

**Table 3**

## Representative Written Comments from Survey Respondents

Topic (Frequency)	Examples of Verbatim Comments
<i>Positively focused comments, by topic</i>	
Benefits of electronic medical record (1,370)	“It is much easier for me. I appreciate having the complete list of medications available to me. It is much less confusing and more efficient for everyone involved.”
Better coordination/sharing of data (356)	“I think it is a good idea so that all the different doctors I have can keep up with what is going on. This way no one is left out of the loop. There can be uniformity in treatment.”
More efficient (321)	“Computers in room makes things convenient, look-up results and other things so time isn’t wasted.”
Improved care (210)	“I feel that electronic medical records are a step towards preventing medical errors and help to provide and ensure patient safety.”
<i>Negatively focused comments, by topic</i>	
Security concerns (191)	<p>“I worry about the loss of records should something happen such as a virus/electronic failure of equipment, etc.”</p> <p>“My only concern is the possibility of hackers getting into the system. So my question is: How good is your encryption and what would happen if it is compromised?”</p>
Distracting (84)	<p>“I think [electronic medical records] make it much easier to coordinate care across multiple doctors. However, having the physician working on the computer during the visit can be distracting and make it difficult to feel like you have the doctor’s attention.”</p> <p>“Convenient to have info accessible, but decreases some personal interaction with physician. He focuses more on computer and is somewhat distracted from patient.”</p>
Privacy (41)	“I have no problem with the medical staff having access to my records as long as other people are not allowed to see them.”
Accuracy concerns (19)	“It’s nice to be able to access info from home, but some info was able to be seen by myself during my visit that didn’t pertain to me. Not sure if proper log offs are done in each room.”