

Supplemental Material S6. Combined themes and subthemes of all stakeholder groups' understanding of teleaudiology.

Themes	Subthemes	Clients	Clinicians	Students	Academics	Industry partners	Count of meaning units	Respondents' quotes
Means of delivery	Use of information and communications technology (ICT)	✓	✓	✓	✓	✓	199	"An opportunity to receive hearing health care via electronic means" (Female, 73 years, client)
	Remote delivery	✓	✓	✓	✓	✓	176	"A means to offer audiological services in a way that does not require the patient and audiologist to be in either the same room or at the same time as each other" (Male, 29 years, industry partner)
	Examples of technology	✓	✓	✓	✓		99	"Remotely accessing audiology services using electronic communication such as videoconferencing" (Male, 50 years, client) "Teleaudiology is the way which a client may reach audiological services via internet, phone, smartphone, etc." (Male, 38 years, student)
	Examples of service	✓	✓	✓	✓		36	"Providing services like rehabilitation, treatment, counselling, hearing aid adjustments online" (Male, 50 years, clinician)
	Synchronous/asynchronous mode		✓		✓		7	"Examples include synchronous appointments with clients (video or phone), remote programming of devices using cloud-based software, asynchronous assessments or data collection like online patient questionnaires" (Female, 33 years, academic)
Pros and cons	Benefits		✓	✓			10	"Being able to deliver services to clients outside of a face-to-face environment to improve timeliness, access to and quality of care" (Female, 37 years, clinician) "I believe it is making audiological services more accessible to patients who might live in rural or remote locations, or patients who may have a debilitating illness or have COVID or other contagious illnesses. This helps not only the patients to access healthcare, but for passionate clinicians to be able to provide this support to those who really need it and aren't being able to receive it due to certain factors." (Female, 21 years, student)

	Negative perceptions	✓	✓	4	"It has not been a great experience over the phone. Would rather (choose) face-to-face unless the latter (teleaudiology) was improved." (Male, 59 years, client) "Frustration - elderly clients that aren't digitally literate, poor internet services in regional areas. It has potential to work well, but in reality, not yet." (Female, 44 years, clinician)
	Client/family-centred care		✓	2	"The ability to deliver audiological services via telephone or video conferencing, where clinically appropriate to ensure best practice is deliver in a patient and family centered care model" (Female, 53 years, clinician)
	An adjunct to conventional service delivery		✓	1	"Teleaudiology does not substitute the need for face-to-face (services) but allows an alternative communication/ rehabilitation method for those clients whom may live with difficulties with attending an office for many reasons such as rural/remote areas, mobility disabilities or other commitments" (Male, 55 years, clinician)
Little understanding	No/limited knowledge	✓		12	"Haven't heard of it before" (Female, 61 years, client)

Note. Checks represent as suggested by that stakeholder group.