Current versions of the questions are in black; revisions are indicated in red.

#### **Additions**

The use of telemedicine was assessed in the 2018 and 2019 NEHRS data collections (i.e., Question 25). Continuation of the question (i.e., now Question 18) will allow for the observation of the use of this technology during the 2020 data collection. The word "audio" was added as an example by the Office of the National Coordinator for Health Information Technology. Six new sub-questions, Questions 18a-18f, on the 2020 NEHRS are designed to assess the use of telemedicine technology in response to the coronavirus disease (COVID-19) pandemic.

Telemedicine 18. Does your patient visits?	practice use telemedicir	ne technology (e.	g., <mark>audio</mark> , a	udio with vio	deo, web videoconfe	erence) for
□1 Yes	☐2 No (Skip to	19)	□3 Don't	know (Skip to	19)	
18a. Since	e January 2020, what per	centage of your	patient visi	ts were thro	ugh telemedicine te	chnology?
□1 None <b>18b. Wh</b> a	☐2 Less than 25% at type(s) of telemedicine	□3 25% to 49% • tools did you us	□4 50% se for patier		□5 75% or more ck all that apply.	☐6 Don't know
□1 Telepl	hone audio					
☐2 Video	conference software with au	ıdio (e.g., Zoom, W	ebex, FaceTi	me)		
☐3 Telem	nedicine platform NOT integr	rated with EHR (e.g	g., Doxy.me)			
□4 Telem	nedicine platform integrated	with EHR (e.g., upo	date clinical d	documentation	n during telemedicine v	visit)
☐5 Other	tool(s):				_	
18c. Wha	t, if any, issues affected y	our use of telem	nedicine?			
☐1 Limite our needs	ed internet access and/or spo	eed issues		□2 Telemedio	cine platform not easy	to use or did not meet
	nedicine isn't appropriate foi					laxation of rules related
platform	ations in patients' access to to smartphone, computer, table			□6 Patients' o	difficulty using technolo	ogy/telemedicine
18d. To wh person visits?	hat extent are you able to	o provide similar	quality of o	care during to	elemedicine visits as	you do during in-
□1 Fully	☐2 To a great extent	□3 To soi	me extent	□4 To a	small extent	☐5 Not at all
	e rate your overall satisfa satisfied □2 Somewhat sat			7	• •	sfied □5 Very
18f. Do yo COVID-19	ou plan to continue using pandemic is ov		sits (in addi	tion to in-pe	rson visits) when ap	propriate once the
∏1 Ves		2 No		□3 Don't kn	OW	

#### **Modifications**

Modifications to language are proposed to improve clarity, reduce burden, and update terminology. In addition, skip pattern logic has been updated to reflect the proposed modifications or removal of survey content. The modifications are provided below.

• Modified the burden statement to reflect minor revisions to wording, a reduction in the estimated average minutes per response from 30 minutes to 20 minutes, and an update to the CIPSEA confidentiality language.

Original:

**NOTICE** - Public reporting burden of this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: CDC/ATSDR Information Collection Review Office; 1600 Clifton Road, MS D-74, Atlanta, GA 30333, ATTN: PRA (0920-1015).

Assurance of Confidentiality - We take your privacy very seriously. All information that relates to or describes identifiable characteristics of individuals, a practice, or an establishment will be used only for statistical purposes. NCHS staff, contractors, and agents will not disclose or release responses in identifiable form without the consent of the individual or establishment in accordance with section 308(d) of the Public Health Service Act (42 U.S.C. 242m(d)) and the Confidential Information Protection and Statistical Efficiency Act of 2002 (CIPSEA, Title 5 of Public Law 107-347). In accordance with CIPSEA, every NCHS employee, contractor, and agent has taken an oath and is subject to a jail term of up to five years, a fine of up to \$250,000, or both if he or she willfully discloses ANY identifiable information about you.

#### Revised:

**NOTICE** – CDC estimates the average public reporting burden for this collection of information as 20 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: CDC/ATSDR Information Collection Review Office; 1600 Clifton Road, MS D-74, Atlanta, GA 30333, ATTN: PRA (0920-1015).

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Removal of the National Ambulatory Medical Care Survey (NAMCS) affiliation in the introduction.
The National Electronic Health Records Survey (NEHRS) became a stand-alone survey in 2012.
However, until recently, all content for NEHRS was on the NAMCS website making the statement necessary. In April 2020, NEHRS launched its own website:

https://www.cdc.gov/nchs/nehrs/about.htm

Original introduction statement: The National Electronic Health Records Survey is affiliated with the National Ambulatory Medical Care Survey (NAMCS). The purpose of the survey is to collect information about the adoption and use of electronic health records (EHRs) and electronic exchange of health information ...

Revised introduction statement: The purpose of the survey is to collect information about the adoption and use of electronic health records (EHRs) and electronic exchange of health information...

Replace "ambulatory" with "outpatient, office-based" throughout the questionnaire to update the
terminology and improve clarity. Feedback from the 2018 and 2019 computer assisted telephone
interviewers stated that the term ambulatory was a source of confusion despite the definition that was
provided.

Original introduction statement: The purpose of the survey is to collect information about the adoption and use of electronic health records (EHRs) and electronic exchange of health information in ambulatory care settings.

Revised introduction statement: The purpose of the survey is to collect information about the adoption and use of electronic health records (EHRs) and electronic exchange of health information in outpatient, office-based care settings.

Original definition:

This survey asks about **ambulatory care**, that is, care for patients receiving health services without admission to a hospital or other facility.

Revised

definition:

This survey asks about **outpatient**, **office-based care**, that is, care for patients receiving health services without admission to a hospital or other facility.

#### Original Questions 2-5:

- 2. Do you directly care for any ambulatory patients in your work?
- 3. Overall, at how many office locations (excluding hospital emergency or hospital outpatient departments) do you see ambulatory patients in a normal week?
- 4. Do you see ambulatory patients in any of the following settings? CHECK ALL THAT APPLY.
- 5. At which of the settings (1-8) in question 4 do you see the most ambulatory patients?

#### **Revised Questions 2-5:**

- 2. Do you directly provide outpatient, office-based care?
- 3. Overall, at how many office locations (excluding hospital emergency or hospital outpatient departments) do you see outpatient, office-based patients in a normal week?
- 4. Do you see outpatient, office-based patients in any of the following settings? CHECK ALL THAT APPLY.
- 5. At which of the outpatient, office-based settings (1-8) in Question 4 do you see the most patients?
- Response options for Question 4 were modified to provide current terminology and improve clarity. "Non-federal Government Clinic" was revised to "Government clinic that is not federally funded." "Health maintenance organization, health system or other prepaid practice" was revised to "Integrated Delivery System, health maintenance organization, health system or other prepaid practice."

Original response options 5 and 7 for Question 4:

□ 5 Non-federal Government clinic (e.g., state, county, city, maternal and child health, etc.)

□ 7 Health maintenance organization, health system or other prepaid practice (e.g., Kaiser Permanente)

Revised response options 5 and 7 for Question 4:

□ 5 Government clinic that is not federally funded (e.g., state, county, city, maternal and child health, etc.)

□ 7 Integrated Delivery System, health maintenance organization, health system or other prepaid practice (e.g., Kaiser Permanente)

Question 6 was revised to remove telephone number. Telephone number is no longer needed due to the proposed removal of the computer assisted telephone interview mode. Email address has been asked on previous NEHRS collections starting in 2014. Previously it was placed at the end of the survey. It has been moved up with the other contact information to improve flow and formatting.

-	al Question 6:	i matting.		
		ounty, state, zip code, and	d telephone number of the <u>report</u>	ting location?
Country	USA	County	State	
Zip Code —		Telephone		
6. W			of the <u>reporting location</u> ? What led?	is the email address of
Country	USA	County	State	
Zip Code		Email address		
Medio chang	caid patients ged based on	to asking whether the p	as revised from a question that as hysician treated Medicaid patien o this question in the past. The ro ne physician to answer.	its. This question was
Origina	al Question 14	:		
14. WI	nat percent of	your patients are insured b	y Medicaid?	
Revise	d Question 14	(now Question 9):		
9. Do v	ou treat patie	ents insured by Medicaid?		

• Formerly Question 22, now Question 14, was revised to improve clarity and add a website resource for respondents to determine whether their system is certified or not.

□3 Don't know

Original Question 22 (now 14):

□2 No

□1 Yes

22. Does your EHR system meet meaningful use criteria, also called promoting interoperability (certified EHR), as defined by the Department of Health and Human Services?

Revised Question 14 (formerly 22):

- **14. Is your EHR system certified to meet U.S. Department of Health and Human Services requirements?** Certified EHRs are necessary to meet the objectives of Meaningful Use/Promoting Interoperability Program. If unsure, see if your system meets the requirements here: https://chpl.healthit.gov/#/search
- Formerly Question 20, now Question 15, was modified to update the list of the top currently used EHR systems used by outpatient, office-based physicians. ONC provided the updated list. Two vendors were deleted from the list: Amazing charts and GE/Centricity. Sage/Vitera/Greenway is now Greenway so this change is reflected in the response option.

	Original Question 20 (now Quest	ion 15):	
	20. What is the name of your PRI	MARY EHR system? CHECK ONL	Y ONE BOX. IF OTHER
	IS CHECKED, PLEASE SPECIFY	THE NAME.	
	☐1 Allscripts	☐6 e-MDs	☐11 Practice Fusion
	☐2 Amazing charts	□7 Epic	☐ 12 Sage/Vitera/Greenway
	☐3 athenahealth	☐8 GE/Centricity	☐13 Other, specify:
	☐4 Cerner	☐9 Modernizing Medicine	☐14 Unknown
	☐5 eClinical Works	☐10 NextGen	
	Revised Question 15 (formerly Q	uestion 20):	
		MARY EHR system? CHECK ONL	Y ONE BOX. IF OTHER IS CHECKED, PLEASE
	SPECIFY THE NAME.  1 Allscripts	□5 e-MDs	☐9 Practice Fusion
	2 athenahealth	☐6 Epic	□10 Greenway
	□3 Cerner	☐7 Modernizing Medicine	□11 Other, specify:
	4 eClinical Works	□8 NextGen	12 Unknown
The co	± ±	rom the questionnaire is do an outpatient, office-based	eemed nonessential to ONC's current l physician to answer. Deletions to
survey	content are provided below.		
8. I	low many physicians, including ye	ou, work at the reporting locati	on?
	How many advanced practice provociated with the reporting location		physician assistants, and nurse midwives) are
	Advanced practice prov	iders	
10.	Is the reporting location a single-	or multi-specialty (group) prac	tice?
	□1 Single □2 Multi		

#### 11. At the reporting location, are you currently accepting new patients?

□1 Yes □2 No (Skip to 13) □3 Don't know (Skip to 13)

12. If yes, which of the following types of payment do you accept from those new patients?

	Yes	No	Don't Know
1. Private insurance	□1	□2	□3
2. Medicare	□1	□2	□3
3. Medicaid/CHIP	□1	□2	□3
4. Workers' compensation	□1	□2	□3
5. Self-pay	□1	□2	□3
6. No charge	□1	□2	□3

#### 23. How frequently do you use template-based notes in your EHR system?

_				_				
Tem	plate-based note	es are gene	rated through	torms or i	nre-filled text	in an FHR	rather than	tree text alone
ICIII	piate basea note	cs are gene	ratea tiliough	1011113 01	pre filica text	III GII LI IN	Tuttier triuit	free text dione.

□1 Often (Go to 23a) □2 Sometimes (Go to 23a)

□3 Rarely (Go to 23a)

□4 Never (Skip to 24)

□5 Don't know (Skip to 24)

□6 Not applicable (Skip to 24)

23a. To what extent do you customize your templates?

□3 Very little or not at all

□4 Don't know

23b. How easy or difficult is it to locate information in template-based notes?

□1 Very easy

□1 A great extent

□2 Somewhat easy

□3 Somewhat difficult

□4 Very difficult

23c. How easy or difficult is it to locate information in free-text notes?

□2 Somewhat

□1 Very easy □2 Somewhat easy

□3 Somewhat difficult

□4 Very difficult

24. Does the reporti ONE BOX PER ROW)	ng location use a computerized system to? (CHECK NO MORE THAN:	Yes	No	Don't
	If prescriptions are ordered, Are warnings of drug interactions or contraindications provided?	□1	□2	□3
CAFFTY	Order lab tests?	□1	□2	□3
SAFETY	Order radiology tests?	□1	□2	□3
	Provide reminders for guideline-based interventions or screening tests?	□1	□2	□3
PATIENT	Create educational resources tailored to the patients' specific conditions?	□1	□2	□3
ENGAGEMENT	Exchange secure messages with patients?	□1	□2	□3
	Generate lists of patients with particular health conditions?	□1	□2	□3
POPULATION MANAGEMENT	Create reports on clinical care measures for patients with specific chronic conditions (e.g., HbA1c for diabetics)?	□1	□2	□3
	Create shared care plans that are available across the clinical care team?	□1	□2	□3

QUALITY MEASUREMENT	Send clinical quality measures to public and private insurers (oblood pressure control, HbA1c, smoking status)?	e.g.,	<b>□1</b>	□2	□3
26. Does your EHR s	ystem allow patients to		No	Don't Know	Not Applicable
View their onlin	e medical record?	□1	□2	□3	□4
Download their	online medical record to their personal files?	□1	□2	□3	□4
Send their online personal health	e medical record to a third party (e.g., another provider, record)?	<b>-1</b>	□2	□3	□4
Upload their hea meter, Fitbit, qu	alth information from devices or apps (e.g., blood glucose estionnaires)?	<b>-1</b>	□2	□3	<b>□</b> 4

29b. How easy or difficult is it to use your state's PDMP to find your patient's information?

□1 Very easy □2 Somewhat easy □3 Somewhat difficult □4 Very difficult □5 Don't know

30. Do you ONLY send <u>and</u> receive patient health information through paper-based methods including fax, eFax, or mail?

□1 Yes (Skip to 37) □2 No (Go to 31) □3 Don't know (Go to 31)

<b>32.</b> Do you <u>send</u> patient health information to any of the following providers electronically? Electronically does not include scanned or PDF documents, fax, or eFax.	Yes	No	Don't Know	Not Applicable
Ambulatory care providers outside your organization	□1	□2	□3	□4
Hospitals unaffiliated with your organization	□1	□2	□3	□4
Behavioral health providers	□1	□2	□3	□4
Long-term care providers	□1	□2	□3	□4

<b>34.</b> Do you <u>receive</u> patient health information from the following providers electronically? Electronically does not include scanned or PDF documents, fax, or eFax.	Yes	No	Don't Know	Not Applicable
Ambulatory care providers outside your organization	□1	□2	□3	□4
Hospitals unaffiliated with your organization	□1	□2	□3	□4
Behavioral health providers	□1	□2	□3	□4
Long-term care providers	□1	□2	□3	□4

**35.** Does your reporting location electronically send or receive patient health information with public health agencies? Public health agencies can include the CDC, state or local public health authorities. □1 Yes (Go to 35a) □2 No (Skip to 36) □3 Don't know (Skip to 36) □4 Not applicable (Skip to 36)

**35a.** What types of information do you electronically send or receive? CHECK ALL THAT APPLY. 

□1 Syndromic surveillance data

- □2 Case reporting of reportable conditions
- □3 Immunization data
- □4 Public health registry data (e.g., cancer)

send and re	viders outside your medical n, do you regularly electronically eceive, send only, or receive only ng types of patient health n?	Both Send Receive Electronica	E		Elect		Do not Send or Receive Electronically	Not Applicab
Progress/con	sultation notes	□1		□2		□3	□4	□5
Clinical regist	try data	□1		□2		□3	□4	□5
Emergency D	Department notifications	N/A		N/A		□3	□4	□5
Summary of o	care records for transitions of care or	□1		□2		□3	□4	□5
37a.	Do you electronically search for following patient health information from sources outside your medion organization?	ation		Yes	No		Don't Know	Not Applica
	Progress/consultation notes			□1		2	□3	□4
	Vaccination/Immunization history			□1		2	□3	□4
20-	Summary of care record			□1		2	□3	□4
39. Do you i electronical organization	Does your EHR system integrate special effort like manual entry of the special effort like eff	or scanning  linical infor le your med g a patient'	of care?  □3 □ matical s	e records reco		2	□3	□4  ax) without  pplicable  Not
39. Do you of electronical organization information	Does your EHR system integrate special effort like manual entry of the special effort like effort	or scanning  linical infor le your med g a patient'	of care?  □3 □ matical s	e records reco	□2	d electro	□3  nically (not eFa	□4  ax) without pplicable  Not
39. Do you in electronical organization information information	Does your EHR system integrate special effort like manual entry of the special effort like eff	or scanning  linical infor le your med g a patient'	of care?  □3 □ matical s	e records reco	□2 eceive	d electro	□3  onically (not eFa □4 Not ap  Don't Know	□4  ax) without  pplicable  Not  Applicable

☐6 Difficult to find necessary information

#### **Benefits and Barriers to Exchange of Electronic Health Information**

Information exchange refers to electronically sending, receiving, finding or integrating patient health information.

#### 42. Please indicate your level of agreement with each of the following statements.

Electronically exchanging clinical information with other providers outside my medical organization	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable
"improves my practice's quality of care."	□1	□2	□3	□4	□5
"increases my practice's efficiency."	□1	□2	□3	□4	□5
"prevents medication errors."	□1	□2	□3	□4	□5
"enhances care coordination."	□1	□2	□3	□4	□5
"reduces duplicate test ordering."	□1	□2	□3	□4	□5

43. Please indicate whether these issues are barriers to electronic information exchange with providers outside your medical organization.		No	Don't know	Not Applicable
Providers in our referral network lack the capability to electronically exchange (e.g., no EHR system or health information exchange connection).	□1	□2	□3	□4
We have limited or no IT staff.	□1	□2	□3	□4
Electronic exchange involves incurring additional costs.	□1	□2	□3	□4
Electronic exchange involves using multiple systems or portals.	□1	□2	□3	□4
Electronic exchange with providers using a different EHR vendor is challenging.	□1	□2	□3	□4
The information that is electronically exchanged is not useful.	□1	□2	□3	□4
It is difficult to locate the electronic address of providers.	□1	□2	□3	□4
My practice may lose patients to other providers if we exchange information.	□1	□2	□3	□4

# 47. Please indicate whether you agree or disagree with the following statements about using your medical record system.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable
The amount of time I spend documenting clinical care is appropriate.	□1	□2	□3	□4	□5
The amount of time I spend documenting clinical care does not reduce the time I spend with patients.	□1	□2	□3	□4	□5
Additional documentation required solely for billing but not clinical purposes increases the overall amount of time I spend documenting clinical care.	□1	□2	□3	□4	□5

## 48. Clinical care documentation requirements for private insurers generally align with Medicare requirements.

□1 Strongly agree □2 Somewhat agree □3 Somewhat disagree □4 Strongly disagree □5 Not applicable