

Supplementary Table 6 Calculation of patients cost for videoconferencing and standard consultations (in Norwegian krone and Euro^a)

| | n | Mean distance/ number/time | UNN Fare price/ unite price, NOK | Total costs | Total costs per patient | n | Mean distance /time | RMC Fare price/ unite price, NOK | Total Costs | Total costs per patient |
|---|------------|-------------------------------|---|----------------|----------------------------|------------|------------------------|---|----------------|----------------------------|
| | 257 | | | | | 302 | | | | |
| Travel costs without companion | 184 | | | | | 223 | | | | |
| Using standard rate ^b | 114 | x 144km ^c | x 2.40 x 2 | 78,797 | | 143 | x 44km ^c | x 2.40 x 2 | 30,202 | |
| Extra transport – private car | 12 | x 254km ^d | x 2.40 x 2 | 14,630 | | 28 | x 45km ^d | x 2.40 x 2 | 6,048 | |
| Taxi –round trip | 35 | x 227km ^e | x 12.50 ^f | 99,313 | | 52 | x 52km ^e | x 16.50 ^f | 44,616 | |
| Taxi- waiting | | x 4 h | x 190 ^f | 26,600 | | | x 1 h | x 253 ^f | 13,156 | |
| Airplane | 2 | | x 713 x2 | 2,852 | | | | | | |
| Express boat | 21 | | x 430 x 2 | 18,060 | | | | | | |
| Overnight stay; >12 h ^g | 10 | | x 220 | 2,200 | | 2 | | x 220 | 440 | |
| Travel costs with companion | 73 | | | | | 79 | | | | |
| Using standard rate ^b | 38 | x 151km | x 2,40 x 2 | 27,542 | | 59 | x 45km ^c | x 2.40 x 2 | 12,744 | |
| Extra transport – private car ^b | 4 | x 275km ^c | x 2.40 x 2 | 5,280 | | 12 | x 46km | x 2.40 x 2 | 2,650 | |
| Bus | 13 | | | | | | | | | |
| Kvænangen | 4 | x 212km ^c | x 2.40 x 4 | 8,141 | | | | | | |
| Nordreisa | 7 | x 140km ^c | x 2.40 x 4 | 9,408 | | | | | | |
| Skjervøy | 1 | x 160km ^c | x 2.40 x 4 | 1,536 | | | | | | |
| Kåfjord | 1 | x 113km ^c | x 2.40 x 4 | 1,085 | | | | | | |
| Taxi – round trip | 12 | x 226km ^e | x 16.50 ^f | 44,748 | | 8 | x 46km | x 16.50 ^f | 6,072 | |
| Taxi - waiting | | x 4 h | x 253 ^f | 12,144 | | | x 1 h | x 253 ^f | 2,024 | |
| Airplane | 1 | | x 713 x 4 | 2,852 | | | | | | |
| Express boat | 5 | | x 430 x 4 | 8,600 | | | | | | |
| Overnight stay; >12 h ^g | 7 | | x 220 x 2 | 3,080 | | | | | | |
| Total travel costs, NOK(€) | | | | 366,868 | 1,427 (148.65) | | | | 117,952 | 391 (40.73) |
| Patient's charge for the journey, NOK(€) | | | 149 x 2 | | 298(31.04) | | | 149 x 2 | | 298(31.04) |
| Total travel cost health system, NOK(€) | | | | | 1,129 (117.60) | | | | | 93(9.69) |
| Time costs | | | | | | | | | | |
| Lost working hours - full time ^h | 20 | x 8h | x 380 ⁱ | 60,800 | | 36 | x 0.93h x 2 | x 380 ⁱ | 25,445 | |
| Lost working hours - part time ^h | 15 | x 4h | x 380 | 22,800 | | 13 | x 0.65h x 2 | x 380 | 6,422 | |
| Lost working hours total, NOK(€) | | | | 83,600 | 325 (33.85) | | | | 31,867 | 106 (11.04) |
| Total travel costs and lost working hours for society, NOK (€) | | | | | 1,752 (182.50) | | | | | 497 (51.77) |

UNN – University Hospital, standard consultation; RMC – Regional medical center, remote location; n= number of traveling to consultation, missing value is replaced with lowest estimated value/distance/time according to travel-distance.

^a 1 Euro = 9.60 Norwegian krone (NOK), Exchange rate from the Norwegian Bank on April 10th2018

^b Standard rate refunded 2.40 NOK per kilometer according to Pasientreiser HF (the National Patients Transport) for 2018. Non responder is included as standard rate refunded

^c Mean distance (the shortest distance)

^d Mean distance (patient reported distance)

^e Mean distance (the shortest and fastest - no ferry)

^f Adjusted for estimated number of patient in the same taxi, reported from the UNN's Patient Travelling Agency

^g Stay overnight, refunding 220 NOK (undocumented) subsistence allowance,

^h Directly waiting time before consultation and consultant time is not included. The difference between the location in pre-consultation waiting time is small (7 minute longer at UNN, p-value <0.001). There was no significant difference in mean consultation time (20.9 and 20.5 minutes)

ⁱ Average income all sectors per hour, 150 hours per week, 2017 + 30% social taxes according: <https://www.ssb.no/en/arbeid-og-lonn/statistikker/lonnansatt>