#### 2022 Survey of Veteran Enrollees' Health and Use of Health Care

Welcome to the **2022 Survey of Veteran Enrollees' Health and Use of Health Care**. This annual VA survey asks how Veterans use VA health services and what types of services they do or do not use. Your participation is voluntary, although we hope you will help us as we plan for the needs of those enrolled in VA health care. Even if you are not a current user of VA Health Care, your answers to the survey questions are important. This survey takes about 20 minutes to complete.

Paperwork Reduction Act Statement: This information is being collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended to complete this survey will average 20 minutes. This includes the time needed to follow instructions, gather the necessary facts, and respond to the questions. This information is being collected to better understand Veterans' health and use of health care. The results of this survey will help inform improvements in the quality of service delivery by providing additional background information about the participants to better serve them. Any information you provide will be kept private to the extent provided by law. Participation in this survey is voluntary, and failure to respond will not have any impact on your entitlement to benefits.

If you require assistance from another person to complete this survey, it is alright to ask another person to fill the survey out on your behalf as long as they are able to answer questions about your health care, health benefits, and health status.

**Questions or concerns?** Call the Survey of Enrollees Information Line at (*number to be determined upon contract award*) or send and e-mail to (*e-mail to be determined upon contract award*). Center staff are available seven days a week from 9:00 am to 9:00 pm Eastern Time.

**Note:** If you are a Veteran in crisis or concerned about a Veteran in crisis, please contact the Veterans Crisis Line at 1-800-273-8255 and Press 1, or text 838255, or chat online at VeteransCrisisLine.net.

#### **Introduction:**

- 1. Please indicate who is completing this survey. In other words, will you complete the survey
  - O I am the Veteran named in the invitation letter and will be answering questions about myself.
  - O I am not the Veteran named in the invitation letter, but can answer questions about his/her benefits, and health status.

### **Health Benefits:**

The following questions ask about available insurance and related health benefits.

| 2.                      |                            | Are  | you covered by <u>Medicare</u> ?  |
|-------------------------|----------------------------|--|---|
|                         |                            | Yes<br>No                                  | GO TO QUESTION 6  |
| opt<br>hos<br>thr<br>Me | ion<br>pita<br>oug<br>dica | al Part<br>al that<br>th a priv<br>are Adv | b types of Medicare options. The first option is the <u>Original Medicare Plan</u> , with Part A and B. It is administered by the federal government, and you can choose any doctor or accepts Medicare. A second option is a <u>Medicare Advantage Plan</u> . It provides benefits vate insurance company where your doctors and hospitals are in the plan's networks. Tantage Plans can be offered by employers to their retirees and are known as "Employer Plans" (EGWP). |
| 3.                      |                            | Do y                                       | ou receive Medicare coverage through Medicare Advantage Plan as described above?  |
|                         |                            |  | Yes GO TO QUESTION 5<br>No  |
| Me                      | dic                        | <b>for s</b><br>of priv<br>are sup         | ou purchase any private health care coverage to supplement Medicare—that is, to pay services Medicare does NOT pay for? ate insurance a person can purchase to supplement Medicare include Medigap or plement. It does not include Medicare Advantage or the Department of Defense ife Plan for Medicare Eligible Military Retirees.  |
|                         |                            |  | Yes<br>No   |
| 5.                      |                            | Doy  | ou have Medicare prescription drug coverage, "Part D"?  |
|                         |                            |  | Yes<br>No   |
| 6.                      |                            | Med<br>inco<br>depa                        | ou currently covered by Medicaid (you may know it as <state me="" medicaid="" plan="">) for any of your health care? licaid is a program that pays for Medical Assistance for certain individuals with low mes and resources and is provided by your State government's social services artment.  O Yes</state>   |
|                         |                            |  | D No  |

| 7.   | Are you currently covered by a TRICARE plan (including Tricare Prime, Tricare Select, and Tricare for Life?  |
|------|--|
|      | O Yes  |
|      | O No   |
| 8.   | Are you currently covered by <u>any other</u> individual or group health plan that your current or former employer, your spouse's or domestic partner's employer, your union or someone else obtains for you?  Please <u>do not</u> count Private Medigap, Medicare Supplement, or Medicare Advantage plans. Please <u>do</u> count any private retiree health insurance plan. |
|      |  |
|      | O Yes O No GO TO OUESTION 9  |
| 8a   | O No GO TO QUESTION 9 . If yes, Who provides this coverage? (Choose All that apply)  |
|      | O Current employer, including COBRA coverage O Former employer   |
|      | O Coverage purchased on a Federal or State Exchange  |
|      | O Other individually purchased coverage  |
|      | O Coverage through a family member, such as a spouse, parent, etc.   |
|      | <ul><li>O Coverage purchased through a union</li><li>O Some other source</li></ul>   |
|      | 5 Some other source  |
| Heal | th Care and Medication Use:  |
| 9.   | How many different <u>prescription</u> medications did you use in the last 30 days? Include both VA and non-VA prescriptions. Your best guess is fine. For none, enter 0.  |
|      | III Prescriptions  |
| 10.  | Of these <u>prescription</u> medications, how many did you obtain from VA? Your best guess is fine. For none, enter 0.   |
|      | III Prescriptions  |
| 11.  | Please complete the following statement: I use VA services to meet   |
|      | O All of my health care needs  |
|      | O Most of my health care needs   |
|      | O Some of my health care needs   |
|      | O None of my health care needs   |

| $\cap$ | I have no | health  | care | neer | lc |
|--------|-----------|---------|------|------|----|
| v      | I Have HU | HEAILII | care | HEEL | ıs |

| 12. | <u>From October 2021 through December 2021</u> , how many outpatient visits or trips did you make to any <u>Non-VA</u> doctor's office, hospital, or outpatient clinic that were NOT paid for by VA? Please <u>do not</u> count dental, mental health or substance abuse visits, or trips to the pharmacy. Your best guess is fine. <u>For none</u> , <u>enter 0</u> .  |
|-----|---|
|     | III Visits or trips   |
| 13. | From October 2019 through December 2019, how many outpatient visits or trips did you make that were paid for fully or partially by VA? This includes the number of times you went to a VA doctor, hospital, or clinic for medical care or received medical care somewhere else that was paid for by VA. Please do not count dental, mental health or substance abuse visits or trips to a pharmacy. Your best guess is fine. For none, enter 0. |
|     | III Visits or trips   |
| 14. | Below is a list of possible ways you could use VA for your health care in the future. Please read them all, and then choose the one that best describes the <a href="PRIMARY">PRIMARY</a> way you plan to use VA health care in the future. I plan to use VA  |
|     | Select only one.  |
|     | O As my primary source of health care.  |
|     | O For a service-related disability or health condition, either mental or physical.  |
|     | O For care of a specific health condition such as hearing or vision loss, diabetes, cancer, etc.  |
|     | O For special medical devices such as hearing aids, prosthetics or orthotics.   |
|     | O For prescriptions.  |
|     | O As a "safety net" to use only if needed.  |
|     | O Some other way  |

### **Health Care Views**

The following questions ask for your views about VA health care services and reasons you choose your health care providers.

15. Have you used ANY VA health care services at a VA facility on or after January 1, 2021? (Do NOT include care provided by Community Providers through the Choice or Mission Act

O Yes

O No GO TO QUESTION 18

O No plans to use VA for health care.

The next questions are about your recent use of VA health care at a VA facility.

# 16. In your experience with using VA services at a VA facility after January 1, 2021, about how often did the following happen?

|              |                                  | Always or<br>nearly<br>always |   | About half<br>the time |   | Rarely or never |
|--------------|----------------------------------|-------------------------------|---|------------------------|---|-----------------|
| a.           | Appointments were easy to get    |                               |   |                        |   |                 |
| within       | a reasonable timeframe.          | 0                             | 0 | 0                      | 0 | 0               |
| b.           | Appointments were available at   |                               |   |                        |   |                 |
| conve        | nient hours/days for you         | 0                             | 0 | 0                      | 0 | 0               |
| c.           | Appointments took place as       |                               |   |                        |   |                 |
| schedu       | uled (not canceled by VA).       | 0                             | 0 | 0                      | 0 | 0               |
| d.           | Getting to the local VA facility |                               |   |                        |   |                 |
| was ea       | asy.                             | 0                             | 0 | 0                      | 0 | 0               |
| e.           | Wait times were short after      |                               |   |                        |   |                 |
| arrivin      | g for an appointment.            | 0                             | 0 | 0                      | 0 | 0               |
| f.           | Getting around the facility was  |                               |   |                        |   |                 |
| easy.        |                                  | 0                             | 0 | 0                      | 0 | 0               |
| g.<br>helpfu | Personnel were welcoming and II. | 0                             | 0 | 0                      | 0 | 0               |
|              |                                  |                               |   |                        |   |                 |

# 17. In your experience with using VA services at a VA facility after January 1, 2021, how satisfied were you with:

|                                     | Very      |           |         |                | Very        |
|-------------------------------------|-----------|-----------|---------|----------------|-------------|
|                                     | satisfied | Satisfied | Neutral | Dissatisfied D | issatisfied |
| a. The respect shown to you by      |           |           |         |                |             |
| your health care professionals.     | 0         | 0         | 0       | 0              | 0           |
| b. How clearly your health care     |           |           |         |                |             |
| providers explained your health     | 0         | 0         | 0       | 0              | 0           |
| problem(s).                         |           |           |         |                |             |
| c. How clearly your health care     |           |           |         |                |             |
| providers explained options and     | 0         | 0         | 0       | 0              | 0           |
| choices about care with you.        |           |           |         |                |             |
| d. Opportunities for you to         |           |           |         |                |             |
| participate in decisions about your | 0         | 0         | 0       | 0              | 0           |
| care.                               |           |           |         |                |             |
| e. The way your providers           |           |           |         |                |             |
| listened to you.                    | 0         | 0         | 0       | 0              | 0           |
| f. The manner in which your         |           |           |         |                |             |
| providers accepted you for who you  | 0         | 0         | 0       | 0              | 0           |

|        |              |  |                |          |             | ⊨xpı       | ration Date: 0: | 1/31/2024 |
|--------|--------------|--|----------------|----------|-------------|------------|-----------------|-----------|
|        | are.         | Th   |                |          |             |            |                 |           |
|        | g.<br>respe  | The way your privacy was cted.   | 0              | 0        | 0           | (          | 0               | 0         |
|        | h.           | Your ability to get referrals  |                |          |             |            |                 |           |
|        | =            | ecialist care or special   | 0              | 0        | 0           |            | 0               | 0         |
|        | equip        | ment.  |                |          |             |            |                 |           |
| 18.    | •            | ou used ANY VA health care s<br>ter January 1, 2021?                                 | ervices at a ( | Commui   | nity Provid | ler that w | as paid fo      | r by VA   |
|        | O Ye         | ς  |                |          |             |            |                 |           |
|        | <b>0</b> No  |  |                |          |             |            |                 |           |
|        |              | 33 13 43231131122  |                |          |             |            |                 |           |
| The ne | In your      | ons are about your recent us experience with using VA se nuary 1, 2021, about how of | rvices at a C  | ommun    | ity Provid  | er that w  |                 |           |
|        |              |  | Alv            | vays or  |             | About      |                 |           |
|        |              |  |                | early    | Most of     |            | Some of I       | Rarely o  |
|        |              |  | a              | lways    | the time    | time       | the time        | never     |
|        | h.           | Appointments were easy to  | get            |          |             |            |                 |           |
|        |              | a reasonable timeframe.  | _              | 0        | 0           | 0          | 0               | 0         |
|        | i.           | Appointments were availab  | le at          |          |             |            |                 |           |
|        | conve        | nient hours/days for you   |                | 0        | 0           | 0          | 0               | 0         |
|        | J.           | Appointments took place as   | 5              |          | 0           | 0          | 0               |           |
|        |              | uled (not canceled by VA or unity provider).   |                | 0        | 0           | O          | O               | 0         |
|        |              | Getting to the facility was e  | asv            |          |             |            |                 |           |
|        | κ.           | Getting to the racinty was e   | asy.           | 0        | 0           | 0          | 0               | 0         |
|        | l.           | Wait times were short after  |                |          |             |            |                 |           |
|        | arrivir      | ng for an appointment.   |                | 0        | 0           | 0          | 0               | 0         |
|        | m.           | Getting around the facility v  | was            |          |             |            |                 |           |
|        | easy.        |  |                | 0        | 0           | 0          | 0               | 0         |
|        | n.           | Personnel were welcoming   | and            |          |             |            |                 |           |
|        | helpfu       | ıl.  |                | 0        | 0           | 0          | 0               | 0         |
| 20     | <del>-</del> | experience with using VA se<br>nuary 1, 2021, how satisfied                          |                |          | ity Provid  | er that w  | as paid fo      | r by VA   |
|        |              |  | Very           |          |             |            |                 | Very      |
|        |              |  | satisfied      | Satisfie | ed Neuti    | al Dissa   | tisfied Dis     | -         |
|        | :            | The respect shown to you h   |                |          |             |            |                 |           |

| your health care professionals.  | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|
| j. How clearly your health care providers explained your health problem(s).                    | 0 | 0 | 0 | 0 | 0 |
| k. How clearly your health care providers explained options and choices about care with you.   | 0 | 0 | 0 | 0 | 0 |
| <ol> <li>Opportunities for you to<br/>participate in decisions about your<br/>care.</li> </ol> | 0 | 0 | Ο | 0 | 0 |
| m. The way your providers listened to you.   | 0 | 0 | 0 | 0 | 0 |
| n. The manner in which your providers accepted you for who you are.                            | 0 | 0 | 0 | 0 | 0 |
| o. The way your privacy was respected.   | 0 | 0 | 0 | 0 | 0 |
| <ul><li>p. Your ability to get referrals for specialist care or special equipment.</li></ul>   | 0 | 0 | 0 | 0 | 0 |

## 21. Did you use health care services other than those provided or paid for by VA after January 1, 2021

- O Yes, for all of my health care
- O Yes, for some of my health care]
- O No GO TO QUESTION 24

## 22. Please tell us the extent to which the following statements reflect the reason you used other health care services for some or all of your health care:

|   | To a great extent | Somewhat | Very Little | Not At All |
|---|-------------------|----------|-------------|------------|
| a. You have access to care in the community that is better quality than what VA provides. | 0                 | 0        |             |            |
| b. You have a provider outside of VA that you really like and trust.                      | 0                 | 0        |             |            |
| c. You have access to care in the community that is easier to get to than the VA.         | 0                 | 0        |             |            |
| d. You have a provider that offers appointments at more convenient                        | 0                 | 0        |             |            |

| times than you can get at VA.   |   |   |  |
|---|---|---|--|
| e. You prefer using the same provider as your spouse and/or other         |   |   |  |
| family members.   |   |   |  |
| f. You had prior experiences with VA care that you were                   | 0 | 0 |  |
| dissatisfied with.  |   |   |  |
| g. You need information on which VA services you are eligible to receive. | 0 | 0 |  |
| h. You do not believe you are eligible to receive the services at VA.     | 0 | 0 |  |

### **Health Status and Tobacco/E-Cig Use**

were trying to quit smoking?

**GO TO QUESTION 28** 

26.

O Yes

O No

| 23.   | Con     | pared with other people your age, would you say your health is  |
|-------|---------|---|
|       | 0       | Excellent   |
|       | 0       | Very Good   |
|       | 0       | Good  |
|       | 0       | Fair  |
|       | 0       | Poor  |
| smoki | ng. The | other health care systems, has strived to provide assistance to those who wish to stop next few questions ask about your cigarette smoking habits and any attempts you may quit.  you smoked at least 100 cigarettes in your entire life? |
|       | O Ye    | s   |
|       | 0 No    |   |
| 25.   | Do yo   | u now smoke cigarettes every day, some days, or not at all?   |
|       | O Ev    | ery day   |
|       | O Sc    | me days   |
|       | 0 No    | ot at all GO TO QUESTION 30   |

During the past 12 months, have you stopped smoking for more than one day because you

| 28. What VA tobacco cessation resources are you aware of? Select ALL that apply.  □ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray) □ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix) □ 1-855-QUIT-VET, the VA telephone Quitline service □ SmokefreeVET, a VA text message smoking cessation program □ Stay Quit Coach App □ Tobacco cessation counseling services, in both individual and group settings  29. What VA tobacco cessation resources would <pre></pre>  |     |
|---|-----|
| or nasal spray)  Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)  1-855-QUIT-VET, the VA telephone Quitline service SmokefreeVET, a VA text message smoking cessation program Stay Quit Coach App Tobacco cessation counseling services, in both individual and group settings  29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to question select ALL that apply.  Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray) Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)  1-855-QUIT-VET, the VA telephone Quitline service SmokefreeVET, a VA text message smoking cessation program Stay Quit Coach App Tobacco cessation counseling services, in both individual and group settings   |     |
| <ul> <li>Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)</li> <li>□ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>□ SmokefreeVET, a VA text message smoking cessation program</li> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> <li>29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to question select ALL that apply.</li> <li>□ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray)</li> <li>□ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)</li> <li>□ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>□ SmokefreeVET, a VA text message smoking cessation program</li> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> </ul> |     |
| <ul> <li>Zyban/Wellbutrin or varenicline such as Chantix)         <ul> <li>□ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>□ SmokefreeVET, a VA text message smoking cessation program</li> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> </ul> </li> <li>29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to quit select ALL that apply.</li> <li>□ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray)</li> <li>□ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)</li> <li>□ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>□ SmokefreeVET, a VA text message smoking cessation program</li> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> </ul>  |     |
| <ul> <li>☐ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>☐ SmokefreeVET, a VA text message smoking cessation program</li> <li>☐ Stay Quit Coach App</li> <li>☐ Tobacco cessation counseling services, in both individual and group settings</li> <li>29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to question select ALL that apply.</li> <li>☐ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray)</li> <li>☐ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)</li> <li>☐ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>☐ SmokefreeVET, a VA text message smoking cessation program</li> <li>☐ Stay Quit Coach App</li> <li>☐ Tobacco cessation counseling services, in both individual and group settings</li> </ul>  |     |
| <ul> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> <li>29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to question select ALL that apply.</li> <li>□ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray)</li> <li>□ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)</li> <li>□ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>□ SmokefreeVET, a VA text message smoking cessation program</li> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> </ul>  |     |
| <ul> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> <li>29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to question Select ALL that apply.</li> <li>□ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray)</li> <li>□ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)</li> <li>□ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>□ SmokefreeVET, a VA text message smoking cessation program</li> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> </ul>   |     |
| <ul> <li>29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to question Select ALL that apply.</li> <li>☐ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray)</li> <li>☐ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)</li> <li>☐ 1-855-QUIT-VET, the VA telephone Quitline service</li> <li>☐ SmokefreeVET, a VA text message smoking cessation program</li> <li>☐ Stay Quit Coach App</li> <li>☐ Tobacco cessation counseling services, in both individual and group settings</li> </ul>   |     |
| Select ALL that apply.  ☐ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray) ☐ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix) ☐ 1-855-QUIT-VET, the VA telephone Quitline service ☐ SmokefreeVET, a VA text message smoking cessation program ☐ Stay Quit Coach App ☐ Tobacco cessation counseling services, in both individual and group settings   |     |
| or nasal spray)  ☐ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix)  ☐ 1-855-QUIT-VET, the VA telephone Quitline service  ☐ SmokefreeVET, a VA text message smoking cessation program  ☐ Stay Quit Coach App  ☐ Tobacco cessation counseling services, in both individual and group settings   | it? |
| Zyban/Wellbutrin or varenicline such as Chantix)  ☐ 1-855-QUIT-VET, the VA telephone Quitline service ☐ SmokefreeVET, a VA text message smoking cessation program ☐ Stay Quit Coach App ☐ Tobacco cessation counseling services, in both individual and group settings  |     |
| <ul> <li>□ SmokefreeVET, a VA text message smoking cessation program</li> <li>□ Stay Quit Coach App</li> <li>□ Tobacco cessation counseling services, in both individual and group settings</li> </ul>  |     |
| ☐ Stay Quit Coach App ☐ Tobacco cessation counseling services, in both individual and group settings  |     |
| ☐ Tobacco cessation counseling services, in both individual and group settings  |     |
|   |     |
|   |     |
| 30. How long has it been since <phr16>you</phr16> last smoked cigarettes regularly?   |     |
| O Still smoke regularly (every day or some days)  |     |
| O Within the past month (less than 1 month ago)   |     |
| • Within the past 3 months (1 month, but less than 3 months ago)  |     |
| • Within the past 6 months (3 months, but less than 6 months ago)   |     |
| O Within the past year (6 months, but less than 1 year ago)   |     |
| O Within the past 5 years (1 year, but less than 5 years ago)   |     |
| Within the past 10 years (5 years, but less than 10 years ago)  |     |

|                          |                          |  | I do not<br>have this<br>device                           | Every day                                       | 4 to 6<br>days<br>a week     | 1 to 3<br>days<br>a week | Less than<br>once a<br>week      | Never                     |
|--------------------------|--------------------------|--|---|---|------------------------------|--------------------------|----------------------------------|---------------------------|
| 34.                      | Du                       | ring a typical week,   | how often   | do you use th                                   | e following t                | to access the            | e Internet?                      |                           |
|                          | 5                        | (Please Skip to Quest  |   |   |                              |                          |                                  |                           |
|                          | 0                        | I am not interested in Other please specify  |   | using the interr                                | iet                          |                          |                                  |                           |
|                          | 0                        | I don't want to pay for  |   |   |                              | et (e.g., a cor          | mputer or smai                   | rt phone);                |
|                          | 0                        | I don't want to pay for  |   |   |                              |                          |                                  |                           |
|                          | 0                        | My location is not se  |   |   | orovider;                    |                          |                                  |                           |
| 33                       | . a.                     | If no, why don't you   |   |   |                              |                          |                                  |                           |
| 0                        | No                       | 1  |   |   |                              |                          |                                  |                           |
| 0                        | Yes                      | (Skip to 34)   | oi, ai icasi (  | occusionally:                                   |                              |                          |                                  |                           |
| to be<br>follow<br>other | mo<br>ing<br>mok<br>tech | nologies can provide<br>nitored or even di<br>questions ask you al<br>pile devices that mig<br>nnologies for your ow | agnosed wi<br>bout your u<br>tht enable r<br>wn health ca | ithout having se of desktop a emote health are. | to travel to<br>and laptop c | a tradition omputers, c  | nal doctor's c<br>ell phones, ta | office. The<br>blets, and |
| Digit                    | al A                     | Access   |   |   |                              |                          |                                  |                           |
|                          | 0                        | Not at all   |   |   |                              |                          |                                  |                           |
|                          | 0                        | Some days  |   |   |                              |                          |                                  |                           |
|                          |                          | Every day  |   |   |                              |                          |                                  |                           |
| 32.                      |                          | o you currently use<br>ookahs, vape pens,  | _   |   | =                            |                          | including elec                   | ctronic                   |
|                          | 0                        | Not at all   |   |   |                              |                          |                                  |                           |
|                          | 0                        | Some days  |   |   |                              |                          |                                  |                           |
|                          | 0                        | Every day  |   |   |                              |                          |                                  |                           |
| 31.                      | D                        | o you currently use  | chewing to  | bacco, snuff, c                                 | r snus every                 | day, some                | days, or not a                   | at all?                   |
|                          | 0                        | Never smoked regu  | ularly  |   |                              |                          |                                  |                           |
|                          | 0                        | 10 years or more   |   |   |                              |                          |                                  |                           |

| a.<br>b.     | Desktop<br>Laptop  |  |                     |                       |                  |  |     |
|--------------|--|--|---------------------|-----------------------|------------------|--|-----|
| c.           | Cell phone   |  |                     |                       |                  |  |     |
| d.<br>Surfa  | Tablet(e.g., iPad,<br>ce, etc)   |  |                     |                       |                  |  |     |
| e.<br>devic  | Other mobile<br>ce   |  |                     |                       |                  |  |     |
|              | Where do you go online Select ALL that apply O Home O Work O School O Public library O Community cente O Someone else's ho O Many places with O Some other place                             | r<br>ouse<br>my cell phon<br>please specit | e, tablet, or<br>fy |                       | evice            |  |     |
|              |  |  |                     |                       |                  |  |     |
|              |  |  | 4 to 6<br>days      | 1 to 3 days           | Less than once a | Never                                  |     |
|              | Cond on wood tout  | Every day                                  |                     | 1 to 3 days<br>a week |                  | Never                                  |     |
| b            | <ul><li>Send or read text<br/>messages</li><li>Send or read email</li><li>Check web pages to</li></ul>   | Every day                                  | days                | -                     | once a           | Never                                  |     |
| b<br>c       | messages  Send or read email  Check web pages to obtain information on health  Check social media  |  | days<br>a week      | a week                | once a<br>week   |  |     |
| b<br>c       | messages  Send or read email  Check web pages to obtain information on health  |  | days<br>a week      | a week                | once a<br>week   |  |     |
| b<br>c.<br>d | messages  Send or read email  Check web pages to obtain information on health  Check social media (for example facebook, snapchat,   | er or mobile                               | days a week         | a week                | once a week      | ====================================== |     |
| b<br>c.<br>d | messages  Send or read email  Check web pages to obtain information on health  Check social media (for example facebook, snapchat, twitter)  Think about any computaccess to the Internet. H | er or mobile                               | days a week         | a week                | once a week      | ====================================== | ose |

|       | b.  | Refill a medication prescription   | on 🗆   | ]  |  |  |             |
|-------|---|--|--|--|--|--|-------------|
|       | c.  | Watch educational health   | _  | _  | _  | _  | _           |
|       | videos                                      |  |  | ]  |  |  |             |
|       | d.  | Join an online support group   | to   |  |  |  |             |
|       |   | ct with others having similar  | _  | ,  |  |  |             |
|       |   | problems   |  |  |  |  |             |
|       | e.  | Complete an online health  |  |  |  |  |             |
|       | anxiety                                     | ment to measure stress or  |  | 1  | П  | П  |             |
|       | f.  | y<br>Schedule medical  |  | ı  |  |  |             |
|       |   | ntments  |  | 1  | П  | П  | П           |
|       | g.  | Access my health record.   |  |  |  |  |             |
|       | h.  | Access laboratory or X-ray te  |  | ı  |  |  |             |
|       | results                                     |  | 50   |  |  |  |             |
|       | i.  | Use an "app" to track my   |  |  |  |  |             |
|       | health                                      | such as blood pressure or  |  |  |  |  |             |
|       | weight                                      | •  |  | ]  |  |  |             |
|       | j.  | Sign up to get health related  |  |  |  |  |             |
|       | text m                                      | essages on my mobile device,   |  |  |  |  |             |
|       | such a                                      | s appointment reminders  |  | ]  |  |  |             |
|       | k.  | Communicate with my  |  |  |  |  |             |
|       | health                                      | care providers using secure  |  |  |  |  |             |
|       | email d                                     | or messaging   |  | ]  |  |  |             |
| C     | or) remo  I pref  I am  prefe  I wou  do no | willing are you to have a votely using a secure internet of fer visits (appointments) with willing to have visits (appointments) are in-person visits (appointmentally like to have visits (appoint of have someone to help me upoon wish to have visits (appointment wish to have visits (appointment). | my provide<br>ments) wints).<br>ments) wints).<br>ments) wints | ers remote<br>th my prot<br>th my prot<br>th my pro- | ely using the inviders remotely viders remotely viders remotely bile device. | ternet.  It with the internet internet internet internet.  It with the internet inte | eernet, but |
| 39. H |   | ing are you to <u>share</u> your hea<br>th a <b>VA health care</b>   | llth inform<br>Very<br>willing<br>□                            | ation (e.g.<br>Somewh<br>willing                     | nat Somewh   | nat Not wil  |             |
|       | pro   | ovider (for example your ctor) who uses that   |  |  |  |  |             |

|    | information to make decisions about your health care as part of a remote visit/appointment using the internet.  |  |  |
|----|---|--|--|
| b. | on your personal computer or mobile device with an automated computer program that has been trained to evaluate that information to make decisions about your health care without any interaction from a healthcare provider (for example your doctor). |  |  |

40. How willing are you to receive a medical opinion and follow directions from...

|    |  | Very<br>willing | Somewhat willing | Somewhat unwilling | Not willing |
|----|--|-----------------|------------------|--------------------|-------------|
| c. | A VA health care provider (for example your doctor) who evaluated health information that you submitted using a computer or mobile device                | П               |                  |                    |             |
| d. | An automated <b>computer</b> program that evaluated your health information without any interaction from a healthcare provider (for example your doctor) |                 |                  |                    |             |

| 41. Do you use the My HealtheVet (MH\ | /) Web site for the following purposes? |
|---------------------------------------|---|
|---------------------------------------|---|

|     |     | apply (for |
|-----|-----|------------|
|     |     | example do |
|     |     | not have a |
| Yes | No  | MHV        |
| [1] | [0] | account)   |
| 0   | 0   | 0          |

Does not

a. To communicate with your healthcare provider using

|        | secure email.  |          |         |            |
|--------|--|----------|---------|------------|
|        | b. To see a laboratory or other test result  | 0        | 0       | 0          |
|        | c. To read your doctors' or nurses' notes from visits to a VA  |          |         |            |
|        | clinic or hospital.  | 0        | 0       | 0          |
|        |  |          |         |            |
| Δho    | ut You   |          |         |            |
| ABO    | at 10a   |          |         |            |
| 42 Di  | d you serve on <u>active duty</u> in the U.S. Armed Forces during the  | e follov | wing ti | me frames? |
| Select | ALL that apply   |          |         |            |
|        | ☐ September 2001 or later  |          |         |            |
|        | ☐ August 1990 to August 2001   |          |         |            |
|        | ☐ May 1975 to July 1990  |          |         |            |
|        | ☐ Vietnam era (August 1964 to April 1975)  |          |         |            |
|        | ☐ February 1955 to July 1964   |          |         |            |
|        | ☐ Korean War (July 1950 to January 1955)   |          |         |            |
|        | ☐ January 1947 to June 1950  |          |         |            |
|        | ☐ World War II (December 1941 to December 1946)  |          |         |            |
|        | ☐ November 1941 or earlier   |          |         |            |
|        | <b>Did you ever serve in a combat or war zone? Note:</b> Persons ser usually receive combat zone tax exclusion, imminent danger par<br>Yes<br>No]  | _        |         |            |
| 44.    | Which of the following best describes your current marital   | status   | s?      |            |
| 0      | Currently married  |          |         |            |
| 0      | Widowed  |          |         |            |
| 0      | Divorced   |          |         |            |
| 0      | Separated  |          |         |            |
| 0      | Never married  |          |         |            |
| 0      |  |          |         |            |
|        | Not including yourself, how many dependents do you current anyone who relies on you for at least half of their financial supparent or other family member. For none, enter 0.  Dependents [0-97] [NUMERIC VALUES ONLY] | -        |         |            |
|        | <b>↓</b>   |          |         |            |

| 46. | How many of these dependents are under the age of 18 (0 to 17 years of age)? For none, enter 0.  |
|-----|--|
| I   | II Dependents [0-97] [NUMERIC VALUES ONLY]   |
| 47. | How would you best characterize your employment status?  |
|     | <ul> <li>0 Employed full-time (includes self-employment)</li> <li>0 Employed part-time (includes self-employment)</li> <li>0 Unemployed, looking for work, or laid off</li> <li>0 Retired</li> <li>0 Not currently looking for work (for example, a student, homemaker, or on disability)</li> </ul> |
| 48. | Would you describe yourself as Spanish, Hispanic, or Latino(a)? (a person of Cuban, Mexican, Chicano, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race)  |
|     | O Yes<br>O No  |
| 49. | What is your race? Note: For the purposes of this survey, Spanish, Hispanic, or Latino(a) origins are not considered race. Choose one or more of the following:  |
|     | <ul> <li>O White</li> <li>O Black or African American</li> <li>O American Indian or Alaska Native</li> <li>O Asian</li> <li>O Native Hawaiian or Other Pacific Islander</li> </ul>   |
| 50. | Annual income information is critical for VA planning purposes. Please indicate the range that best describes your <u>2021</u> total annual household income.  |
|     | Was it   |
|     | O Less than \$10,000? O \$10,000 - \$14,999? O \$15,000 - \$19,999?  |

| O \$20,000 - \$24,999?  |
|---|
| O \$25,000 - \$34,999?  |
| O \$35,000 - \$49,999?  |
| O \$50,000 - \$74,999?  |
| O \$75,000 or over?   |
| (Optional) Please use this space to clarify any of your answers or share any other comments that you would like us to know. Your comments will remain anonymous.  |
|   |
|   |
|   |
|   |
| Note: If you are a Veteran in crisis or concerned about a Veteran in crisis, please contact the Veterans Crisis Line at 1-800-273-8255 and Press 1 or text 838255 or chat online at <a href="VeteransCrisisLine.net">VeteransCrisisLine.net</a> |
| For assistance with VA benefits or health care, contact MyVA at 844-698-2311 or go online at <a href="https://www.va.gov">www.va.gov</a> . You may also contact your local VA Hospital Patient Advocate.  |
|   |

51.