

Interview protocol:

1. Currently, are you able to interact remotely with your loved one?

- Yes
- No

If yes, how?

- Phone call
- Skype
- other

2. What barriers, challenges, or concerns do you face with your current interactions?

Please check each item that is relevant:

- Keeping in touch showing solidarity and support
- Inquiring about health status or care processes being administered
- Anticipating their future course and timeline
- Questions to providers regarding care, processes, or plans
- Other (please describe) _____

3. Can you please describe the feeling you experienced during the virtual call?

4. What, in your opinion, needs to be improved for better contact with your loved one while in the ICU?