

## NIH Clinical Center Patient Portal Survey

**OMB No. 0925-0648 Expiration Date: 05/2021**

(Online Voluntary Survey)

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Answer questions as they relate to you. For most answers, check the boxes most applicable to you or fill in the blanks.

### SECTION 1

1. How long have you used the NIH Clinical Center Patient Portal?

- 1 Year or less
- 2 Years
- 3 Years

2. In the last 12 months, did you e-mail this NIH Clinical Center provider with a medical question?

- Yes
- No

3. In the last 12 months, when you e-mailed this NIH Clinical Center provider, how often did you get an answer to your medical question as soon as you needed?

- Never
- Sometimes
- Usually
- Always

4. In the last 12 months, when you e-mailed this NIH Clinical Center provider, how often were all of the questions in your e-mail answered?

- Never
- Sometimes
- Usually
- Always

5. Does the NIH Clinical Center put your laboratory or other test results on the patient portal site for you to see?
- Yes
  - No
  - Don't know
6. In the last 12 months, did you look for your lab or other test results on the NIH Clinical Center patient portal site?
- Yes
  - No
7. In the last 12 months, how often was it easy to find these lab or other test results on the NIH Clinical Center patient portal site?
- Never
  - Sometimes
  - Usually
  - Always
8. In the last 12 months, how often were these lab or other test results put on the NIH Clinical Center patient portal site as soon as you needed them?
- Never
  - Sometimes
  - Usually
  - Always
9. In the last 12 months, how often were these lab or other test results presented in a way that was easy to understand?
- Never
  - Sometimes
  - Usually
  - Always
10. Visit notes sum up what was talked about on a visit to a provider. Visit notes may be available on paper, on a website, or by e-mail. In the last 12 months, did this NIH Clinical Center provider offer you visit notes?
- Yes
  - No
  - Don't Know

11. In the last 12 months, how did your NIH Clinical Center provider offer you the visit notes? Mark one or more.

**(Select all that apply)**

- On paper
- On a website
- By e-mail
- Some other way

12. In the last 12 months, did you look at any visit notes from this NIH Clinical Center provider?

- Yes
- No

13. In the last 12 months, how often were the visit notes easy to understand?

- Never
- Sometimes
- Usually
- Always

14. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

15. Are you male or female?

- Male
- Female

16. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate

17. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

18. What is your race? Mark one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or Other Pacific Islander
- American Indian or Alaska Native

Submit Your Responses