

# Poll Questions

June 2018

## Logging in: Using Patient Portals to Access Health Information

Questions were answered by respondents age 50-80.



### Q1. Have you set up a patient portal?

1. Yes
2. No

[If Q1 = Yes]

### Q2. Have you used your patient portal for any of the following?

	Yes	No
Schedule an appointment		
Update contact or insurance information		
Request reminders about upcoming appointments		
Get advice about a health problem		
Request a prescription refill		
See test results		
Request a referral		

Sponsored by



Directed by



# Poll Questions

[If Q1 = Yes]

**Q3. How does using patient portal compare to contacting the office by phone, in terms of:**

	Portal is better	Phone is better	Portal and phone are about the same
your ability to explain your request to the provider's office?			
the amount of time it takes to get a response?			
your ability to understand the information you get?			

[If Q1 = Yes]

**Q4. Have you authorized anyone else to see information on your patient portal, besides yourself?**

1. My spouse/partner
2. An adult child who assists with my medical care
3. Other family member who helps with my medical care
4. Other person
5. Nobody else

[If Q4 = Nobody else]

**Q5. Why is nobody else authorized to see information on your portal?**

1. Don't know how to set that up
2. Prefer to keep my medical information private
3. Don't have anyone who helps me with my medical care

[If Q1 = No]

**Q6. What are the main reasons you have NOT set up a patient portal?**

	Yes	No
Not an option at my provider		
Not comfortable with technology		
Don't like doing health communication by computer		
No need for patient portal - rarely go to the doctor		
Didn't know I needed to set something up		
Haven't gotten around to it		
Other		

Sponsored by



Directed by



# Poll Questions

[If Q1 = No]

**Q7. What is your level of concern about using a patient portal?**

	Very concerned	Somewhat concerned	Not concerned
I would not know which member of the office staff is answering my question.			
It may take too long to get a response to my questions or requests.			
There's a greater chance of errors with a portal, compared to talking with someone on the phone or in person.			
Some of my doctors are not included in the patient portal.			

**Q8. How do you usually communicate with your health care provider's office to get advice about a health problem?**

1. Phone
2. Email
3. Patient portal
4. Other
5. N/A — rarely communicate with the health care provider

**Q9. When contacting the office by [phone/email/patient portal], are you satisfied with:**

	Very satisfied	Somewhat satisfied	Not satisfied
your ability to explain your problem to the provider's office?			
the time it takes to get a response?			
your ability to understand the information you get?			

*Findings from the National Poll on Healthy Aging do not represent the opinions of the University of Michigan. The University of Michigan reserves all rights over this material.*

**National Poll on Healthy Aging Team**

**Preeti Malani, MD, MSJ, MS**  
Director

**Sarah Clark, MPH**  
Associate Director

**Erica Solway, PhD, MPH, MSW**  
Associate Director

**Dianne Singer, MPH**  
Production Manager

**Matthias Kirch, MS**  
Data Analyst

**The Regents of the University of Michigan**

Michael J. Behm, Grand Blanc  
Mark J. Bernstein, Ann Arbor  
Shauna Ryder Diggs, Grosse Pointe  
Denise Ilitch, Bingham Farms  
Andrea Fischer Newman, Ann Arbor  
Andrew C. Richner, Grosse Pointe Park  
Ron Weiser, Ann Arbor  
Katherine E. White, Ann Arbor  
Mark S. Schlissel (*ex officio*)

The University of Michigan is a Non-discriminatory, Affirmative Action Employer.

© 2018, The Regents of the University of Michigan

Sponsored by



Directed by

