Access Module

QUESTIONS

1. What does "Access to healthcare" mean to you? [multi-select, rotate responses]
   - Facilities are easy / convenient to get to
   - I can afford the healthcare I need
   - I don't have to wait too long in the waiting room
   - I don't have to wait too long to get an appointment
   - Facilities I want to use are open when I need them
   - I can see the doctor I want
   - Getting care is not confusing
   - I can find information about healthcare/treatments
   - My culture/religion allows me to use healthcare services
   - Ability to speak to a person, rather than navigating websites or using other technology
   - Virtual care options available (phone visits, video visits, etc.)
   - Other, please specify: [anchor, open end]
   - None of the above [anchor, exclusive]

2. Have you ever had a problem in accessing healthcare? [single-select]
   - Yes
   - No

3. [If Yes] What was the biggest factor in why you had a problem accessing healthcare? [rotate responses, single-select]
   - Cost
   - Parking
   - Distance from home
   - No transportation
   - Appointment availability
   - Confusion (don't know who or where to go for your symptoms)
   - No health insurance
   - Insurance not accepted
   - Care was not available in my area (certain tests, specialists, etc.)
   - Difficulty finding the doctor's office within the building it was located
   - Difficulty receiving an answer (being directed to voicemail, messages not being responded to, etc.)
   - Other, please specify: [anchor, open end]
   - None of the above [anchor]

4. What would make access to healthcare easier for you? [multi-select, rotate responses]
   - Extended hours
   - Free valet parking

- Ability to see a doctor online
- Lower cost
- A better understanding of where and when to go
- A personal assistant who knows my health needs
- Star ratings (like Amazon)
- Appointments available sooner
- None of the above [anchor, exclusive]

5. Which of the following would you use if it was offered by a healthcare provider in your area? [multi-select, rotate responses]
- Online visit/virtual visit options with medical professionals
- An in home visit with a medical professional
- An at work visit with a medical professional
- Free rideshare services available for an appointment (Uber, Lyft, etc.)
- Upfront pricing for services
- Easy to read literature to help you understand when you need to be seen and when you can be treated at home
- Online appointment scheduling options
- Same-day primary care appointments for minor illnesses (cold/flu symptoms, wellness visits, etc.)
- Wayfinding/navigation applications to help find your way around a facility
- Online tools to estimate out-of-pocket medical costs
- Online options for messaging healthcare providers without an appointment
- Text message service for appointment reminders, rescheduling options, etc.
- None of the above [anchor, exclusive]

6. Are you able to access the internet at your home? [single-select]
- Yes
- No

7. On a scale of 0-10, how confusing do you find healthcare? [single-select]
- 0 – Not at all easy
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 – Extremely easy

8. If you needed to schedule an appointment for the following types of healthcare, how soon would you expect to be seen? [rotate rows, single-select]

	Same day	Next day	Less than one week	One to two weeks	Three to six weeks	Seven weeks or longer
For a physical or annual exam	o	o	o	o	o	o
For a minor, non-urgent condition (for example, allergy symptoms)	o	o	o	o	o	o
For an urgent but not life threatening condition (cold/flu symptoms, skin rash, etc.)	o	o	o	o	o	o
Follow-up for a chronic condition (asthma, diabetes, heart failure, etc.)	o	o	o	o	o	o
First appointment with a new specialty care provider / specialist (to discuss symptoms, treatments, etc.)	o	o	o	o	o	o

9. Virtual healthcare visits allow a patient to use a computer, smartphone, or other videoconference device to connect with healthcare professionals. Depending on the type of virtual visit, healthcare professionals can evaluate, diagnose and treat patients in remote locations without requiring the patient to travel.

Which type(s) of virtual visits have you, or anyone in your household, used in the last year? [multi-select, rotate responses]
- Video visits
- Phone call visits
- Online chat visits (on a website or online patient portal)
- Email visits / conversations with a healthcare provider
- Text messaging visits / conversations with a provider
- E-visits, where I fill out an online form / questionnaire and the healthcare provider replies later
- Other, please specify: [anchor, open end]
- N/A – have not used virtual healthcare in the last year [anchor, exclusive]

10. Which type(s) of virtual visits would you be willing to use in the future, for either yourself or someone in your household? [multi-select, rotate responses]
- Video visits
- Phone call visits
- Online chat visits (on a website or online patient portal)
- Email visits / conversations with a healthcare provider
- Text messaging visits / conversations with a provider
- E-visits, where I fill out an online form / questionnaire and the healthcare provider replies later
- Other, please specify: [anchor, open end]
- N/A – would not be willing to use any type of virtual visits [anchor, exclusive]

11. For which of the following types of healthcare appointments/services would you be

willing to use a virtual healthcare visit? [multi-select, rotate responses]
- Initial specialty care appointment
- Specialty care follow up appointment
- Initial primary care appointment
- Primary care follow up appointment
- Prescription refill discussions
- Mental health counseling/therapy
- Care for a minor illness or injury (cold/flu symptoms, minor burns, etc.)
- Physical therapy/rehabilitation appointments
- Informational sessions prior to a surgery/major procedure
- Follow up visits after a surgery/major procedure
- None of the above [anchor, exclusive]

12. Which of the following items are you concerned about when considering using virtual healthcare visits? [multi-select, rotate rows]
- Examinations may not be as complete as in-person visits
- Concern with security/privacy of the connection
- Concern with poor connections or frequent video buffering
- Concern with not always being able to speak with my usual doctor or medical professional
- I'm not as likely to create a rapport/relationship with the medical professional
- Visit may not be linked to my medical record
- I would rather speak with someone face to face
- I likely will not be able to understand how to use the technology
- I do not have access to the technology needed for these visits (phone, computer, etc.)
- Other, please specify: [anchor, open end]
- N/A – I have no concerns about virtual healthcare visits [anchor, exclusive]

13. Which statement best describes how you would expect the out-of-pocket costs for a virtual healthcare visit and an in-person healthcare visit to compare? [flip polarity, single-select]
- In-person visit would be much more expensive
- In-person visit would be somewhat more expensive
- Both visits would cost approximately the same out-of-pocket
- Virtual visit would be somewhat more expensive
- Virtual visit would be much more expensive

14. With the rise of virtual health visits being offered by providers across the U.S., how likely would you be to consider utilizing a provider outside of your immediate area/local healthcare providers for care."
- 5 Very Likely
- 4
- 3
- 2
- 1 Not very unlikely

15. As you may or may not know, "Advanced Practice Professionals" describe medical professionals who are not physicians, but who are trained and educated similarly to physicians. Advanced Practice Professionals include Physician Assistants and Nurse Practitioners and can work in all areas of hospitals and clinics.

How willing would you be to receive care from an Advanced Practice Professional in the following healthcare settings? [rotate rows, single-select]

	Very Willing	Somewhat Willing	Neither Willing Nor Unwilling	Somewhat Unwilling	Very Unwilling
Emergency Room					
Urgent Care	o	o	o	o	o
Primary Care Visit	o	o	o	o	o
Specialty Care Visit	o	o	o	o	o
Virtual Visit					