Promoting MedlinePlus utilization in a federally qualified health center using a multimodal approach
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APPENDIX A

Patient survey
1. What is your age? __ years
2. What is your gender?
   __ Male
   __ Female
   __ Transgendered
3. What is your race or ethnicity?
   __ Asian
   __ Black
   __ Hispanic
   __ White
   __ Other/mixed
4. What is your education degree?
   __ No high school degree or GED
   __ High school or GED only
   __ Associate college degree
   __ College degree
   __ Master’s or higher degree
5. What is your preferred reading language?
   __ Cannot read at all
   __ English
   __ Spanish
   __ Other______
6. How often do you use the Internet?
   __ Never
   __ Several times a year
   __ Once a month
   __ Several times a week
   __ Every day
7. How often have you used the Internet to look up information about your health?
   __ Never [skip questions 9-15]
   __ Several times a year
   __ Once a month
   __ Several times a week
   __ Every day
8. How interested are you in learning how to use the Internet to find information about your health?
   - Not interested at all
   - Not interested
   - Not sure
   - Interested
   - Very interested

9. Have you heard of MedlinePlus?
   - Yes
   - No [skip questions 13–14]

10. How useful do you feel the Internet is in helping you make decisions about your health?
    - Not useful at all
    - Not useful
    - Unsure
    - Useful
    - Very useful

11. How important is it for you to be able to access health resources on the Internet?
    - Not important at all
    - Not important
    - Unsure
    - Important
    - Very important

12. Have you ever used MedlinePlus?
    - Yes
    - No (skip questions 13–14)

13. How easy was it to find the information you wanted with MedlinePlus?
    - Very difficult
    - Difficult
    - So-so
    - Easy
    - Very easy

14. How likely are you to go online and use MedlinePlus in the future?
    - Very likely
    - Likely
    - Not sure
    - Unlikely
    - Very unlikely

15. How interested would you be in attending a training session in how to use the Internet to find information and use your portal to look at your test results and make appointments?
    - Not interested at all
    - Not interested
    - Not sure
    - Interested
    - Very interested
16. Do you own or have easy access to a computer?
   __ Yes, I have one at home
   __ Yes, I use the computer at the library
   __ Yes, I use a computer at a friend or relative’s house
   __ No I don’t have a computer and don’t have access to one
   __ I have a computer or access to one but don’t know how to use it
   __ I have a computer or access to one but don’t want to use it

17. Do you use a smartphone (iPhone, Android) for Internet or apps?
   __ Never
   __ Several times a year
   __ Once a month
   __ Several times a week
   __ Every day

18. Did you know you can request appointments, request medication refills, and view your test results using the Internet by signing up for the health center portal?
   __ Yes
   __ No [skip question 19]

19. How easy was the portal to use?
   __ Very difficult
   __ Difficult
   __ So-so
   __ Easy
   __ Very easy

20. How interested would you be in using the portal if someone showed you how to use it?
   __ Not interested at all
   __ Not interested
   __ Not sure
   __ Interested
   __ Very interested

21. How interested would you be in using the portal if you could use it as an app on your smartphone?
   __ Not interested at all
   __ Not interested
   __ Not sure
   __ Interested
   __ Very interested