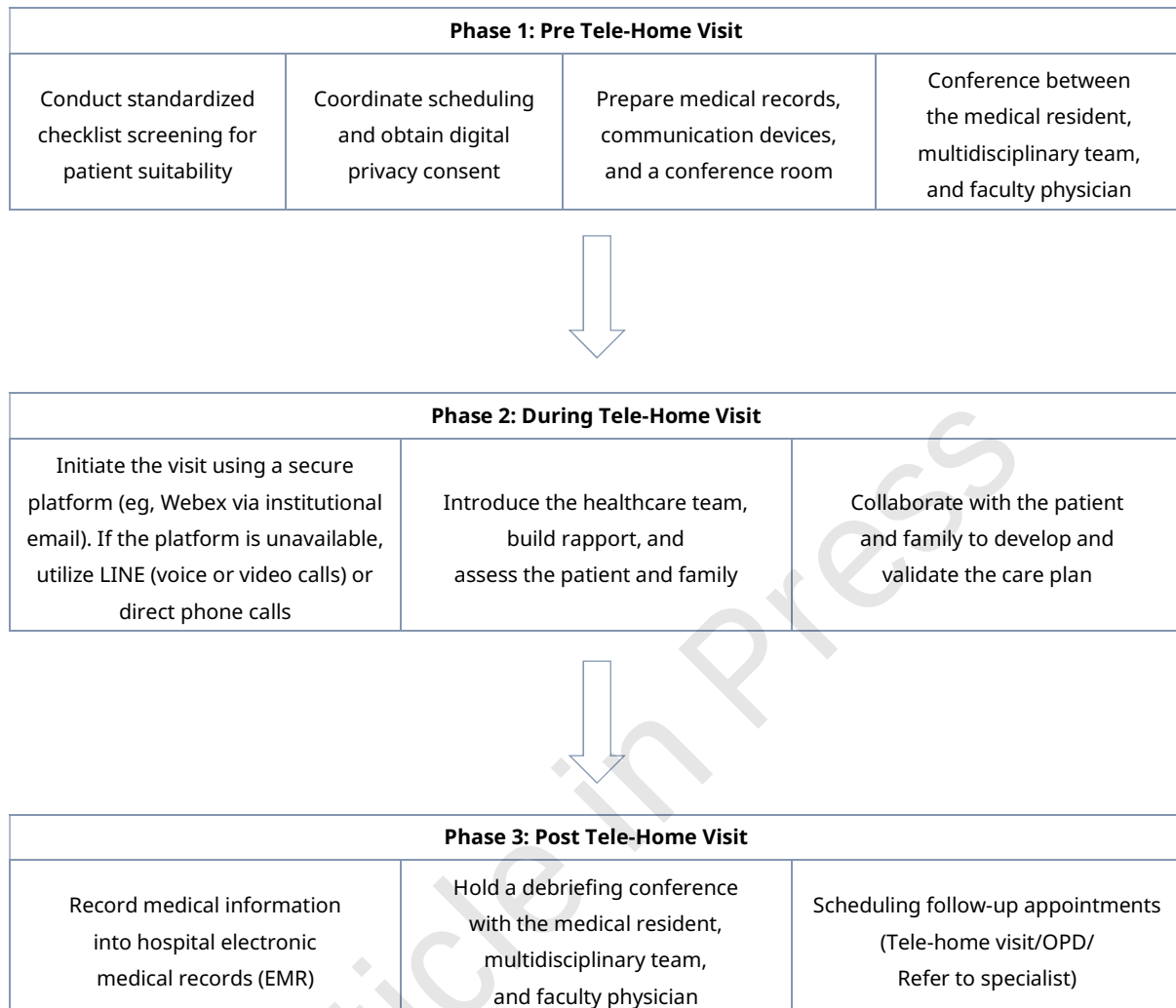
Supplementary S2. Consolidated Criteria for Reporting Qualitative Research (COREQ) Checklist (Continued)

No. Item	Guide Question/Description	Note	Page on Manuscript
Setting			
14) Setting of data collection	Where was the data collected? (eg, home, clinic, workplace)	Data were collected through 4 focus group sessions, including 3 onsite sessions and one online session	4
15) Presence of nonparticipants	Was anyone else present besides the participants and researchers?	Only the interviewers were present during the interviews	None
16) Description of sample	What are the important characteristics of the sample? (eg, demographic data, date)	Detailed participant characteristics are provided in Supplementary S4	4 (Result section)
Data collection			
17) Interview guide	Were questions, prompts, guides provided by the authors? Was it pilot tested?	The principal investigator (ST) and 2 coresearchers (AK and OC) facilitated the focus group discussions using a semistructured interview guide comprising open-ended questions and prompts that was specifically developed for this study (Supplementary S1). The interview guide was not pilot tested	3
18) Repeat interviews	Were repeat interviews carried out? If yes, how many?	No repeated interviews were conducted	None
19) Audio/visual recording	Did the research use audio or visual recording to collect the data?	All focus group discussions were audio-recorded using Webex and digital audio-recording devices	4
20) Field notes	Were field notes made during and/or after the interview or focus group?	No field notes were taken during interviews	None
21) Duration	What was the duration of the interviews or focus group?	The duration of each focus group session ranged from approximately 2 to 3 hours	3
22) Data saturation	Was data saturation discussed?	Data saturation was assessed throughout the data collection and analysis process. After the fourth focus group discussion, no new themes or substantive insights were identified, suggesting that data saturation had been achieved	None
23) Transcripts returned	Were transcripts returned to participants for comment and/or correction?	No transcripts returned	None
Domain 3: Analysis and findings			
Data analysis			
24) Number of data coders	How many data coders coded the data?	Three researchers independently coded the data	4

Supplementary S2. Consolidated Criteria for Reporting Qualitative Research (COREQ) Checklist (Continued)

No. Item	Guide Question/Description	Note	Page on Manuscript
25) Description of the coding tree	Did authors provide a description of the coding tree?	Although the coding process and thematic analysis are described in the methods section, a detailed coding tree was not provided	None
26) Derivation of themes	Were themes identified in advance or derived from the data?	Themes were derived from the data	None
27) Software	What software, if applicable, was used to manage the data?	No qualitative data analysis software was used. Data coding and thematic analysis were conducted manually by the research team	None
28) Participant checking	Did participants provide feedback on the findings?	Participants did not provide feedback on the study findings	None
Reporting			
29) Quotations presented	Were participant quotations presented to illustrate the themes/findings? Was each quotation identified? (eg, participant number)	Participant quotations were presented to illustrate each theme	5-9
30) Data and findings consistent	Was there consistency between the data presented and the findings?	All findings were derived from the data, and each theme was supported by illustrative participant quotations	5-9
31) Clarity of major themes	Were major themes clearly presented in the findings?	The major themes are clearly presented in the results section and summarized in Table 1 (Summary of key findings)	4-9
32) Clarity of minor themes	Is there a description of diverse cases or discussion of minor themes?	Not applicable	None

Supplementary S3. Tele-Home Visit Process



Adapted from: American Medical Association. AMA Telehealth Practice Implementation Playbook. American Medical Association; 2020.

Accessed 5 July 2026. <https://www.ama-assn.org>

Supplementary S4. Demographic and Professional Characteristics of the Study Participants

Study ID	Age, y	Gender	Profession	Home Visit Experience, y	No. of Tele-Home Visits Conducted
1	30	Male	Medical resident	5	6
2	30	Male	Medical resident	3	5
3	30	Male	Medical resident	5	10
4	31	Male	Medical resident	4	5
5	30	Female	Medical resident	5	5
6	32	Female	Medical resident	6	1
7	32	Female	Medical resident	3	15
8	41	Male	Faculty physician	8	1
9	32	Female	Faculty physician	3	5
10	35	Female	Faculty physician	3	1
11	40	Female	Faculty physician	10	2
12	43	Female	Faculty physician	15	1
13	53	Female	Faculty physician	30	1
14	25	Male	Allied health professional	1.5	1
15	30	Male	Allied health professional	1.67	1
16	38	Male	Allied health professional	16	1
17	33	Female	Allied health professional	5	5