

## Telemedicine service for keratoconus monitoring: patient satisfaction and prospects for further expansion

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**Table 1** Patient satisfaction

Statement No	Statement	Telephone consultation ( <i>n</i> = 44)					Video consultation ( <i>n</i> = 25)				
		Strongly agree	Agree	Uncertain	Disagree	Strongly disagree	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
1	Overall, I was satisfied with my keratoconus virtual clinic appointment	39 (88.6%)	4 (9.1%)	1 (2.3%)			22 (88.0%)	3 (12.0%)			
2	I believe that the outcome of the keratoconus virtual clinic is the same as that of previous outpatient department visits	29 (65.9%)	10 (22.7%)	3 (6.8%)	2 (4.6%)		13 (52.0%)	8 (32.0%)	2 (8.0%)	2 (8.0%)	
3	I was happy to attend the hospital only for measurements, without having a discussion of the results	30 (68.2%)	10 (22.7%)	1 (2.3%)	3 (6.8%)		7 (28.0%)	15 (60.0%)	2 (8%)	1 (4.0%)	
4	I appreciated the possibility of a keratoconus virtual clinic during the COVID-19 pandemic	38 (86.3%)	5 (11.4%)	1 (2.3%)			20 (80.0%)	5 (20.0%)			
5	I am happy to reattend the keratoconus virtual clinic during the COVID-19 pandemic	40 (90.9%)	4 (9.1%)				17 (68.0%)	8 (32.0%)			
6	I believe that the consultation was conducted in a confidential manner	37 (84.1%)	7 (15.9%)				20 (80%)	5 (20%)			
7	I was able to share personal information with my nurse practitioner	37 (84.1%)	7 (15.9%)				16 (64.0%)	9 (36.0%)			
8	Compared to my previous outpatient department visits, my virtual clinic was more efficient	31 (70.5%)	6 (13.6%)	3 (6.8%)	4 (9.1%)		13 (52.0%)	7 (28.0%)	5 (20.0%)		
9	Compared to my previous outpatient department visits, I spent less time in the hospital building with my virtual clinic	42 (95.5%)	2 (4.5%)				23 (92.0%)	2 (8.0%)			
10	After the COVID-19 pandemic I would prefer to continue in the keratoconus virtual clinic rather than the outpatient department clinic	24 (54.6%)	8 (18.2%)	4 (9.1%)	6 (13.6%)	2 (4.5%)	10 (40.0%)	3 (12.0%)	5 (20.0%)	6 (24.0%)	1 (4.0%)
11	I would prefer to continue in the keratoconus virtual clinic if the measurements can be done at a close local optician rather than the outpatient clinic in hospital	26 (59.1%)	3 (6.8%)	5 (11.4%)	8 (18.2%)	2 (4.5%)	12 (48.0%)	7 (28.0%)	1 (4.0%)	4 (16.0%)	1 (4.0%)