

**Table 4: Summary of Environmental, Technological, and Operational Factors**

<b>Environmental Factors</b>
<ul style="list-style-type: none"><li>• Lack of private space for vulnerable populations (homeless, elderly, adolescent/parent)</li></ul>
<ul style="list-style-type: none"><li>• Difficulty sharing sensitive health information (HIV, behavior health, contraception) remotely</li></ul>
<ul style="list-style-type: none"><li>• Videoconferencing may inadvertently expose the patient’s living conditions to the provider</li></ul>
<b>Technological Factors</b>
<ul style="list-style-type: none"><li>• Technology data security issues (hacking of video visit)</li></ul>
<ul style="list-style-type: none"><li>• Limited access to internet and technology</li></ul>
<ul style="list-style-type: none"><li>• Lack of digital devices, cellular data, or Wi-Fi</li></ul>
<ul style="list-style-type: none"><li>• Digital literacy</li></ul>
<ul style="list-style-type: none"><li>• Poor quality of audio or video</li></ul>
<b>Operational Factors</b>
<ul style="list-style-type: none"><li>• Privacy and security concerns</li></ul>
<ul style="list-style-type: none"><li>• Reimbursement, payer denials</li></ul>
<ul style="list-style-type: none"><li>• Technology accessibility</li></ul>
<ul style="list-style-type: none"><li>• Training and education</li></ul>
<ul style="list-style-type: none"><li>• Maintenance and updating devices</li></ul>