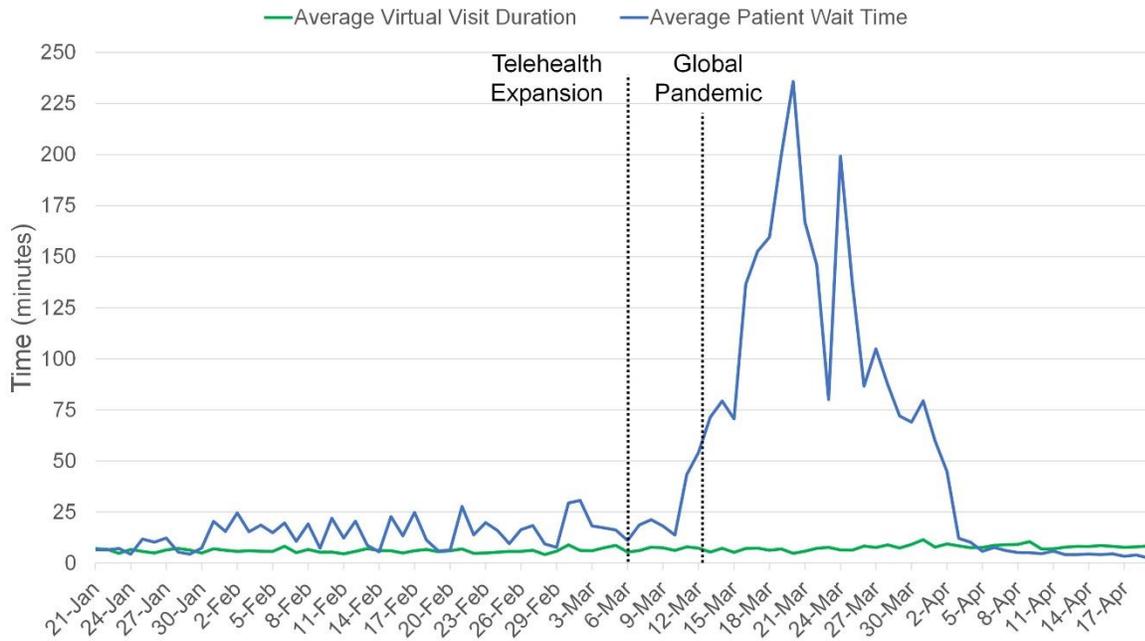


Figure 3: Trends in Virtual Visit Wait Times and Duration During the Study Period



Dashed lines indicate the initiation of the telehealth policy expansion (March 6, 2020), and the announcement of COVID-19 as a global pandemic by the World Health Organization on March 13, 2020.