

## Intervention Delivered in Two Sessions

### Session One

Time: One hour

\*Based on start time of 12:15 pm

Time*	Length	Item	Facilitator and Tech Assistant
12:17-12:22	5 minutes	<p><b>Welcome &amp; Introductions</b></p> <p>Hello everyone and good afternoon. Thank you all for allowing us to join your meeting today to share and discuss a short Catalyst Film on Patients' Experiences with long COVID.</p> <p>We invite you to be on camera for our discussion today.</p> <p>In the chat, please share your name and pronouns.</p> <p>I am _____ and with me are my colleagues _____. A few of us will join you again on [date] to further discuss the long COVID resources we have created for both patients and providers, but for today we will be viewing a film and discussing your takeaways.</p> <p>[If applicable] If acceptable to everyone, we will be recording this session for research purposes.</p> <p>We want to thank you all for your time today and for completing the pre-survey back in April. We're now going to show you this 14.5-minute film, as well as some related resources, which will be discussed in more depth during the [date] meeting.</p> <p>We share this film with you today to learn from you -- whether and how -- it could help clinicians in their work with patients with long COVID. We know you all already see long-COVID patients, but our experience in the past has been, that taking a moment when you're not on the spot to be taking action on behalf of clinicians, that it can be really helpful to listen and absorb in this different kind of setting</p>	<p>[Facilitator]</p> <p>[Tech assistant] paste in chat:</p> <p>Today's Agenda: -Introductions -Watch Film -Brief Reflection -Discussion -Review Tip Sheet -Wrap-up</p> <p>[Tech assistant] Start recording</p>

		<p>than the one you're in when your patients are right in front of you looking for help.</p> <p>We invite you to grab your lunch or snacks; feel free to turn off your camera while you're watching the film, but then we ask you to please turn them back on for our post-viewing discussion.</p> <p>While you watch the film, we invite you to reflect upon what you are already doing with patients that you will keep doing? And 1 thing you might start doing as a result of watching this film. We will also have time to hear your general reactions to the film and discuss other topics.</p> <p>IF you don't have paper and pen, please grab one now.</p> <p>After watching this film:</p> <ol style="list-style-type: none"> <li>1) What am I already doing with patients that I will keep doing?</li> <li>2) What is 1 thing I might start doing or change in my practice?</li> </ol>	
12:23 -12:38	15 minutes	<b>Watch Film</b>	[Tech assistant] Place questions in chat
12:39 -12:42	3 minutes	<b>Personal Reflection</b> Now we will offer 2 minutes to reflect independently on the film.	[Facilitator]
12:43 -1:01/06	17-22 minutes	<b>Group Discussion</b>  Would anyone like to share their responses first?  What am I already doing with patients that I will keep doing? What is 1 thing I might start doing or change in my practice?  Additional potential discussion questions: <ul style="list-style-type: none"> <li>• What stories might be missing that are important for us to consider? In what ways might our local environment or patient population be different?</li> <li>• What would help you be more effective taking care of people with long COVID?</li> </ul>	[Facilitator]

		<ul style="list-style-type: none"> <li>• What new/different workflow (structure, processes) would support patients with long-COVID?</li> <li>• What stories were particularly hard to hear?</li> <li>• Anything else to share after viewing the film?</li> </ul>	
1:01/06-1:10	5-9 minutes	<b>Introduce TIP sheets and next meeting's focus</b>  We have created resource sheets specific for clinicians and patients. They include legal and social support resources and tips. We look forward to discussing them next month.	[Facilitator]
1:10-1:15	5 minutes	<b>Wrap Up</b>  Thank you so much for your time. We look forward to continuing this conversation on [date].	[Facilitator]

### Session Two

Time: 30-45 minutes

\*Based on start time of 12:15pm and 45-minute length

Time	Length	Item	Facilitator and Tech Assistant
12:17-12:22	5 minutes	<b>Welcome &amp; Introductions</b>  Good afternoon. Thank you for letting us join your meeting today to follow-up on the Catalyst Film on Patients Experiences with long COVID and corresponding tip sheets that we shared with you on [date].  I am _____ and with me are my colleagues _____.  If acceptable to everyone, we will be recording this session for research purposes.	[Facilitator]         [Tech Assistant] Start recording
12:22-12:32	10 minutes	We wanted to start today by hearing from you any experiences you have had with patients with long COVID since seeing the film last month or thoughts you've had about caring for people with long	

		<p>COVID generally (discussions with colleagues, insights from new research, reflections on patients on panel)</p> <p>Specifically, do you have any additional insights, observations, or reflections you would like to share with each other?</p>	<p>[Tech assistant] Paste into chat: What additional insights, observations, or reflections do you have about treating patients with long COVID since we met last?</p>
12:33-1:03	30 minutes	<p><b>Introduce TIP sheets</b></p> <p>We have created resource sheets specific for clinicians and patients regarding Long COVID. They include legal and social support resources and tips which may also be useful for patients with other chronic conditions such as chronic fatigue, fibromyalgia, undiagnosed persisting symptoms</p> <p>The intention is for them to be available in paper posted at clinic in waiting rooms and exam rooms and the patient handout includes a QR code so you and patients can access them (and the links on the patient handout).</p> <p><b>CLINICIAN HANDOUT</b></p> <p>First we want to show you the Clinician handout and then discuss its contents. It includes a “Commitment” based upon what you are already doing, your ethos, and approach and 2 tips to support patients - employment, and disability-related needs.</p> <p>We would love to have a conversation about your experience supporting patients disability and employment accommodation needs. We have heard about significant overlap with other chronic conditions such as chronic fatigue, fibromyalgia, undiagnosed persisting symptoms, and will welcome you sharing related experiences.</p> <p>We will give you a few minutes to review it – please either turn your camera off and back on when ready or indicate in the chat</p>	<p>[Tech assistant] Share each toolkit electronically</p>

		<p>Discussion:</p> <ul style="list-style-type: none"> <li>• If you have helped a patient [whether with long COVID or other chronic condition] with employment issues <ol style="list-style-type: none"> <li>1. Can you share what you did and</li> <li>2. what resources you used</li> <li>3. How might this sheet be helpful?</li> </ol> </li> <li>• If you have helped a patient with disability issues <ol style="list-style-type: none"> <li>1. Can you share what you did and</li> <li>2. what resources you used.</li> <li>3. How might this sheet be helpful?</li> </ol> </li> </ul> <p>PATIENT HANDOUT</p> <p>Second, we want to share the patient handout. It includes resources for general information, financial issues, insurance, disability, and support groups – where possible it includes local resources and there are also national resources included.</p> <p>Like with the clinician sheet, we will give you a few minutes to review it – please either turn your camera off and back on when ready or indicate in the chat</p> <ul style="list-style-type: none"> <li>• How will you use this with patients?</li> <li>• Have you used similar resources before? What worked well?</li> </ul>	
1:04-1:09	5 minutes	<p><b>Wrap Up</b></p> <p>Thank you so much for your time. We invite you to reach out to use to continue talking.</p> <p>As we close, we wanted to remind you that it means the world to patients when their doctors:</p> <ul style="list-style-type: none"> <li>• Believe patients when they describe their symptoms</li> <li>• Stick with them through the uncertainty; and</li> <li>• Offer referrals to support and other resources</li> </ul>	[Facilitator]