

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

Mechelle Sanders, BA; Kate Bringley, BS; Marie Thomas; Michele Boyd, MPA; Subrina Farah, MS; Kevin Fiscella, MD, MPH

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