

Supplementary Material

Ethical assessment of virtual consultation services: application of a practical ethical checklist to direct-to-consumer services in Aotearoa New Zealand

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Supplementary Material File S1.

Service	Summary
Bettr	Bettr offers video and phone consultations nationwide. Patients can either book appointments as a casual patient or as a patient enrolled within the Tamaki Health Network (currently Auckland only). Enrolled patients get a reduced appointment cost. Bettr has in-person clinics in Auckland through Tamaki Health's Local Doctors and White Cross clinics.
CareHQ	CareHQ offers video consultations nationwide. They do not offer enrolment. Southern Cross Health Insurance members can get free appointments, also available for members who do not have a policy that covers GP appointments. They do not offer in-person appointments.
MedOnline	MedOnline offers video consultations nationwide. They do not offer enrolment. Patients with NIB or Southern Cross Health insurance may receive free appointments if they are included in their insurance policy. They do not offer in-person appointments.
House Call	House Call offers video consultations nationwide. Patients can book appointments as casual patients or enrol with The Doctors medical centre network, who have over 60 clinics nationwide. In-person appointments are possible at one of these centres. House Call only states the cost for a casual appointment on their website, but enrolled patients with one of their centres have different appointment fees including cost reductions for Community Services Card holders.
Tend	Tend offers video consultations nationwide. Patients can either book appointments as non-enrolled or enrolled patients, with enrolment only available for patients in Auckland, Tauranga, and Christchurch. Enrolled patients get a reduced appointment cost with further cost reductions for Community Services Card holders. Tend provides in-person care in Auckland, the Bay of Plenty, and Christchurch.
Well Revolution	Well Revolution offers text-based consultations nationwide. They do not offer bookable appointments but rather an instant chat-style platform. They do not offer enrolment. They do not have in-person clinics.