

## Appendix A. Semi-Structured Interview Guide

Domain	Probing questions
<b>Introduction</b>	<p>Researcher read consent statement and overview of project.</p> <ul style="list-style-type: none"> <li>• Introductions and purpose of interview and recorded conversation.</li> <li>• Described protection of data and privacy.</li> <li>• Questions or concerns before beginning interview.</li> </ul>
<b>Demographic Questions about Job Title &amp; Role</b>	<p>Can you tell me your title and role on the integrated behavioral health team?</p> <ul style="list-style-type: none"> <li>• How long have you been working in your current title and role?</li> <li>• What is your degree (or educational background?)</li> <li>• How would you describe the clinic you work in and your IBH team?</li> </ul>
<b>Prior to the Pandemic: Description of Integrated Behavioral Health in Clinic</b>	<p>Can you describe your integrated behavioral health clinic and how it operated prior to the COVID-19 pandemic?</p> <ul style="list-style-type: none"> <li>• Who provided behavioral health services, for example who screens/asses? How do the PCPs work on the team?</li> <li>• How do “warm handoffs” between patients and providers typically work?</li> <li>• How did you communicate with the integrated team prior to the pandemic?</li> </ul>
<b>Team Transitioning During COVID-19 re: Telehealth &amp; Communication</b>	<p>Overall, how would you describe things in the clinic changing due to COVID-19?</p> <ul style="list-style-type: none"> <li>• Where was the team located during this time? (e.g., Was anyone on the team moved off clinic site? Where is the team located now?)</li> <li>• Tell me about how you (and your team) utilized telehealth to interact with clients.</li> <li>• Tell me how you collaborated with the integrated team.</li> <li>• How did you communicate with the integrated team?</li> <li>• How was collaboration and/or team communication impacted by pandemic?</li> <li>• How did your clinic conduct screening and assessments for behavioral health and social needs?</li> <li>• How did your clinic conduct warm handoffs?</li> </ul>
<b>Challenges and Lessons Learned</b>	<p>What were the most difficult aspects of transitions required to your integrated clinic during COVID-19?</p> <ul style="list-style-type: none"> <li>• Are there any lessons learned from this experience?</li> <li>• Do you think telehealth makes your job easier or harder?</li> </ul>
<b>Closing</b>	<p>Thank you again for sharing your time and expertise with our team.</p> <ul style="list-style-type: none"> <li>• Is there anything else you would like us to know about your experiences or about your team’s experience during his time?</li> </ul>