

Items related to the constructs that influence intention to use Internet services, rated on a four-point Likert scale ranging from 1 (strongly disagree) to 4 (strongly agree).

Making an Internet appointment /asking a question by Internet via email or a website is:

Effort expectancy

1. Easy to use
2. Easy to learn

Trust

3. Is reliable
4. Works properly

Attitude

5. Is a pleasant way

Facilitating conditions

6. Is easy to combine with my daily activities

Social influence

7. Is something that my family/friends would like to use

Performance expectancy

8. Ensures that I can make an appointment/ask a question more easily
9. Ensures that I can make an appointment/ask a question more often
10. Ensures that I can decide myself if an appointment is necessary^a
11. Ensures that I can easily ask questions about a given answer^b
12. Ensures that I can properly think about a question I would like to ask^b
13. Ensures that I get more personal attention from my GP^b

^a Only asked for the service of Internet appointment planning.

^b Only asked for the service of asking questions by Internet via email or a website.