

2008 Kaiser Permanente Health IT Survey

N= 1,000
Universe: American adults
Methodology: Telephone omnibus
Margin of Error: ± 3.1% in 95 out of 100 cases
Field Dates: May 8 – 11, 2008

1. Before this survey have you seen, read, or heard anything about electronic medical records?

Yes	57%
No	41%
Don't know/Refused	2%

2. I'm going to read you some things and after each one please tell me if you have ever done that before. (RANDOMIZE)

Gone online to learn more about a health condition	65%
Used an online website to plan travel, or book an airline ticket	57%
Checked your bank account information online	52%
Used a health insurance company's secure website to learn more about your health care coverage or check on the status of a claim	38%
Tracked your personal health goals (e.g., exercise plan, diet, or weight) with a Web-based tool	22%
Used a Web-based tool to enter your personal health information	15%
Accessed your personal health information, like details of your last visit, provided by your doctor	13%
Used an online resource to schedule appointments with your doctor or send an email to your doctor, or view lab test results	13%
Accessed your personal health information, like lab test results, provided by your insurer	12%
Shared your personal health experiences with others online (e.g., a discussion board, health diary)	8%
Visited a health related website like WebMD in order to get more information on a health concern	-
Used a health insurance company's secure website to review your personal medical records, such as past treatment, medications and test results	-
None of these (Volunteered)	16%
Don't know/Refused (Volunteered)	1%



3. Which of the following activities would you be likely to do, MOST likely to do, and SECOND MOST likely to do online if you could? (RANDOMIZE)

	Combined 1st and 2nd	1st choice	2nd choice
Research a doctor and choose a physician	24%	16%	8%
Refill your prescriptions	20%	12%	8%
Schedule appointments	19%	11%	8%
Get information about your insurance eligibility and benefits	14%	7%	7%
Get information about your ongoing health conditions	12%	8%	4%
Get information for a family member	10%	5%	5%
Get your medical test results	8%	4%	4%
Cancel appointments	7%	2%	5%
E-mail your doctor	7%	3%	4%
Get information about your allergies	7%	2%	5%
Set reminders about upcoming health care appointments and needs	6%	4%	2%
Get information about your immunizations	5%	2%	3%
Take a health risk assessment	5%	1%	4%
Get information about past doctor visits	4%	1%	3%
Request an update to your medical record	4%	2%	2%
Take a behavior change class (e.g., stop smoking, manage your stress)	3%	2%	1%
None of these (Volunteered)	17%	17%	23%
Don't know/Refused (Volunteered)	3%	3%	3%

4. Thinking about features of electronic health records that could become available in the future, which of the following new features would make you interested/MOST interested in using an electronic medical record?

[READ AND ROTATE LIST. RECORD AS MANY AS APPLY. WAIT FOR YES OR NO FOR EACH]

	Most Interested
Check quality ratings about doctors or hospitals	35%
Import data from a variety of care providers into a personal health record to create a complete record of your care	14%
Rate your doctor or hospital on the quality of your care	13%
Participate in discussion groups with people who have health issues similar to yours	6%
Track your personal health goals (e.g., exercise, weight, or diet)	5%
Get an RSS feed of validated, up-to-date health content on issues you care about	3%
Create a journal or diary about your health issues and goals	2%



None of these (Volunteered)	19%
Don't know/Refused (Volunteered)	3%

5. If two doctors had exactly the same qualifications, but one used an electronic record system and the other did not, which ONE would you choose? (ROTATE)

The doctor using an electronic record system	47%
The doctor NOT using an electronic record system	29%
Don't know/Unsure (Volunteered)	22%
Refused (Volunteered)	2%

6. If two health insurance companies had exactly the same qualifications, but one provided their members with access to an electronic record system and the other did not, which ONE would you choose? (ROTATE)

The one using an electronic record system	60%
The one NOT using an electronic record system	25%
Don't know/Unsure (Volunteered)	14%
Refused (Volunteered)	1%

Now I am going to read you a few statements and please tell me if you agree or disagree with each one:

7. Modernizing America's healthcare system by ensuring that all Americans have access to their own personal medical records electronically should be a top priority for the next president.

Total agree	51%
Strongly agree	18%
Somewhat agree	33%
Total disagree	46%
Somewhat disagree	23%
Strongly disagree	23%
Unsure (Volunteered)	2%
Refused (Volunteered)	*



8. The benefits of electronic medical records, such as better treatment in an emergency and a reduction in medical errors outweigh any potential risk to patient privacy or the security of patient information.

Total agree	61%
Strongly agree	21%
Somewhat agree	40%
Total disagree	35%
Somewhat disagree	18%
Strongly disagree	17%
Unsure (Volunteered)	3%
Refused (Volunteered)	*

9. Which ONE of the statements comes closest to your own opinion? (RANDOMIZE)

Electronic medical records should be accessed by BOTH patients and doctors who can use them to improve communication, access information and improve the quality of care	69%
Electronic medical records should only be accessed by DOCTORS and their staff in order to ensure they are secure, easy and efficient for medical professionals to use	17%
Electronic medical records should only be accessed by PATIENTS, who can use them to keep track of their own medical histories, without anyone else viewing and editing their records	9%
Don't know/Refused (Volunteered)	5%

10. If you knew that it would improve the quality of care for you and other Americans, would you, yourself, be willing to anonymously share your medical history with independent researchers?

Yes	44%
No	53%
Unsure (Volunteered)	3%
Refused (Volunteered)	*