

Additional file 1: E-Health consumer trend survey 2012

QUESTIONNAIRE

QTS1 Interviewer number

Interviewer number.....1

QTS2 Start time

Start time.....1

QTS3 Date

Date.....1

POST

Postal code.....1

Q1

Good Morning/good afternoon/good evening, my name is _____, and I am phoning from _____ on behalf of Wroclaw Medical University. We are conducting a national survey about use of the Internet and other sources for health information. In this connection we would like to speak to a person who is at least 18 years old.

Everyone who takes part in the survey is completely anonymous (we would like to emphasize that there are no right or wrong answers). The interview will take about 15 minutes and your answers will be very valuable to us.

Would you be prepared to take part?

REGISTER GENDER

Male1

Female.....2

Q2

A few introductory questions.

How old are you?

Age:.....1

DK/NA 99

Q3

What is your highest level of education completed?

Use ISCED-standard

- BASIC SCHOOL NONE.....01
- BASIC SCHOOL less than 7 years.....02
- BASIC SCHOOL 8-10 grade03
- GENERAL UPPER SECONDARY SCHOOL04
- VOCATIONAL UPPER SECONDARY SCHOOL05
- VOCATIONAL EDUCATION AND TRAINING06
- SHORT-CYCLE HIGHER EDUCATION07

- MEDIUM-CYCLE HIGHER EDUCATION.....08
- BACHELOR.....09
- LONG-CYCLE HIGHER EDUCATION10
- VERY LONG-CYCLE HIGHER EDUCATION11
- Do not want to answer12

DK/NA 99

Q4

Do you live with family or alone?

- Alone1
- With family.....2
- Other (e.g. roommate).....3

DK/NA 9

Q5

Where do you live?

- **City** (main cities).....1
- **Minor cities** (suburbs/vicinity to larger cities).....2
- **Villages**3
- **Rural area** (country-side, scattered population)4

Q6

Which of these descriptions best describes your situation or applied to what you have been doing for the last month: READ OUT

- Paid work (including self-employed)1
- In education.....2
- Unemployed.....3
- Permanently sick or disabled.....4
- Retired5
- In community or military service.....6
- Housework, looking after children or other persons (e.g. maternity leave)7
- (Other).....8

DK/NA 9

Q7

I will now read a list of various sources of information about health or illness, and would like to know how important these are to you. Please would you answer on a scale from 1 to 5, where 1 is “not important” and 5 is “very important”.

READ OUT:

1 Not important 2 3 4 5 Very important 9 DK/NA

Internet.....	1	2	3	4	5	9	1
TV/radio.....	1	2	3	4	5	9	2
Books, medical encyclopedias and leaflets.....	1	2	3	4	5	9	3
Courses and lectures	1	2	3	4	5	9	4
Newspapers, magazines	1	2	3	4	5	9	5
Family, friends and colleagues.....	1	2	3	4	5	9	6
Pharmacies.....	1	2	3	4	5	9	7

Direct face-to-face contact with health professionals1 2 3 4 5 9 8

Q8. How often do you use the Internet?

READ OUT

- Every day1
 - Every week.....2
 - Every month.....3
 - Less than once a month.....4
 - **I have never used the Internet (→ Q15)**.....5
 - I have never used it, but I have asked others to use it for me.....6
- DK/NA9

Q9. How often do you use the Internet to get information about health or illness?

READ OUT

- Every day1
 - Every week2
 - Every month3
 - Every six months4
 - Every year5
 - Less than once a year.....6
 - Never (→ Q15).....7
- DK/NA9

Q10 I will now read out some purposes for which the Internet can be used to provide information related to health or illness, and would like to know how often you use the Internet for these purposes:

[REPEAT SCALE WHEN NECESSARY]

- Every day 1
- Every week 2
- Every month 3
- Every six months 4
- Every year 5
- Less than once a year 6
- Never 7

DK/NA9

How often do you use the Internet to:

a. interact with health professionals you have not met face-to-face

.....123456791

b. participate in forum or self help groups (focusing on health or illness)

123456792

c. order medicines or other products related to health or illness management online

123456793

d. read about health and illness

123456794

Q10B. I will now read out some purposes for which the Internet can be used to provide information related to health and illness, and would like to know how often you use the Internet for these purposes. Do you always, often, sometimes, rarely, or never, use the Internet to: [REPEAT SCALE WHEN NECESSARY]

- always 1
- often 2
- sometimes 3
- rarely 4
- never 5

- **find health information that can help you decide whether to consult a health professional** 1234591
- **find health information *prior* to an appointment** 1234592
- **find information *after* an appointment with health professionals (e.g. for second opinion)** 1234593

Q11. Have you approached your family doctor, specialist, or other health professional(s) over the Internet (Web or e-mail), e.g. read their website, request or renew prescription, schedule an appointment, ask particular health questions or read your health record?

- Yes (→ Q12)1
- No (→ Q13)2
- DK/NA 9

FILTER Q11 = 1

Q12. In which connection and for what purposes have you approached your family doctor, specialist, or other health professional(s) via the Internet? READ OUT. CHECK AS MANY AS APPLY.

- Request or renew prescription via e-mail or Web1
- Schedule an appointment.....2
- Ask particular health question.....3
- Access to read your patient record4
- Read their website.....5
- Other.....6

DO NOT READ OUT

- Do not want to answer.....8

DO NOT READ OUT

- Do not know.....9

Finish Filter Q11=1

Filter Q11=2

Q13. There are different reasons for not approaching your family doctor, specialist or other health professional(s) via the Internet. Which reasons apply to you?

READ OUT. CHECK AS MANY AS APPLY.

- I worry about confidentiality.....1
- I prefer face-to-face communication.....2
- My family doctor or specialist do not offer such services.....3
- I have not needed to contact them.....4
- I would, but I cannot use the internet (I do not have sufficient skills in this area)..... 5
- Other6

DO NOT READ OUT

- Do not want to answer8

DO NOT READ OUT

- Do not want9

Finish filter: Q11=2

Q14. Has information on health or illness which you have obtained from the Internet led to any of the following?

READ OUT	YES (1)	NO (2)	DO NOT KNOW (9)
• Feelings of anxiety			1291
• Feelings of reassurance or relief			1292
• Willingness to change diet or other life style habits			1293
• Suggestions or queries on diagnosis or treatment to your family doctor, specialist or other health professionals			1294
• Changing of use of medicine without consulting your family doctor, specialist or other health professionals			1295
• Making, cancelling or changing an appointment with your family doctor, specialist or other health professionals			1296

Q15. If you were to find a new doctor, state the importance of the following factor for your decision. Please would you answer on a scale from 1 - "not important" to 5 - "very important"

1 Not important 2 3 4 5 Very important 9 do not know / not applicable

- The possibility to request or renew prescriptions via Internet **1234591**
- The cost of services..... **1234592**
- The possibility to schedule or change appointments online **1234593**
- Information on the doctor's practice, e.g. waiting lists or scores on public evaluation **1234594**
- The office has its own website..... **1234595**
- Recommendation by others..... **1234596**
- The possibility to communicate by e-mail..... **1234597**
- The possibility to get reminders by SMS (Short Message Service)..... **1234598**
- Online access to read your electronic patient record..... **1234599**
- Accessibility, such as nearby office and convenient opening hours **12345910**

Q16. I will now read two statements for you and I will ask you to tell me, which of the statements you agree most with:

A: "I do not feel comfortable to have a health visit via a computer or a video-phone"

B: "I am positive to the idea of having a health visit via a computer or a video phone"

Which statement do you agree most with?

- I mostly agree with statement A 1
- I mostly agree with statement B 2
- I do not know **[do not read this option]** 9

Q16.1 Would you agree to pay 10 € for such a visit?

- Yes 1
- No 2
- YES - through private insurance **[do not read]** 11
- YES – through public insurance **[do not read]** 12

Q17. I will now read two statements for you and ask you to tell me, which you agree most with:

A: "In order to get a quick and valid diagnosis, I am positive about giving internet access to my medical record to a doctor in another location or abroad, e.g. to give consultation about an MRI."

B: "Even if I were to receive a quick and accurate diagnosis, I do not feel comfortable providing access to my medical record to a doctor in another location or abroad, e.g. to give consultation about an MRI. "

Which statement do you agree most with?

- I mostly agree with statement A 1
- I mostly agree with statement B 2
- I do not know **[do not read this option]** 9

Q 18. Assuming that you had the possibility to use the internet to access your electronic health record online, would you do it?

- Yes 1
- No 2
- I do not know **[do not read this option]** 9

Q18.1 Would you agree to pay 30 € per year for this service?

- Yes 1
- No 2
- YES, through private insurance **[do not read]** 11
- YES, through public insurance **[do not read]** 12

Q 19.

Do you have your own mobile phone?

- Yes 1
- Yes, but I can use it only in limited scope (e.g. only phone calls, I cannot use SMS) 2
- No 9

If yes, would you like to receive information about your health from your doctor via a mobile phone or computer?

- Yes 1
- No 2
- I do not know **[do not read]** 9

Yes → Q19.1

No → Q20

Q19.1 Which of telemedicine services in particular would you like to use?

CHECK AS MANY AS APPLY.

- SMS reminders of planned visits or prescribed drugs 1
- teleconsultation via the personal computer or mobile-phone 2
- remote monitoring of basic health measurements, e.g. blood pressure, ECG, heart and lung auscultation, blood glucose concentrations, weight, temperature etc. 3
- remote/online reporting about medical test results 4
- receiving simple medical recommendations directly via a mobile phone or computer 5
- other (what?)..... 6

To end off, a few background questions:

Q20. How many times did you visit the doctor during last 12 months (include hospitalization or visits to the outpatient department; do NOT include visits to the dentist)?

NA998/ DK 999

Number of times.....1

Q21. Are you, or someone close to you, currently experiencing long-term illness or disability?

CHECK AS MANY AS APPLY

- Yes I am.....1
- Yes, someone close.....2
- No3
- DO NOT READ OUT**
- Do not want to answer.....8
- DO NOT READ OUT**
- Do not know9

Q22. How would you assess your present state of health ?

READ OUT

- Very good.....1
- Good.....2
- Fair.....3
- Bad.....4
- Very bad5
- DO NOT READ OUT**
- Do not want to answer8
- DO NOT READ OUT**
- Do not know9

Thank you very much for your help!