NIH Clinical Center Patient Portal Survey for Patients

Please respond to these prompts as they apply to your experience with the FollowMyHealth® Patient Portal in use at the National Institutes of Health Clinical Center. This survey is anonymous.

NIH Clinical Center Privacy Policy - <https://www.cc.nih.gov/disclaimers.html>

OMB # 0925-0648, Expiration Date: 06/30/2024

Public reporting burden for this collection of information is estimated to average 5 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

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

1 year or less

2 years

3 years

4 years or greater

2.How many times have you used the NIH Clinical Center Patient Portal?

0

1 to 5

6 to 10

11 to 40

41 or more

3.Please indicate your level of agreement with the following statement. The process to create your FollowMyHealth® Patient Portal account was easy.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

4.In the last 12 months, did you e-mail your NIH care provider with a medical question using the patient portal?

Yes

No

5.Does the NIH Clinical Center put your lab results on the NIH Clinical Center Patient Portal for you to see?

Yes

No

Don't know

6.In the last 12 months, did you look for your lab results on the NIH Clinical Center Patient Portal?

Yes

No

7.In the last 12 months, how often was it easy to find these lab results on the NIH Clinical Center Patient Portal?

Never

Sometimes

Usually

Always

8.In the last 12 months, how often were these lab results available 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 results presented in a way that was easy to understand?

Never

Sometimes

Usually

Always

10.Visit notes summarize what was talked about on a visit to a provider. Visit notes may be available on paper, on the patient portal, or by e-mail. Does the NIH Clinical Center provide you with your visit notes?

Yes

No

Don't know

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

On paper

In the Patient Portal

By e-mail

Some other way

12.In the last 12 months, did you look for visit notes in the NIH Clinical Center Patient Portal from your NIH care provider?

Yes

No

13.In the last 12 months, how often was it easy to find visit notes on the NIH Clinical Center Patient Portal site?

Never

Sometimes

Usually

Always

14.In the last 12 months, how often were these visit notes available in the NIH Clinical Center Patient Portal as soon as you needed them?

Never

Sometimes

Usually

Always

15.In the last 12 months, how often were the visit notes written in a way that was easy to understand?

Never

Sometimes

Usually

Always

16.Does the NIH Clinical Center Patient Portal offer a way to view appointment schedules?

Yes

No

Don't know

17.In the last 12 months, did you check your appointment schedule in the NIH Clinical Center Patient Portal?

Yes

No

18.In the last 12 months, how often was it easy to view your appointment schedule on the NIH Clinical Center Patient Portal site?

Never

Sometimes

Usually

Always

19.In the last 12 months, how often was your appointment schedule presented in a way that was easy to understand?

Never

Sometimes

Usually

Always

20.Does the NIH Clinical Center Patient Portal Service Center provide support via phone?

Yes

No

Don't know

21.In the last 12 months, did you call the NIH Clinical Center Patient Portal Service Center?

Yes

No

22.In the last 12 months, please rate your experience with calling the NIH Clinical Center Patient Portal Service Center.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

Unsatisfactory

Satisfactory

23.What information (notes, results, other) do you feel is missing from the NIH Clinical Center Patient Portal? (If none, you may skip this question.)



24.What functionality do you feel is missing from the NIH Clinical Center Patient Portal? (If none, you may skip this question.)



25.Do you use the FollowMyHealth® Patient Portal for other healthcare facilities you visit?

Yes

No

26.Do you enter information from other medical providers into FollowMyHealth® Patient Portal?

Yes

No

27.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

28.Sex:

Male

Female

Unknown

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

8th grade or less

Some high school, but did not graduate

High school graduate or GED

Some college or 2-year degree

4-year college graduate

More than 4-year college degree

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

Yes, Hispanic or Latino

No, not Hispanic or Latino

31.What is your race?

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White