



TELEHEALTH USABILITY QUESTIONNAIRE (TUQ)
February, 2012

		N/A		1	2	3	4	5	6	7	
1.	Telehealth improves my access to healthcare services.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
2.	Telehealth saves me time traveling to a hospital or specialist clinic.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
3.	Telehealth provides for my healthcare need.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
4.	It was simple to use this system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
5.	It was easy to learn to use the system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
6.	I believe I could become productive quickly using this system	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
7.	The way I interact with this system is pleasant.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
8.	I like using the system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
9.	The system is simple and easy to understand.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
10.	This system is able to do everything I would want it to be able to do.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
11.	I can easily talk to the clinician using the telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
12.	I can hear the clinician clearly using the telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
13.	I felt I was able to express myself effectively.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
14.	Using the telehealth system, I can see the clinician as well as if we met in person.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
15.	I think the visits provided over the telehealth system are the same as in-person visits.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
16.	Whenever I made a mistake using the system, I could recover easily and quickly.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
17.	The system gave error messages that clearly told me how to fix problems.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE



18.	I feel comfortable communicating with the clinician using the telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
19.	Telehealth is an acceptable way to receive healthcare services.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
20.	I would use telehealth services again.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE
21.	Overall, I am satisfied with this telehealth system.	<input type="checkbox"/>	DISAGREE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AGREE

Please provide comments about the telehealth system:

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