## Appendix A

	Physiciar	i's Response	es		Patient's	Responses		
Questions	N	Mean	Std. Deviation	N	Mean	Std.	SIG at	
						Deviation	(α ≤ 0.05)	
Q1	72	4.3056	0.79857	248	4.3024	0.75907	0.840	
Q2	12	3.7639	0.81350		4.1976	0.77229	0.001*	
Q3		4.6111	0.61794		4.2944	0.75155	0.021*	
All		4.2269	0.82373		4.2648	0.76149		
Questions							0.764	
(Average)								
	Physiciar	i's Response	es	Patient's Responses				
SIG	SIG	SIG	SIG	SIG	SIG Between	SIG	SIG	
Between	Between	Between	Between	Between	(Q1- Q3)	Between	Between	
(Q1-Q2)	(Q1 –	(Q3-	( All	(Q1-		(Q3 - Q2)	(AII	
	Q3)	Q2)	QUESTIONS)	Q2)			QUESTIONS)	
.0.001*	0.190	0.001*	0.064	0.088	0.080	0.155	0.190	

## Appendix B

	Physicia	n's Response	es		Patient's	Responses	
Questions	N	Mean	Std. Deviation	N	Mean	Std.	SIG at
						Deviation	$(\alpha \le 0.05)$
Q4		4.0694	0.89327	248	4.1331	0.80134	0.699
Q5	72	3.7639	0.9999		4.1452	0.82171	0.004*
Q6		4.1250	0.80382	1	4.1008	0.82590	0.882
All		3.9861	0.91234		4.1263	0.81550	
Questions							0.070
(Average)							
	Physicia	n's Response	es		Patient's	Responses	
SIG	SIG	SIG	SIG	SIG	SIG Between	SIG	SIG
Between	Between	Between	Between	Between	(Q5– Q6)	Between	Between
(Q4 – Q5)	(Q5–	(Q6 –	( All	(Q4 –		(Q6- Q4)	(All
	Q6)	Q4)	QUESTIONS)	Q5)			QUESTIONS)
0.068	0.028*	0.788	0.063	0.795	0.528	0.704	0.816

Appendix C

	Physician	's Responses	3	Patient's Responses				
Questions	N	Mean	Std. Deviation	N	Mean	Std. Deviation	SIG at (α ≤ 0.05)	
Q7	72	4.5556	0.55383	248	4.1210	0.80578	0.001*	
Q8	12	4.5556	0.64762		4.0927	0.84620	0.001*	
Q9		3.2778	1.01012		3.7177	1.09145	0.001*	
All Questions (Average)		4.1296	0.97018		3.9772	0.94007	0.001*	
	Physician	's Responses	3		Pat	ient's Responses		
SIG	SIG	SIG	SIG	SIG	SIG	SIG	SIG	
Between	Between	Between	Between	Between	Between	Between	Between	
(Q7 – Q8)	(Q8- Q9)	(Q9 - Q7)	( All QUESTIONS)	(Q7 – Q8)	(Q8-Q9)	(Q9- Q7)	(All QUESTIONS)	
0.730	0.001*	0.001*	0.001*	0.802	0.001*	0.001*	0.001*	

Appendix D

				pp 0a =			
	Physiciar	n's Response	S		Patient's F	Responses	
Question	N	Mean	Std. Deviation	N	Mean	Std. Deviation	SIG at (α ≤ 0.05)
Q10	72	4.2639	0.50331	248	4.1008	0.84528	0.376
Q11	12	3.8472	0.98809	=	4.0242	0.78409	0.290
Q12		4.2222	0.56224	1	4.1371	0.78276	0.778
All Questions (Average)		4.1111	0.73874		4.0874	0.80487	0.855
, ,	Physician's Responses				Patient's F	Responses	
SIG Between (Q10-Q11)	SIG Between (Q10– Q12)	SIG Between (Q11– Q12)	SIG Between ( AII QUESTIONS)	SIG Between (Q10– Q11)	SIG Between (Q10–Q12)	SIG Between (Q11–Q12)	SIG Between (AII QUESTIONS)
0.018*	0.712	0.040*	0.032	0.156	0.747	0.060	0.154

Appendix E

	Physician's	Responses	· · · · · ·	Patient's Responses			
Questions	N	Mean	Std. Deviation	N	Mean	Std. Deviation	SIG at (α ≤ 0.05)
Q13	72	3.4167	1.17185	248	3.6895	1.03988	0.073
Q14		4.0556	0.55383		4.0766	0.79356	0.389
Q15		4.4444	0.60255		4.1492	0.75146	0.002*
All Questions (Average)		3.9722	0.92468		3.9718	0.89293	0.778
, , ,	Physician's	Responses			Patient's R	esponses	
SIG Between (Q13-Q14)	SIG Between (Q13-Q15)	SIG Between (Q14- Q15)	SIG Between (AII QUESTIONS)	SIG Between (Q13– Q14)	SIG Between (Q13–Q15)	SIG Between (Q14– Q15)	SIG Between (AII QUESTIONS)
0.001*	0.001*	0.002*	0.001*	0.003*	0.001*	0.001*	0.001*

Appendix F

	Physician's	Responses		Patient's Responses				
Questions	N	Mean	Std. Deviation	N	Mean	Std.	SIG at	
						Deviation	$(\alpha \le 0.05)$	
Q16	72	4.092	1.00925	248	4.201	0.78426	0.874	
Q17	72	3.375	1.26087		4.064	0.83682	0.001*	
Q18		3.541	1.23263		4.024	0.90847	0.005	
All		3.671	1.20785		4.096	0.84700		
Questions							0.000*	
(Average)								
	Physician's	Responses		Patient's Responses				
SIG	SIG	SIG	SIG	SIG	SIG Between	SIG	SIG	
Between	Between	Between	Between	Between	(Q16–Q18)	Between	Between	
(Q16-Q17)	(Q16- Q18)	(Q17-	(All	(Q16-		(Q17-Q18)	(AII	
		Q18)	QUESTIONS)	Q17)			QUESTIONS)	
0.001*	0.003*	0.536	0.001*	0.056	0.065	0.781	0.066	

Appendix G

	Physician's	Responses			Patient's	Responses	
Questions	N	Mean	Std. Deviation	N	Mean	Std.	SIG at
						Deviation	(α ≤ 0.05)
Q19		3.0694	1.11742	248	3.9879	0.86536	0.001*
Q20	72	4.3194	0.64625		4.0968	0.79898	0.049*
Q21		4.3472	0.67469		4.1411	0.75838	0.045*
All		3.9120	1.02827		4.0753	0.81025	0.185
Questions							
(Average)							
	Physician's	Responses			Patient's	Responses	
SIG	SIG	SIG	SIG	SIG	SIG Between	SIG	SIG
Between	Between	Between	Between	Between	(Q19-Q21)	Between	Between
(Q19-	(Q19- Q21)	(Q20-	(All	(Q19-		(Q20-Q21)	(AII
Q20)		Q21)	QUESTIONS)	Q20)			QUESTIONS)
0.001*	0.001*	0.736	0.001*	0.186	0.063	0.589	0.159

Appendix H

Appendix 11							
	Physiciar	n's Responses	3		Patient's	Responses	
Questions	N	Mean	Std. Deviation	N	Mean	Std.	SIG at
						Deviation	$(\alpha \le 0.05)$
Q.22	72	4.5278	0.50273	248	4.2258	0.72367	0.002*
Q.23	12	4.3472	0.58526		3.8871	0.93263	0.001*
Q.24		3.2778	1.01012		3.6452	1.04315	0.005*
All		4.0509	0.91611		3.9194	0.93903	
Questions							0.698
(Average)							
	Physiciar	n's Responses	}		Patient's	Responses	
SIG	SIG	SIG	SIG	SIG	SIG	SIG	SIG
Between	Between	Between	Between	Between	Between (Q22-	Between	Between
(Q22- Q23)	(Q22-	(Q23-	(All	(Q22-	Q24)	(Q23- Q24)	(All
	Q24)	Q24)	QUESTIONS)	Q23)			QUESTIONS)
0.074	0.001*	0.001*	0.001*	0.001*	0.001*	0.010	0.001*

Appendix I

	Physic	ian's Responses			Patient's	Responses		
Questions	N	Mean	Std. Deviation	N	Mean	Std.	SIG at	
						Deviation	(α ≤ 0.05)	
Q25	72	2.8889	1.15741	248	3.6694	1.17822	0.001*	
Q26	12	3.2639	1.21020		3.5524	1.21948	0.049*	
Q27		3.9028	0.95179		3.9718	1.00767	0.419	
All		3.3519	1.18373		3.7312	1.15095	0.001*	
Questions								
(Average)								
	Physic	cian's Responses		Patient's Responses				
SIG	SIG	SIG Between	SIG	SIG	SIG	SIG	SIG	
Between	Between	(Q26- Q27)	Between	Between	Between	Between	Between	
(Q25-	(Q25-		(AII	(Q25 –	(Q25- Q27)	(Q26-	(AII	
Q26)	Q27)		QUESTIONS)	Q26)	·	Q27)	QUESTIONS)	
0.315	0.004*	0.001*	0.001*	0.052*	0.001*	0.001*	0.001*	

## **Patient Questionnaire**

Thank God for your recovery from Corona disease, and we will be grateful to you for taking the time to complete this questionnaire.

This questionnaire aims to understand the most important communication skills that doctors use with Corona patients, and the extent of the impact of these communication skills on the psychological aspects of the patient.

We assure you that this questionnaire is going to be completely confidential and contains no names to comply with medical ethics.

Kindly be informed that the data coming out of this questionnaire will be anonymously used as a part of a study organized by a team of researchers from the German Jordanian University.

By filling in this questionnaire, you consent us to use these data for scientific research.

Patie	nts' Questionnaire					
No.	Questions	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
First secti	ion: The effect of the physician's acceptance of the patient's	s pre-information	on.			
<b>Q1.</b>	The physician's acceptance of the information I provide to him/her made me aware of his/her interest in my condition.					
<b>Q2.</b>	I felt good when the physician accepted my opinion.					
Q3	The physician's advice not to believe the information I found on social media has positively impacted my mood.					
Second se	ction: The effect of providing the patient with information.					
<b>Q4.</b>	Sharing of positive disease statistics by the physician reduced my fear of the symptoms of the disease.					
<b>Q5</b> .	My physician's information on my case helped reduce my anxiety.					
<b>Q6.</b>	The physician's answers to my frequent inquiries about the disease reassured me about the status of my health.					
Third sec	tion: The effect of the physician's sympathy.					
<b>Q7.</b>	The physician's facial expression comforted me.					
Q8.	The physician's use of polite phrases when describing my illness eased my fears and anxiety.					
<b>Q9.</b>	The physician positioning himself/herself next to me gave me comfort.					
Fourth se	ction: The effect of the physician's strategy (slow down).					
<b>Q10.</b>	The physicians' slow pace when talking to me gave the impression that he was interested in my case.					
Q11.	Not being overwhelmed with the physician's medical information and procedures positively impacted my mood.					
Q12.	By explaining my treatment procedures slowly, the physician helped to increase my confidence in these procedures.					
Fifth sect	ion: The effect of the physician simplifying my disease for	me.				
Q13.	By not sharing my laboratory reports when describing my condition, the physician reduced my anxiety.					
Q14.	The physician's detailed explanation of my condition affected me positively.					
Q15.	Using common and simple terms while describing my condition reduced my anxiety.					

Sixth sect	tion: The effect of the physician's honesty with the patients			
<b>Q16.</b>	The physician's frankness motivated me to implement his instructions fully.			
Q17.	The physician's detailed explanation of the symptoms' development increased my interest in obeying the physician instructions.			
Q18.	Being informed by the physician that there is no current treatment for the disease helped me to adhere fully to the physician's instructions.			
Seventh s	section: The effect of the physician giving the patient hope a	nd optimism.		
Q19.	The physician's downplaying of the symptoms of the disease raised my spirits.			
<b>Q20.</b>	The encouraging words used by the physician boosted my self-confidence.			
Q21.	Providing me with optimistic new scientific information on the disease improved my mood.			
Eighth se	ection: The effect of the physician's positive response on me.			
<b>Q22.</b>	The physician's positive reaction towards my results raised my spirits.			
Q23.	The physician's eye contact with me improved my mood.			
Q24.	The physician sitting next to me while explaining my condition made me feel important to him.			
Ninth sec	etion: The effect of the physician's negative response.			
<b>Q25.</b>	The physician's use of firm language affected my ability to follow the treatment prescribed.			
Q26.	The physician's anxiety affected the acceptance of my health condition negatively.			
Q27.	The physician's preoccupation with other things while communicating with me affected my acceptance of his views.			

## **Physician Questionnaire**

Dear Dr,

We would like to thank you for the great effort that you are making during the current Corona pandemic, and we are grateful to you for taking the time to complete this questionnaire.

This questionnaire aims to understand the most important communication skills that doctors use with Corona patients, and the extent of the impact of these communication skills on the psychological aspects of the patient.

We would like to assure you that this questionnaire is completely confidential and contains no names to comply with medical ethics. It is part of a study organized by a team of researchers from the German Jordanian University

Physi	cian's Questionnaire					
No.	Questions	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
First Secti	on: Physician's acceptance of pre- information from patients.					
Q1.	I accept the information that the patient provides me with.					
Q2.	I accept the patient's opinion on his/her medical condition.					
Q3.	I advise the patient not to believe the information found on social media.					
Second sec	ction: The extent to which the physician provides the patient v	with information	1.			
<b>Q4.</b>	I inform the patient of positive disease statistics periodically.					
<b>Q5.</b>	I provide the patient with the information they want.					
<b>Q6.</b>	I frequently answer patient's inquiries about the disease.					
Third sect	ion: The extent of the physician's sympathy towards the patie	nt.	L	L		
<b>Q7.</b>	I present a friendly expression on my face when I contact the patient.					
<b>Q8.</b>	I use polite phrases like (father, mother, brother, my dear) when talking to the patient.					
<b>Q9.</b>	I sit next to the patient.					
Fourth sec	etion: The physician's strategy (slow down).					
<b>Q10.</b>	I talk slowly to the patient.					
Q11.	I do not burden the patient with medical test results and procedures.					
Q12.	I take the time to explain the patient's treatment procedures.					
Fifth section	on: The extent to which the physician simplifies the disease for	or the patient.				
<b>Q13.</b>	I use the patient's laboratory reports to describe their condition frankly.					
Q14.	I take time to explain the patient's medical condition to him/her.					
Q15.	I use common and simple terms to describe the patient's condition to him/her.					
Sixth secti	on: The extent of the physician's honesty with the patients.		ı		1	

Q16.	I am honest with the patient regarding the details of their medical condition.				
Q17.	I inform the patient that the symptoms of the disease will develop over time.				
Q18.	I sympathetically inform the patient that there is no current treatment.				
Seventh se	ction: The extent to which the physician gives hope and optin	nism to the pation	ents.		
Q19.	I downplay disease symptoms when talking to the patient.				
Q20.	I use encouraging words to support the patient.				
Q21.	I provide the patient with optimistic new scientific information on the disease.				
Eighth sect	tion: The extent of the physician's positive reaction to the pat	ients.			
<b>Q22.</b>	I share with the patient my happiness if their condition improves.				
Q23.	I maintain eye contact with the patient when talking to him/her.				
Q24.	I sit next to the patient, and I respect social distancing while comforting the patient.				
Ninth secti	on: The extent of the physician's negative reaction to the pati	ents.			
Q25.	I use firm language with the patient when he/she is not responding to instructions.				
<b>Q26.</b>	My work stress affects my communication with the patient.				
Q27.	I get distracted by outside influences, people or the telephone while communicating with the patient.				

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										Raw	/ Da	ta fo	or Pa	atien	t's R	esp	onse	es								
				1:	=Sti	rong	gly l	Disa	agre	e, 2:	=Dis	agre	ee, 3	=Ne	eutra	ıl, 4=	-Agr	ee, s	5=St	rong	yly A	gree	)			
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3	5	4	5	4	4	5	5	2	5	5	5	3	2	1	4	3	3	5	4	1	3	3	2	3	1	3
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	4	5	5	5	3	4	4	5	4

**End of Raw Data**