

Supplementary material

Table S1: Time data reported by the healthcare units for 1 year

Unit	A	B	C	D
	Number of participants			
	14	31	15	9
	Reported hours, total			
Patient visits/phonecalls (h)	35	45	24	18
Administrative work related to patient (h)	2:20	6	10	1:20
Preparatory work before visits/ phonecalls (h)	2:20	5	2	1:20
Documentation (h)	2:20	5	2	4
Use eHealth platform (h)	34:40	52	34:40	27:30
Rebookings (h)	10	10	5	5
Solving problems with the eHealth platform (h)	5	6:20	4	5
Total time (h)	91:40	129:20	81:40	63:15