

Additional file 2

Rotated factor matrix of principal axes factor analysis (PFA) for the items of service delivery mode preferences

Item	Factor loading	
	1	2
Factor 1: Direct communication		
03. Telephone call	.801	.224
02. Video conference	.516	.086
Factor 2: Delayed communication		
06. App or online platform without guidance from expert	.057	.739
05. App or online platform with guidance from expert	.141	.711
04. E-mail	.255	.631
03. Chat	.197	.618

Note. Extraction method: Principal Axes Factor Analysis using Varimax Rotation with Kaiser Normalization, one item (in person) was excluded from analysis.