

Appendix 2 (as submitted by the authors): Supplementary tables

Interrupted time series analyses comparing the earlier (Apr. 1, 2020 to May 26, 2020) and later (May 27, 2020 to July 28, 2020) COVID-19 periods

A. Daily total visits: the MODEL procedure							
<i>Nonlinear OLS summary of residual errors</i>							
Equation	DF model	DF error	SSE	MSE	Root MSE	R ²	Adj R ²
Daily total	4	13	43337373	3333644	1825.8	0.9463	0.9339
<i>Nonlinear OLS parameter estimates</i>							
Parameter	Estimate	Approx std error	t value	Approx			
				Pr > t	95% lower limit	95% upper limit	
b0	68522	1422.7	48.16	< 0.0001	65733	71310	
b1	1509	281.7	5.36	0.0001	957	2061	
b2	4534	1774.4	2.56	0.0239	1057	8012	
b3	-992	367.3	-2.7	0.0182	-1712	-272	
b1+b3	517	235.6250836		0.0282	55	979	
<p>Interpretation: In the earlier COVID period, there was a significant trend in average daily total visits, increasing by 1509 per week (b1). There was a significant level change between the early and subsequent COVID periods (b2). The trend in the subsequent COVID period was significantly different from the trend in the earlier COVID period (b3). In the subsequent COVID period, there was a significant trend in average daily total visits, increasing by 517 per week (b1+b3). Total daily visits showed a smaller increase in the later COVID period than in the earlier COVID period.</p>							

B. Daily office visits: the MODEL procedure*Nonlinear OLS summary of residual errors*

Equation	DF model	DF error	SSE	MSE	Root MSE	R ²	Adj R ²
Daily office	4	13	6573475	505652	711.1	0.9921	0.9902

Nonlinear OLS parameter estimates

Parameter	Estimate	Approx std error	t value	Approx			
				Pr > t	95% lower limit	95% upper limit	
b0	9706	554.1	17.52	< 0.0001	8620	10 792	
b1	993	109.7	9.05	< 0.0001	778	1208	
b2	1980	691.1	2.87	0.0133	626	3335	
b3	417	143.1	2.92	0.012	137	698	
b1+b3	1410	91.83158498		< 0.0001	1230	1590	

Interpretation: In the earlier COVID period, there was a significant trend in average daily office visits, increasing by 993 per week (b1). There was a significant level change between the early and subsequent COVID periods (b2). The trend in the subsequent COVID period was significantly different from the trend in the earlier COVID period (b3). In the subsequent COVID period, there was a significant trend in average daily office visits, increasing by 1410 per week (b1+b3). Office visits showed a larger increase in the later COVID period than in the earlier COVID period.

C. Daily virtual visits: the MODEL procedure*Nonlinear OLS summary of residual errors*

Equation	DF model	DF error	SSE	MSE	Root MSE	R ²	Adj R ²
Daily virtual	4	13	20515374	1578106	1256.2	0.7431	0.6839

Nonlinear GMM parameter estimates

Parameter	Estimate	Approx std error	t value	Approx			
				Pr > t	95% lower limit	95% upper limit	
b0	58552	978.8	59.82	< 0.0001	56634	60471	
b1	512	193.8	2.64	0.0203	132	892	
b2	2537	1220.8	2.08	0.0581	144	4930	
b3	-1409	252.7	-5.57	< 0.0001	-1904	-913	
b1+b3	-897	162.0738412		< 0.0001	-1214	-579	

Interpretation

In the earlier COVID period, there was a significant trend in average daily virtual visits, increasing by 512 per week (b1). There was no significant level change between the early and subsequent COVID periods (b2). The trend in the subsequent COVID period was significantly different from the trend in the earlier COVID period (b3). In the subsequent COVID period, there was a significant trend in average daily virtual visits, decreasing by 897 per week (b1+b3). Virtual visits showed a decreasing trend in the later COVID period following an increasing trend in the earlier COVID period.