

Hello,

This letter is an invitation to participate in a research study being conducted at the School of Public Health and Health System (SPHHS) at the University of Waterloo with the supervision of Dr. Plinio Morita.

The purpose of this study is to understand the current state of virtual care service usage and identify opportunities to bridge the gap between underutilized virtual care services, through the acceleration of the COVID-19 pandemic. By identifying the views of patients, providers, and regulatory organizations, this information will be used to understand what aspects of virtual care are important to users and those which can be continued after the pandemic subsides. The results from the study will lead to the development of a framework of recommendations for supporting the use and sustenance of virtual care services.

Your participation in the survey will contribute to a better understanding of the types of health services most used through virtual care, perceptions around using virtual care, accessibility to care, and how to best support continued use after the pandemic. Participation will be voluntary and will involve an [online survey](#). We estimate that it will take approximately 2 minutes of your time to complete the survey. You are free to contact the investigator at the address provided at the bottom to discuss the survey. You may decline to answer any of the survey questions if you wish. Further, you may decide to withdraw from this study at any time without any negative consequences.

Only those associated with this study will have access to these records which are securely stored at the School of Public Health and Health Systems. We will keep our study records for a minimum of 7 years. We will remove all information that could identify you from the data we have collected within these 7 years and delete it permanently. You can withdraw your consent to participate and have your data destroyed by contacting us within this time period. All records are destroyed according to the University of Waterloo policy. Your identity will be confidential. Your name will not appear in any publication or report resulting from this study.

There are no direct benefits to the participants and no anticipated risks from participating in the study. The findings will lead to the development of a framework of recommendations for continuing the use of virtual care services, even after the pandemic. If you are willing to participate please fill out the [online survey](#). Should you have any questions about the study, please email Naman Sahota at nk4sahot@uwaterloo.ca or Plinio Morita at plinio.morita@uwaterloo.ca.

This study has been reviewed and received ethics clearance through a University of Waterloo Research Ethics Committee. If you have questions for the committee please contact the Office of Research Ethics, at 1-519-888-4567 ext. 36005 or ore-ceo@uwaterloo.ca.

We look forward to speaking with you very much and thank you in advance for your assistance in this project.

Thank you,

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