Appendix A

Survey Instrument

1) In the past year, have you tried to obtain copies of your health records from a doctor, clinic, hospital or other healthcare provider?
   a) Yes
   b) No

2) Indicate the access format(s) that you requested for your health records. Mark all that apply.
   a) Paper
   b) Electronic
   c) CD or DVD
   d) USB Key or Flash Drive
   e) Other

3) Did you receive your records in the form(s) requested?
   a) Yes
   b) No

4) How much were you charged for accessing your records?
   a) No charge
   b) Less than $5.00
   c) $5.00–$10.00
   d) $10.01–$25.00
   e) Over $25.00

5) How long did it take for you to get the records you requested?
   a) Less than one day
   b) 1–15 days
   c) 16–30 days
   d) Over 30 days
   e) Never received the records

6) Does your healthcare provider have a patient portal?
   a) Yes
   b) No
   c) Don’t know

7) Do you use the patient portal?
   a) Yes
   b) No
   c) Don’t know

8) What have you used to portal for? Check all that apply.
   a) View lab results
   b) Request medication renewal
   c) Request appointments
   d) Secure messaging
   e) Other, please describe

9) How satisfied are you with the portal?
   a) Very satisfied
   b) Satisfied
c) Neither satisfied nor dissatisfied  
d) Dissatisfied  
e) Very dissatisfied  

Patient Does Not Use Portal  
10) Indicate why you do not use the patient portal.  
   a) Not interested in managing health records  
   b) Not comfortable with computer  
   c) Not sure how to use the Internet  
   d) Not sure how to use the portal  
   e) No Internet access  
   f) No computer  
   g) Other (please specify)  

Personal Health Record  
11) Do you keep a personal health record?  
   a) Yes  
   b) No  
12) What format(s) do you use for your personal health record?  
   a) Paper  
   b) Electronic  
   c) Both paper and electronic  
   d) Other (please specify)  
13) Is there anything else you would like to share about your experience regarding access to your medical information?