Supplementary files

Appendix 1. List of study sites, coordinators and general practitioners from the COVIQuest group

Name	Academic general practice department	Administrative area	General Practitioners
Ettori-Ajasse Isabelle	Tours	Centre-Val de Loire	SAMKO BORIS, DIBAO-DINA CLARISSE, GONZALES ANNE-MARIE, GAY-LAUNAY KARINE, MOLIMART FRANCOIS, BADEY-MEURISSE ALEXANDRA, THOMAS MARIE, PHILIPPE LAURENCE, LEROUX FARRUGIA DELPHINE, LEFEVRE RÉMI, LANG VIRGINIE, LIZE SOPHIE, DUGUE DURET MARIE-LOUISE, BAGOURD EMMANUEL, RICOIS AMÉLIE, CUVILLIER OLIVIER, DE LA PORTE DES VAUX CÉDRIC, BROUX HÉLÈNE, BACHELIER JEAN-YVES, ROBERT JEAN, BORDEAUX SAMUEL, CHALEIX LYSIANE, GABERT MARTINE, GRISON XAVIER, SIMONEAU CORINNE, PÈRE DOMINIQUE, BOURDU STÉPHANIE, DUMAS ADRIEN, LAUVERJAT FLORENCE, MAUPERTUIS QUENTIN, NOE LAGRANGE ANAIDE, TIERCIN SYLVIE, DUMOT PIERRE, AUMARECHAL ALAIN, MOLINA VALÉRIE, RIVOAL BERNARD, GROSSE JULIE, GALY VINCENT, DESRUES PATRICE, YVON-PETRAULT BLANDINE, VIEILLE ROGER, WITTKE LAURENCE, RUBE DELPHINE, BAUSSANT ALEXANDRE, MONTPERT-BOUVIER LUCIE, CONSTANT MARIE-VÉRONIQUE, TEN KET KIAN FRANÇOIS, PERRAIN ALICE
Sun Sophie	Lyon	Auvergne-Rhône-Alpes	JACQUIOT DENIS, MUZELLE VÉRONIQUE, PIGACHE CHRISTOPHE, LAMORT BOUCHE MARION, MANGOT CLAIRE, BENEDINI ELISE, LAVILLE AGNÈS, POTENCIER BENJAMIN, FOSSIER BENOIT, VALLE FLORIAN, FAY ISABELLE, CHAMBION PIERRE, BRYS VERONIQUE, SUN SOPHIE, BELLECOSTE VINCENT, FLORI MARIE
Jego Maeva	Marseille	Occitanie	DE TADDEO CHRISTINE, THERY DIDIER, CORDEL ANNE CATHERINE , GUERCIA OLIVIER, BARGIER JACQUES, TUDOSE IRINA, NUSSLI NICOLAS
Motte Baptise	Lille catholique	Hauts de France	NGUYEN BRUNO, MORIN PIERRE-ETIENNE, DURAND-CHEVAL CLOTILDE, MOTTE BAPTISTE, DANCHIN FREDERIC

Bruel Sébastien	Saint Etienne	Auvergne-Rhône-Alpes	FRUMUSELU RUXANDRA, DELEBARRE AMANDINE, FAVIE JULIEN
Chiron Benoit	Brest	Bretagne	GELINEAU THOMAS, LE GOFF DELPHINE, VERBEQUE MORVAN, MANON DARABAN TUDOR, PENIN GAELLE, LUCAS ALDRIC, LOPIN CÉLINE, FONSECA JÉROME, LE GUENNEC ANGÉLIQUE
Chambe Juliette	Strasbourg	Grand Est	GHALI-DEBUS ISABELLE, MAGINOT HÉLÈNE, ZUMSTEIN CARINE, ROOS-BERNARD SÉVERINE, RUXER SERGE, PLAUM MANUELA, GUIHENEUF CHARLINE, LENERTZ JOHN, ERNST MYRIAM, CHAMBE JULIETTE, DE CHAZELLES GRÉGOIRE, BUCHLIN FRANÇOIS, HILD PHILIPPE, VONAU PHILIPPE, DUMAS BREITWILLER CLAIRE, BERTHOU ANNE, CHARTON LÉA, LÉPINE CAMILLE
Sidorkiewicz Stéphanie	Paris Descartes	Ile de France	OLESKER SOPHIE, MALMARTEL ALEXANDRE, GHASAROSSIAN CHRISTIAN, RUSSO PATRICK, ANDERSON MARGUERITE, RICHEMOND MICHÈLE, SIDORKIEWICZ STÉPHANIE, ECOLLAN MARIE, JAURY PHILIPPE, BENAINOUS OLIVIER, MSIKA RAZON MARIE, CATU-PINAULT ANNIE
Khau Cam-Anh	Paris Nord La Sorbonne	Ile de France	KHAU CAM-ANH, BERKAI RANIA, MERCIER ALAIN, GRUNBERG PHILIPPE, PHAM LAN-ANH, RENAULT ALAINE, BACH LORENE, COUDERC AUDREY, CHEVALLIER FREDERIC, CHABANNES AUDREY
Bouchez Tiphanie	Nice	Provence-Alpes-Côte d'Azur	MELLERIN IANIS, BOUCHEZ TIPHANIE, GARSON SANDRINE, GARDON GILLES, PASCUCCI-ZAKARIAN SANDRINE, GUERVILLE VÉRONIQUE, MOUILLE BLANC CECILE, MUNCK STEPHANE, GUERVILLE MARC-ANDRÉ
Ghali Maria	Angers	Pays de la Loire	JUDALET ILLAND GHISLAINE, PY THIBAUT, TESSIER CAZENEUVE CHRISTINE, RAMOND ROQUIN ALINE, GALLOT EMMANUEL, LOSSON DAUSSY GAELLE, LACOMBE ANTOINE, GABARD CATHERINE, DEVAUD BERTRAND, BUFFARD PASCAL, PLESSIS ANNE, BOURGEOIS CÉCILE

Appendix 2. List of 30 long-term illnesses (ALD 30) that are exempt from user fees

ALD no. 1 - Invalid stroke

ALD no. 2 - Bone marrow failure and other chronic cytopenias

ALD no. 3 - Chronic arteriopathies with ischemic manifestations

ALD no. 4 - Complicated bilharziasis

ALD no. 5 - Severe heart failure, severe arrhythmia, severe valvular heart disease; Graves congenital heart disease

ALD no. 6 - Chronic active diseases of the liver and cirrhosis

ALD no. 7 - Severe primary immune deficiency, prolonged treatment, infection with human immunodeficiency virus

ALD no. 8 - Type 1 diabetes and type 2 diabetes

ALD no. 9 - Severe form of neurological and muscular disorders (including myopathy), severe epilepsy

ALD no. 10 - Hemoglobinopathies, hemolysis, chronic constitutional and acquired severe

ALD no. 11 - Hemophilia and constitutional disorders of severe hemostasis

ALD no. 12 - Severe hypertension

ALD no. 13 - Coronary disease

ALD no. 14 - Severe chronic respiratory failure

ALD no. 15 - Meadow

ALD no. 16 - Parkinson disease

ALD no. 17 - Hereditary metabolic diseases a prolonged specialized treatment

ALD no. 18 - Cystic fibrosis

ALD no. 19 - Severe chronic nephropathy and primary nephrotic syndrome

ALD no. 20 - Paraplegia

ALD no. 21 - Periarthritis nodosa, acute systemic lupus erythematosus, progressive generalized scleroderma

ALD no. 22 - Progressive rheumatoid arthritis

ALD no. 23 - Psychosis, severe personality disorder, mental retardation

ALD no. 24 - Ulcerative colitis and progressive Crohn's disease

ALD no. 25 - Multiple sclerosis

ALD no. 26 - Progressive structural scoliosis (with an angle equal to or greater than 25 degrees) until spinal maturation

ALD no. 27 - Fall from ankylosing spondylitis

ALD no. 28 - Organ transplant suites

ALD no. 29 - Active tuberculosis

ALD no. 30 - Malignant tumor, malignant disease of lymphatic or hematopoietic tissue.

Appendix 3. Interview guide

Information and oral consent of the patient:

I am Mr/Mrs X, a student in my Nth year of medical school at Dr Y's practice. I am calling you at the request of your GP Dr Y to ask you three short questions. The answers you give me will enable Dr Y to know how you are doing and to offer you appropriate care during lockdown if necessary. Your answers will be used anonymously in the COVIQUEST study in which Dr Y is participating. The aim of this study is to find out what impact this call has on your care. (Only for patients in the intervention group: If you agree to your answers being used in this study, you should know that you will be contacted again in 1 month time to hear from you in the same way). If you do not want your answers to be used for the study, please note that this will not affect your treatment by Dr Y. Do you accept that I ask you questions? I would like to remind you that your answers will be completely anonymous and that you can say at any time that you no longer wish your answers to be collected in the framework of COVIQUEST, without any impact on your care. If you have any questions to ask me or would like to discuss them with Dr Y, please do not hesitate.

Intervention:

How are you doing? (using a Likert scale of 1 = very bad to 10 = very good)

Would you have made an appointment with your GP if there had not been a lockdown related to the COVID19?

Would you like an appointment with your GP?

Appendix 4. Baseline characteristics of general practitioners (GPs) by group*.

mean ± standard deviation & median [Q1 ; Q3] for quantitative variables *n (%) for qualitative variables*	**A** (n_1 = 72)	**B** (n_2 = 77)
Age (years)	49.9 ± 11.9 49.0 [38.0 ; 60.5]	43.3 ± 10.3 39.0 [35.0 ; 53.0]
Sex: Male	32 (44.4)	30 (39.0)
Work organisation		
Practice, only physicians	39 (54.2)	32 (41.6)
Alone	5 (6.9)	7 (9.1)
Practice, multidisciplinary healthcare centre	28 (39.0)	38 (49.3)
Territorial professional health community	30 (41.7)	38 (49.3)
Advanced public health nurse	12 (16.7)	19 (24.7)

*Group A (cardiovascular disease [CVD] patients called first); group B (mental health disorder [MHD] patients called first)

Appendix 5. COVIQuest_CV results

Table 1. Process evaluation of the intervention and outcome assessment

mean ± standard deviation, median [Q1 ; Q3] & {Min ; Max} for quantitative variables *n (%) for qualitative variables*	**A - Intervention group - Phone call** (n_1 = 1834)	**B - Control group** (n_2 = 1510)
Who phoned (intervention phone call)? - n_1 = 1801		
Physician	236 (13.1)	
Student	1448 (80.4)	
Other person (e.g. secretary)	117 (6.5)	
Time between April 30th 2020 and phone call (days)	11.7±8.0 12.0 [5.0 ; 15.0] {0 ; 39}	
Time between the phone call and the outcome assessment (days) - n_1 = 1508	34.1±7.0 33.0 [29.0 ; 39.0] {12 ; 58}	
Time between April 30th 2020 and the outcome assessment (days) - n_1 = 1508, n_2 = 1510	45.6±8.7 47 [40 ; 53] {26 ; 64]	48.7±7.8 48 [42 ; 56] {26 ; 63]

Table 2. Patient health status when phoned (intervention group)

mean ± standard deviation & median [Q1 ; Q3] for quantitative variables *n (%) for qualitative variables*	**A - Intervention group - Phone call** (n_1 = 1834)
Had consultations with his/her physician since the beginning of the lockdown period - n_1 = 1825	851 (46.6)
Number of consultations - n_1 = 845	1.5±0.9 1 [1 ; 2]
Had a contact with his/her physician since the beginning of the lockdown period - n_1 = 1811	500 (27.6)
Health status perception - n_1 = 1820 (*)	7.4±1.8 8 [6 ; 9]
Would have made an appointment - n_1 = 1828	856 (46.8)
Would like an appointment - n_1 = 1828	611 (33.4)

(*) 0-10 Likert scale

Table 3. Symptoms (for patients who declared they would like an appointment)

n (%) for qualitative variables	**A - Intervention group - Phone call - Patients who wanted an appointment** (n = 611)
Number of symptoms - n_1 = 459	
1	374 (81.5)
2	62 (13.5)
3	23 (5.0)
Symptoms (*)	
General, non specific	304 (53.6)
Blood system, immunology	2 (0.3)
Digestive	35 (6.2)
Ocular	5 (0.9)
Ear	4 (0.7)
Cardiovascular	60 (10.6)
Osteoarticular	64 (11.3)
Neurological	6 (1.1)
Psychological	22 (3.9)
Respiratory	22 (3.9)
Skin	15 (2.6)
Metabolism, nutrition	11 (1.9)
Urology	8 (1.4)
Pregnancy	0
Reproductive system, female	2 (0.3)
Reproductive system, male	0
Social	7 (1.2)

(*) One patient may have two or three symptoms

Table 4. Patient health status when assessed

mean ± standard deviation & median [Q1 ; Q3] for quantitative variables *n (%) for qualitative variables*	**A - Intervention group - Phone call** (n_1 = 1834)	**B - Control group** (n_2 = 1510)
Had COVID-19 disease - n_1 = 1586, n_2 = 1409		
Yes (TR-PCR test)	4 (0.2)	7 (0.5)
May-be	72 (4.5)	61 (4.3)
Do not know	1510 (95.2)	1341 (95.2)
Health status perception - n_1 = 1457, n_2=1488 (*)	7.4±1.8	7.3±1.9
	8 [6 ; 9]	8 [6 ; 8.5]
Had consultations with his/her physician since the beginning of the lockdown period - n_2 = 1417		1159 (81.8)
Number of consultations - n_2 = 1155		1.9±1.3
		1 [1 ; 2]
Had a contact with his/her physician since the beginning of the lockdown period - n_2= 1454		580 (39.9)
Would like an appointment - n_2 = 1500		308 (20.5)

(*) 0-10 Likert scale

Table 5. Causes of hospitalisations

n (%) for qualitative variables	**A - Intervention group - Phone call**	**B - Control group**
Cause of hospitalization - $n_1 = 64$, $n_2 = 70$ (*)		
UCV: Cardiovascular emergency	14 (21.9)	23 (32.9)
TS: Suicide attempt	0	0
USM: Mental health emergency (except suicide attempt)	0	0
UAM: Other medical emergency	30 (46.9)	18 (25.7)
UAC: Other surgical emergency	10 (15.6)	15 (21.4)
PCV: Planned cardiovascular hospitalisation	2 (3.1)	0
PSM: Planned mental health hospitalisation	0	0
PAM: Planned other medical reason hospitalisation	1 (1.6)	7 (10.0)
PAC: Planned other surgical reason hospitalisation	7 (10.9)	7 (10.0)

(*) Units of analysis are hospitalisations not patients

Appendix 6. COVIQuest_MH results

Table 1. Process evaluation of the intervention and outcome assessment

mean ± standard deviation, median [Q1 ; Q3] & {Min ; Max} for quantitative variables *n (%) for qualitative variables*	**A - Control group** (n_1 = 548)	**B - Intervention group - Phone call** (n_2 = 832)
Who phoned (intervention phone call)? n_2 = 814		
Physician		85 (10.4)
Student		715 (87.8)
Other person (e.g. secretary)		14 (1.7)
Time between April 30th 2020 and phone call (days)		10.6±7.5 7.0 [5.0 ; 14.0] {0 ; 29}
Time between the phone call and the outcome assessment (days) - n_2 = 560		37.3±9.2 35.0 [29.0 ; 45.5] {12 ; 56}
Time between April 30th 2020 and the outcome assessment (days) - n_1 = 548, n_2 = 560	48.3±9.0 49 [42 ; 56] {20 ; 64}	47.3±9.3 48 [41 ; 55.5] {14 ; 63}

Table 2. Patient health status when phoned (intervention group)

mean ± standard deviation & median [Q1 ; Q3] for quantitative variables *n (%) for qualitative variables*	**B - Intervention group - Phone call** (n_2 = 832)
Had consultations with his/her physician since the beginning of the lockdown period - n_2 = 819	393 (48.0)
Number of consultations - n_2 = 392	2.1±1.4 2 [1 ; 3]
Had a contact with his/her physician since the beginning of the lockdown period - n_2 = 817	211 (25.8)
Health status perception - n_2 = 819 (*)	6.9±2.2 7 [5 ; 9]
Would have made an appointment - n_2 = 826	401 (48.5)
Would like an appointment - n_2 = 826	302 (36.6)

(*) 0-10 Likert scale

Table 3. Symptoms (for patients who declared they would like an appointment)

n (%) for qualitative variables	**B- Intervention group - Phone call - Patients who wanted an appointment n=302**
Number of symptoms - n_2 = 246	
1	190 (77.2)
2	41 (16.7)
3	15 (6.1)
Symptoms (*)	
General, non specific	131 (41.3)
Blood system, immunology	1 (0.3)
Digestive	21 (6.6)
Ocular	2 (0.6)
Ear	1 (0.3)
Cardiovascular	8 (2.5)
Osteoarticular	39 (12.3)
Neurological	12 (3.8)
Psychological	57 (18.0)
Respiratory	12 (3.8)
Skin	7 (2.2)
Metabolism, nutrition	5 (1.6)
Urology	5 (1.6)
Pregnancy	0
Reproductive system, female	2 (0.6)
Reproductive system, male	2 (0.6)
Social	12 (3.8)

(*) One patient may have two or three symptoms

Table 4. Patient health status when assessed

mean ± standard deviation & median [Q1 ; Q3] for quantitative variables *n (%) for qualitative variables*	**A - Control group** (n_1 = 548)	**B - Intervention group - Phone call** (n_2 = 832)
Had COVID-19 disease - n_1 = 538, n_2 = 584		
Yes (TR-PCR test)	5 (0.9)	0
May-be	51 (9.5)	42 (7.2)
Do not know	482 (89.6)	542 (92.8)
Health status perception - n_1 = 544, n_2=544 (*)	7.1±2.0 7 [6 ; 8]	7.1±2.2 7 [6 ; 9]
Had consultations with his/her physician since the beginning of the lockdown period - n_1 = 546	367 (67.2)	
Number of consultations - n_1 = 366	2.1±1.5 1 [1 ; 3]	
Had a contact with his/her physician since the beginning of the lockdown period - n_1= 534	247 (46.2)	
Would like an appointment - n_1 = 542	158 (29.1)	

(*) 0-10 Likert scale

Table 5. Causes of hospitalisations

n (%) for qualitative variables	**A - Control group**	**B - Intervention group - Phone call**
Cause of hospitalization - $n_1 = 13$, $n_2 = 26$ (*)		
UCV: Cardiovascular emergency	0	0
TS: Suicide attempt	0	1 (3.8)
USM: Mental health emergency (except suicide attempt)	4 (30.8)	7 (26.9)
UAM: Other medical emergency	3 (23.1)	10 (38.5)
UAC: Other surgical emergency	4 (30.8)	4 (15.4)
PCV: Planned cardiovascular hospitalisation	0	0
PSM: Planned mental health hospitalisation	0	0
PAM: Planned other medical reason hospitalisation	1 (7.7)	4 (15.4)
PAC: Planned other surgical reason hospitalisation	1 (7.7)	0

(*) Units of analysis are hospitalisations not patients