

**Table 2: The Impact Of COVID-19 on Participants' Experience in Telehealth**

<b>Code</b>	<b>Statement</b>	<b>Response (%)</b>		
		<b>Disagree/strongly disagree</b>	<b>Neutral</b>	<b>Agree/strongly agree</b>
<b>PIC1</b>	Because of COVID-19, my use of the Sehha app has increased.	11.4%	7.9%	80.7%
<b>PIC2</b>	Because of COVID-19, my experience in telehealth has increased.	9.7%	6.1%	84.3%
<b>PIC3</b>	Because of COVID-19, I now have a better understanding of telehealth.	9.7%	10.5%	79.8%
<b>PIC4</b>	Because of COVID-19, more telehealth services will be utilized in the future.	6.1%	5.3%	88.6%
<b>PIC5</b>	Because of COVID-19, I now prefer telehealth and virtual care over traditional (face-to-face) care.	35.1%	21.1%	43.8%
<b>Average</b>		14.4%	10.2%	75.4%