

**Pew HIT National Survey**  
*Interview Schedule*

Project #: 200181  
June 1-July 3, 2020

N=1,213 Adults, Ages 18+  
Margin of Error:  $\pm 3.49\%$

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- *This survey was conducted of N=1,213 adults ages 18+ nationwide. N=1,103 interviews were conducted online and N=110 interviews were conducted via telephone. The interviews were conducted in English and Spanish, based on respondent preferred selected language.*
  - *The survey was conducted using NORC at the University of Chicago's AmeriSpeak panel. AmeriSpeak is a nationally representative, probability-based panel of the U.S. household population. Randomly selected U.S. households are sampled with a known, nonzero probability of selection from the NORC National Frame and address-based sample, and then contacted by U.S. mail and telephone. More details about the NORC AmeriSpeak panel methodology are available [here](#).*
  - *Sample A was asked among N=608 respondents.*
  - *Sample B was asked among N=605 respondents.*
  - *An asterisk (\*) in a response category means that less than 0.5% of respondents chose that response category and a dash (-) represents no response.*
  - *"Asked" is the percentage of respondents from each survey population that are asked a question because they meet a criteria based on a response to a previous question, meaning not all respondents received that question.*
  - *"All" is the percentage of the total sample.*
  - *The following demographics were provided by NORC for each respondent from their panel profile: age, gender, and ethnicity.*

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Thank you for agreeing to participate in our new AmeriSpeak survey! This survey is about health and technology. To thank you for sharing your opinions, we will give you a reward of AmeriPoints after completing the survey. As always, your answers are confidential.

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Thinking some more about you...

1. In general, how would you describe your own health, is it... **(ROTATE TOP TO BOTTOM, BOTTOM TO TOP)**

**43% TOTAL EXCELLENT/VERY GOOD**  
**19% TOTAL FAIR/POOR**

9% Excellent  
34% Very Good  
38% Good  
17% Fair  
2% Poor

- Don't Know
  - Refused/Skipped on web
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2. On average, how many different doctors, nurse practitioners, or other health care providers do you see for your health or medical care in a typical year?

7% 0  
53% 1-2  
40% 3+  
20% 4+

**2.7 MEAN**  
**2.0 MEDIAN**

- \* Don't Know
  - \* Refused/Skipped on web
- 

3. In the past year, have you requested that your medical or health records be electronically transferred between two or more different doctors' offices, hospitals, or other health care providers?

27% Yes  
73% No

- \* Don't Know
  - \* Refused/Skipped on web
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4. When you visit your doctors or other health care providers, do they or you usually enter your health information into an electronic (computer-based) medical or health record?

- 67% Yes, all my health care providers use electronic health records
  - 18% Yes, some of my health care providers use electronic health records and some do not
  - 3% No, none of my health care providers use electronic health records
  
  - 12% Don't Know
  - \* Refused/Skipped on web
- 

**(ASKED IF Q4:3-4 – NO OR DON'T KNOW, N=189)**

5. And, if your health care providers did have electronic health records, would you personally want to be able to access and view your electronic health records through a website, an online portal, an app on your phone, or electronically in some other way?

<u>Asked</u>	<u>All</u>	
78%	12%	Yes
21%	3%	No
1%	*	Don't Know
*	*	Refused/Skipped on web

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**(ASKED IF Q4:1-2 – YES, N=1,022)**

6. Some people are able to access and view their electronic health records through a website, an online portal, an app on your phone, or electronically in some other way. Are you personally able to do this?

<u>Asked</u>	<u>All</u>	
42%	36%	Yes, I can do this for all my health care providers
29%	25%	Yes, I can do this for some of my health care providers
12%	10%	No, I cannot do this for any of my health care providers
16%	14%	I don't know if I can do this
1%	*	Refused/Skipped on web

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**(Q7-Q22 ASKED OF HALF SAMPLE A, N=608)**

Listed below are some of the different types of information in a patient's electronic medical or health records.

For each, please select if you personally would or would not want to be able to electronically access, view and download this kind of information from your electronic health records or if you do not care either way. **(RANDOMIZE)**

Yes, I Would Want Access	No, I Would Not Want Access	I Do Not Care If Have Access	Don't Know	Refused/ Skipped on Web
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***Ranked by % Yes, I Would Want Access***

15.	Laboratory test results 89%	6%	5%	—	*
11.	Your history of medical conditions and past diagnoses 88%	6%	5%	*	1%
9.	Medications and prescription medicines that you are currently taking or have taken in the past 87%	5%	7%	—	1%
10.	Vital signs, such as blood pressure 87%	5%	8%	—	*
13.	Immunizations 87%	5%	8%	—	*
8.	Treatment plans 87%	6%	6%	—	1%
18.	Radiology images and reports such as x-rays, CAT scans, MRIs 87%	6%	6%	—	1%
7.	Physician and clinical notes on your medical care 84%	6%	9%	—	1%
21.	Insurance billing and claims information 84%	7%	9%	—	*
14.	Allergies 83%	6%	10%	—	1%

*Continued...*

	Yes, I Would Want Access	No, I Would Not Want Access	I Do Not Care If Have Access	Don't Know	Refused/ Skipped on Web
22. Advanced care plans or directives such as do not resuscitate orders (DNRs) or end of life care preferences	82%	8%	9%	—	1%
12. Your family medical history	80%	7%	12%	*	1%
16. Behavioral or mental health history	74%	11%	14%	—	1%
17. Substance use history	61%	13%	25%	*	1%
19. Demographic information about you such as gender, age, or ethnicity	58%	11%	30%	—	1%
20. Information about you such as exposure to violence or history of physical abuse, hunger or lack of access to healthy food, or homelessness or lack of access to housing	57%	16%	26%	—	1%

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**(Q23 ASKED OF HALF SAMPLE A, N=608)**

23 Thinking about information that you might provide to your doctor... How comfortable would you be with providing your doctor with the following types of information about you for them to enter into your electronic health record: exposure to violence or history of physical abuse, hunger or lack of access to healthy food, or homelessness or lack of access to housing? **(ROTATE TOP TO BOTTOM, BOTTOM TO TOP)**

**75% TOTAL COMFORTABLE**  
**25% TOTAL NOT COMFORTABLE**

41% Very Comfortable  
34% Somewhat Comfortable  
17% Not Too Comfortable  
8% Not Comfortable At All

— Don't Know  
\* Refused/Skipped on web

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Changing topics and thinking now about doctors, hospitals and other health care providers' electronic medical or health records systems...

24. Would you support or oppose enabling different health care providers to share patient health record information between their electronic health records systems when they are caring for the same patient? Existing federal laws relating to privacy such as the Health Insurance Portability and Accountability Act (HIPAA), would apply.

Do you... **(ROTATE TOP TO BOTTOM, BOTTOM TO TOP)**

**81% TOTAL SUPPORT**

**19% TOTAL OPPOSE**

40% Strongly Support

41% Somewhat Support

14% Somewhat Oppose

5% Strongly Oppose

\* Don't Know

\* Refused/Skipped on web

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**(Q25-Q41 ASKED OF HALF SAMPLE B, N=605)**

Listed below are some of the different types of information in a patient's electronic medical or health records.

For each, please select if you would or would not want your different doctors, hospitals and other health care providers to be able to electronically share this kind of information between their electronic health records systems when they are caring for you, or if you do not care either way. **(RANDOMIZE)**

	<b>Yes, I Would Want Them To Share</b>	<b>No, I Would Not Want Them To Share</b>	<b>I Do Not Care Either Way</b>	<b>Don't Know</b>	<b>Refused/ Skipped on Web</b>
<b>Ranked by % Yes, I Would Want Them To Share</b>					
32.	Allergies 80%	8%	12%	—	*
31.	Immunizations 78%	9%	13%	—	*
27.	Medications and prescription medicines that you are currently taking or have taken in the past 78%	12%	9%	—	1%
28.	Vital signs, such as blood pressure 76%	10%	14%	—	*
36.	Radiology images and reports such as x-rays, CAT scans, MRIs 76%	12%	11%	—	1%
40.	Advanced care plans or directives such as do not resuscitate orders (DNRs) or end of life care preferences 76%	13%	11%	—	*
33.	Laboratory test results 74%	13%	12%	*	1%
29.	Your history of medical conditions and past diagnoses 71%	15%	13%	—	1%
26.	Treatment plans 70%	15%	14%	*	1%

Continued...

	Yes, I Would Want Them To Share	No, I Would Not Want Them To Share	I Do Not Care Either Way	Don't Know	Refused/Skipped on Web
30. Your family medical history	69%	18%	13%	—	*
25. Physician and clinical notes on your medical care	67%	21%	11%	*	1%
37. Demographic information about you such as gender, age, or ethnicity	63%	14%	23%	—	*
34. Behavioral or mental health history	52%	28%	20%	—	*
35. Substance use history	51%	26%	23%	—	*
38. Information about you such as exposure to violence or history of physical abuse, hunger or lack of access to healthy food, or homelessness or lack of access to housing	48%	31%	20%	*	1%
39. Insurance billing and claims information	48%	33%	19%	—	*

**(ASKED IF Q38:2-3 – NO OR DO NOT CARE EITHER WAY, N=310)**

41. Thinking about one of these items... Studies have found that exposure to violence, lack of access to healthy food, and lack of access to housing can influence a person's health. With that in mind, would you want your different doctors, hospitals and other health care providers to be able to electronically share this information between their electronic health records systems when they are caring for you, with your approval?

Asked	All	
27%	14%	Yes, I Would Want Them To Share
39%	20%	No, I Would Not Want Them To Share
33%	17%	I Do Not Care Either Way
—	—	Don't Know
1%	*	Refused/Skipped on web



The Table Below Shows The Different Types of EHR Information We Tested (Q7-Q22 – Patient Access & Q25-Q40 – Providers Sharing) Showing The % Yes, I Want Access To The Information VS. % Yes, I Want My Providers To Share The Information

<i>Ranked by % Net Difference</i>	<b>% Yes, I Want Access</b>	<b>% Yes, I Want My Providers To Share</b>	<b>Net Difference (Share-Access)</b>
Insurance billing and claims information	84%	48%	<b>-36%</b>
Behavioral or mental health history	74%	52%	<b>-22%</b>
Your history of medical conditions and past diagnoses	88%	71%	<b>-17%</b>
Treatment plans	87%	70%	<b>-17%</b>
Physician and clinical notes on your medical care	84%	67%	<b>-17%</b>
Laboratory test results	89%	74%	<b>-15%</b>
Vital signs, such as blood pressure	87%	76%	<b>-11%</b>
Radiology images and reports such as x-rays, CAT scans, MRIs	87%	76%	<b>-11%</b>
Your family medical history	80%	69%	<b>-11%</b>
Substance use history	61%	51%	<b>-10%</b>
Medications and prescription medicines that you are currently taking or have taken in the past	87%	78%	<b>-9%</b>
Immunizations	87%	78%	<b>-9%</b>
Information about you such as exposure to violence or history of physical abuse, hunger or lack of access to healthy food, or homelessness or lack of access to housing	57%	48%	<b>-9%</b>
Advanced care plans or directives such as do not resuscitate orders (DNRs) or end of life care preferences	82%	76%	<b>-6%</b>
Allergies	83%	80%	<b>-3%</b>
Demographic information about you such as gender, age, or ethnicity	58%	63%	<b>+5%</b>

**(TRANSITION FOR THE HALF SAMPLE B THAT GOT QUESTIONS Q25-Q41)** Thinking again about enabling different health care providers to share patient health record information between their electronic health records systems when they are caring for the same patient...

**(ASK ALL)**

42. Today, health care providers use a patient's name, address, and date of birth to match records for the same patient across different health care providers and facilities. If this information is incorrect, a patient's health record might not be able to be matched and shared between that patient's different health care providers.

Would you support or oppose the federal government setting national standards to more accurately match up a patient's electronic health records across multiple health care providers?

Do you... **(ROTATE TOP TO BOTTOM, BOTTOM TO TOP)**

**74% TOTAL SUPPORT**

**25% TOTAL OPPOSE**

29% Strongly Support

45% Somewhat Support

15% Somewhat Oppose

10% Strongly Oppose

\* Don't Know

1% Refused/Skipped on web

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Thinking more about this...

43. Do you think that the federal government should or should not be allowed to spend money on the development of new ways for health care providers to more accurately match up a patient's electronic health records across multiple health care providers?

**(ONCE SELECT SHOULD OR SHOULD NOT BE ALLOWED:)** Do you feel that way strongly or not-so-strongly?

**67% TOTAL SHOULD BE ALLOWED**  
**30% TOTAL SHOULD NOT BE ALLOWED**

34% Strongly SHOULD be allowed  
33% Not-So-Strongly SHOULD be allowed  
14% Not-So-Strongly SHOULD NOT be allowed  
16% Strongly SHOULD NOT be allowed  
  
1% Don't Know  
2% Refused/Skipped on web

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**(ASKED OF QUARTER SAMPLE & IF Q43:1-4 – SHOULD/SHOULD NOT BE ALLOWED, N=280)**

44. In the space provided below, please write down the reasons you said the federal government **(INSERT RESPONSE FROM Q43 - SHOULD/SHOULD NOT BE ALLOWED)** to spend money on the development of new ways for health care providers to more accurately match up a patient's electronic health records across multiple health care providers. What specifically makes you feel this way?

**SEE VERBATIM RESPONSES**

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Listed below are some of the different ways being considered that would more accurately match up a patient's electronic health records across multiple health care providers.

For each one, please indicate how comfortable you would be with your health care provider using it to match up your electronic health records across multiple health care providers. **(RANDOMIZE)**

<b>Very Comfortable</b>	<b>Somewhat Comfortable</b>	<b>Not Too Comfortable</b>	<b>Not Conf. At All</b>	<b>Don't Know</b>	<b>Refused/ Skipped On Web</b>
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**Ranked by % Total Comfortable**

49.	Assigning a unique number or code to each individual patient which the patient would need to remember or bring with them	27%	39%	21%	12%	*	1%
		<b>66%</b>		<b>33%</b>			
45.	Scanning your fingerprint	32%	33%	17%	17%	*	1%
		<b>65%</b>		<b>34%</b>			
48.	Using your smart phone or a smart phone app	22%	31%	25%	21%	*	1%
		<b>53%</b>		<b>46%</b>			
47.	Comparing photos of your face that your health care providers have taken	18%	35%	28%	18%	*	1%
		<b>53%</b>		<b>46%</b>			
46.	Scanning your eye	21%	30%	28%	19%	1%	1%
		<b>51%</b>		<b>47%</b>			

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50. And, which ONE of these different ways being considered that would more accurately match up a patient's electronic health records across multiple health care providers would you be most supportive of being implemented?

**(IF SELECT FIRST CHOICE, ASK:)** And which would you be the next most supportive of being implemented?

<u>1<sup>st</sup></u>	<u>1<sup>ST</sup>/2<sup>ND</sup></u>	
<b>Choice</b>	<b>Comb.</b>	
37%	54%	Scanning your fingerprint
22%	41%	Assigning a unique number or code to each individual patient which the patient would need to remember or bring with them
10%	27%	Scanning your eye
10%	23%	Using your smart phone or a smart phone app
7%	18%	Comparing photos of your face that your health care providers have taken
13%	21%	Do not support any of these being implemented
*	*	Don't Know
1%	1%	Refused/Skipped on web

Changing Topics...

51. Some patients are able to download their medical information and data from their health care provider's electronic health records to different health apps the patient has chosen to use on their smart phone, computer or tablet (such as health apps that can combine records from different health care providers in one place, enable patients to see their lab results, help manage their medications, etc.)...

Would you want to be able to download your medical information and data from your health care provider's electronic health records to different health apps that you select to use on your smart phone, computer or tablet?

61%	Yes
14%	No
25%	Not Sure
—	Don't Know
*	Refused/Skipped on web

**(ASKED OF QUARTER SAMPLE & IF Q51:1-2 – YES OR NO, N=202)**

52. In the space provided below, please write down the reasons why you said you (:1 would/:2 would not - **BASED ON Q51 RESPONSE**) want to be able to download your medical information and data from your health care provider's electronic health records to different health apps. What specifically makes you feel this way?

**SEE VERBATIM RESPONSES**

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Moving on...

Please select whether the coronavirus situation makes you more likely or less likely to support each of the following or if the coronavirus situation does not make a difference in your opinion of these things one way or the other. **(RANDOMIZE)**

<b>Makes You More Likely To Support</b>	<b>Makes You Less Likely To Support</b>	<b>Does Not Make Difference In Your Opinion</b>	<b>Don't Know</b>	<b>Refused/ Skipped On Web</b>
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***Ranked by % Makes You More Likely To Support***

X3.	Enabling different health care providers to share patient health record information between their electronic health records systems when they are caring for the same patient	46%	11%	42%	*	1%
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X2.	Enabling patients to download their medical information and data from their health care provider's electronic health records to different health apps	39%	11%	48%	*	2%
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X1.	Having the federal government set national standards to more accurately match up a patient's electronic health records across multiple health care providers	35%	22%	42%	*	1%
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Thinking about just one of these... enabling patients to download their medical information and data from their health care provider's electronic health records to different health apps...

53. Which one of the following comes closest to your view about patients being able to have greater access to their electronic health record data and information... **(ROTATE 1-2)**

- 32% The health benefits outweigh the privacy risks
- 18% The privacy risks outweigh the health benefits
- 28% The benefits and risks are equal
- 21% The benefits and risks are unclear
  
- 1% Don't Know
- \* Refused/Skipped on web

Please indicate how comfortable you would feel downloading and storing your medical information and data on the different types of health apps that you select to use on your smart phone, computer or tablet with the specifications below. **(RANDOMIZE)**

<b>Very Comfortable</b>	<b>Somewhat Comfortable</b>	<b>Not Too Comfortable</b>	<b>Not Conf. At All</b>	<b>Don't Know</b>	<b>Refused/ Skipped On Web</b>
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***Ranked by % Total Comfortable***

54. Health apps that have been pre-approved and recommended by your doctors, hospitals, and other health care providers

27%	49%	14%	9%	*	1%
<b>76%</b>					<b>23%</b>

55. Health apps that have been pre-approved from an independent certification board or agency

17%	44%	25%	14%	*	*
<b>61%</b>					<b>39%</b>

56. Health apps that have NOT been pre-approved by health care providers or independent agencies

4%	11%	28%	56%	-	1%
<b>15%</b>					<b>84%</b>

57. How concerned, if at all, would you be about the privacy of your medical information and data if you download it to different health apps you selected to use on your smart phone, computer or tablet? **(ROTATE TOP TO BOTTOM, BOTTOM TO TOP)**

**35% TOTAL EXTREMELY/VERY CONCERNED**  
**20% TOTAL NOT TOO/NOT AT ALL CONCERNED**

16% Extremely concerned  
19% Very concerned  
44% Somewhat concerned  
16% Not too concerned  
4% Not at all concerned

\* Don't Know  
1% Refused/Skipped on web

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58. And how concerned, if at all, would you be about the privacy of your medical information and data if you found out that once it is downloaded to some health apps it may no longer be protected by federal laws relating to privacy such as HIPAA and may instead be subject to the health app's privacy policy or terms of service? **(ROTATE TOP TO BOTTOM, BOTTOM TO TOP)**

**62% TOTAL EXTREMELY/VERY CONCERNED**  
**10% TOTAL NOT TOO/NOT AT ALL CONCERNED**

42% Extremely concerned  
20% Very concerned  
28% Somewhat concerned  
6% Not too concerned  
4% Not at all concerned

– Don't Know  
\* Refused/Skipped on web

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**(ASKED OF QUARTER SAMPLE & IF Q58:1-3 – EXTREMELY, VERY OR SOMEWHAT CONCERNED, N=281)**

59. Please write down in the space below what your concerns are about this. What specifically do you think might happen to your medical information or data?

**SEE VERBATIM RESPONSES**

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Now, in this final section, we are collecting general data about respondents to allow us to better analyze and interpret the survey data. Please be assured that your responses will only be reported in aggregate and will NOT be identified individually.

60. Are you covered primarily by a PRIVATE health insurance plan either provided by your employer or purchased on your own, a health insurance plan through ObamaCare, or by a GOVERNMENT program such as Medicare, Medicaid, Tricare or the Veterans Health Administration or do you not have health insurance coverage?

**89% TOTAL YES**

- 49% YES, Private Health Insurance Plan
- 4% YES, ObamaCare/Affordable Care Act/Healthcare.gov
- 23% YES, MediCARE
- 9% YES, MediCAID
- 1% YES, Tricare
- 3% YES, Veterans Health Administration (VA)
  
- 10% NO, Do not have health insurance coverage
  
- \* Don't Know
- 1% Refused/Skipped on web

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61. Are you currently receiving regular treatment from a doctor, nurse, specialist, or other health care professional for a serious chronic health condition such as asthma or COPD, diabetes, high blood pressure, high cholesterol, cancer, congestive heart failure or another long-term health condition?

- 38% Yes
  - 62% No
  
  - Don't Know
  - \* Refused/Skipped on web
-

**(ASKED IF Q61:1 – YES, HAVE SERIOUS CHRONIC HEALTH CONDITION, N=461)**

62. And how many serious chronic health conditions are you currently receiving regular treatment for? (Please enter the total number of different health conditions below)

<u>Asked</u>	<u>All</u>	
–	–	0
35%	13%	1
31%	12%	2
30%	11%	3+
<b>2.3</b>	<b>2.3</b>	<b>MEAN</b>
<b>2.0</b>	<b>2.0</b>	<b>MEDIAN</b>
–	–	Don't Know
4%	2%	Refused/Skipped on web

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63. Do you currently help a relative or family member who has been diagnosed with a serious illness or chronic health condition with making decisions about their medical care, including choosing a doctor, specialist or doctor's visits, dealing with paperwork or bills related to their health coverage or providing them with daily care, such as assisting in dressing, bathing and making sure they take their prescription medication?

18%	Yes
82%	No
*	Don't Know
*	Refused/Skipped on web

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Thinking more about you...

D5. Do you have any children under the age of 18 living in your household for whom you are responsible for raising?

32%	Yes
68%	No
–	Don't Know
*	Refused/Skipped on web

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64. Do you have a smart phone?

89% Yes

10% No

\* Don't Know

\* Refused/Skipped on web

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D1. What is the highest level of schooling that you have completed? (**DO NOT ROTATE**)

**31% HIGH SCHOOL OR LESS**

**29% SOME COLLEGE**

**40% COLLEGE+**

1% Some Grade School (Grades 1-8)

4% Some High School (Grades 9-11)

26% Graduated High School (Grades 9-12)

7% Technical or Vocational School

22% Some College

25% Graduated College

15% Post-Graduate Degree

– Don't Know

– Refused/Skipped on web

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D2. In politics today, do you consider yourself a... (**ROTATE TOP TO BOTTOM, BOTTOM TO TOP**)

27% Republican

37% Independent/ Something else

34% Democrat

\* Don't Know

2% Refused/Skipped on web

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D3. Please select which of the following best describes your total HOUSEHOLD annual income? **(DO NOT RANDOMIZE)**

- 14% Under \$20,000
- 20% \$20,000 but less than \$40,000
- 16% \$40,000 but less than \$60,000
- 15% \$60,000 but less than \$80,000
- 12% \$80,000 but less than \$100,000
- 14% \$100,000 but less than \$150,000
- 9% \$150,000 or more

- \* Don't Know
  - \* Refused/Skipped on web
- 

D4. How would you describe the area in which you live? Do you live in a... **(DO NOT RANDOMIZE)**

- 28% City
- 30% Suburb
- 25% Small town
- 17% Rural area

- Don't Know
  - \* Refused/Skipped on web
-