

Table S1. Descriptive statistics of respondents' demographics and usage characteristics by survey method. Number of respondents categorized by age, professional role, system access time, and computer literacy are shown for each survey method, online and paper. (Values in italics indicate the percentage of respondents per survey method.)

Age	Online		Paper		Total	
Under 31	20	<i>21.3</i>	16	<i>28.1</i>	36	<i>23.8</i>
31 to Under 43	24	<i>25.5</i>	13	<i>22.8</i>	37	<i>24.5</i>
43 to Under 59	23	<i>24.5</i>	15	<i>26.3</i>	38	<i>25.2</i>
59 And Older	27	<i>28.7</i>	13	<i>22.8</i>	40	<i>26.5</i>
Total	94	<i>100</i>	57	<i>100</i>	151	<i>100</i>
Professional Role						
RN/PA/LPN/Other	39	<i>37.9</i>	22	<i>37.9</i>	61	<i>37.9</i>
NP/MD	64	<i>62.1</i>	36	<i>62.1</i>	100	<i>62.1</i>
Total	103	<i>100</i>	58	<i>100</i>	161	<i>100</i>
System Access Time						
Less than 1 year	26	<i>24.8</i>	10	<i>16.7</i>	36	<i>21.8</i>
1 year to less than 2	41	<i>39.1</i>	25	<i>41.7</i>	66	<i>40.0</i>
2 to less than 3 years	27	<i>25.7</i>	19	<i>31.7</i>	46	<i>27.9</i>
3 years or more	11	<i>10.5</i>	6	<i>10.0</i>	17	<i>10.3</i>
Total	105	<i>100</i>	60	<i>100</i>	165	<i>100</i>
Computer Literacy Score						
0	2	<i>2.1</i>	0	<i>0.0</i>	2	<i>1.3</i>
1	3	<i>3.2</i>	0	<i>0.0</i>	3	<i>2.0</i>
2	0	<i>0.0</i>	1	<i>1.8</i>	1	<i>0.7</i>
3	1	<i>1.1</i>	0	<i>0.0</i>	1	<i>0.7</i>
5	2	<i>2.1</i>	3	<i>5.4</i>	5	<i>3.3</i>

6	1	1.1	3	5.4	4	2.7
7	3	3.2	2	3.6	5	3.3
8	1	1.1	2	3.6	3	2.0
9	6	6.3	6	10.7	12	8.0
10	3	3.2	1	1.8	4	2.7
11	4	4.2	3	5.4	7	4.6
12	4	4.2	1	1.8	5	3.3
13	5	5.3	2	3.6	7	4.6
14	6	6.3	1	1.8	7	4.6
15	6	6.3	4	7.1	10	6.6
16	2	2.1	3	5.4	5	3.3
17	3	3.2	3	5.4	6	4.0
18	7	7.4	6	10.7	13	8.6
19	10	10.5	3	5.4	13	8.6
20	7	7.4	3	5.4	10	6.6
21	7	7.4	4	7.1	11	7.3
22	5	5.3	2	3.6	7	4.6
23	2	2.1	2	3.6	4	2.7
24	1	1.1	0	0.0	1	0.7
25	4	4.2	1	1.8	5	3.3
Total	95	100	56	100	151	100

Table S2. QUIS scale scores. This table shows the percentage of respondents, and corresponding frequencies in parentheses, who provided a score from 1 to 9 for each QUIS item (N=151 users). The number of missing responses is shown in parentheses next to each QUIS subscale. Inter-reliability scores are shown with each QUIS scale on the far right.

	QUIS Score	1	2	3	4	5	6	7	8	9	
Overall Reactions ($\alpha=0.90$)	Terrible (7)	0.7 (1)	1.3 (2)	0.7 (1)	1.3 (2)	4.6 (7)	13.3 (20)	29.1 (44)	20.5 (31)	23.8 (36)	Wonderful
	Frustrating (14)	3.3 (5)	2 (3)	3.3 (5)	4 (6)	6 (9)	15.2 (23)	19.9 (30)	19.9 (30)	17.2 (26)	Satisfying
	Dull (19)	2 (3)	2 (3)	1.3 (2)	1.3 (2)	8 (12)	35.1 (53)	15.9 (24)	13.9 (21)	8 (12)	Stimulating
	Difficult (15)	3.3 (5)	2 (3)	0.7 (1)	2 (3)	4.6 (7)	15.9 (24)	16.6 (25)	23.2 (35)	21.9 (33)	Easy
	Rigid (18)	1.3 (2)	4.6 (7)	1.3 (2)	7.3 (11)	12.6 (19)	20.5 (31)	21.2 (32)	7.3 (11)	11.9 (18)	Flexible
	Unhelpful (16)	0.7 (1)	0.7 (1)	1.3 (2)	2.7 (4)	3.3 (5)	8.6 (13)	13.3 (20)	25.2 (38)	33.8 (51)	Informative
Screen ($\alpha=0.82$)	Characters on the computer screen: Hard to Read (6)	0.7 (1)	1.3 (2)	0 (0)	2.7 (4)	4 (6)	13.3 (20)	20.5 (31)	22.5 (34)	31.1 (47)	Easy to Read
	Highlighting on the screen: Unhelpful (6)	1.3 (2)	0 (0)	0.7 (1)	2 (3)	6 (9)	19.2 (29)	22.5 (34)	25.2 (38)	19.2 (29)	Helpful
	Screen layouts were helpful: Never (10)	0 (0)	0 (0)	3.3 (5)	2.7 (4)	9.9 (15)	19.2 (29)	29.8 (45)	16.6 (25)	11.9 (18)	Always
	Sequence of screens: Confusing (9)	0.7 (1)	2 (3)	3.3 (5)	5.3 (8)	5.3 (8)	22.5 (34)	19.9 (30)	22.5 (34)	12.6 (19)	Clear
	I need to scroll to review information: Never (14)	3.3 (5)	4 (6)	4 (6)	4 (6)	6 (9)	21.9 (33)	10.6 (16)	20.5 (31)	16.6 (25)	Always
	Satisfaction with scrolling amount: Frustrated (10)	2 (3)	2.7 (4)	4 (6)	8.6 (13)	9.9 (15)	23.8 (36)	19.2 (29)	15.2 (23)	8 (12)	Satisfied
Terminology & System Information ($\alpha=.85$)	Use of terminology throughout the system: Inconsistent (12)	0 (0)	0 (0)	2 (3)	0.7 (1)	4 (6)	12.6 (19)	23.8 (36)	23.8 (36)	25.2 (38)	Consistent
	Terminology relates well to the work you are doing: Never (12)	6.6 (10)	3.3 (5)	5.3 (8)	2 (3)	2 (3)	11.3 (17)	21.2 (32)	20.5 (31)	19.9 (30)	Always
	Messages which appear on the screen: Inconsistent (23)	0.7 (1)	0.7 (1)	1.3 (2)	2.7 (4)	13.3 (20)	19.9 (30)	20.5 (31)	11.3 (17)	14.6 (22)	Consistent
	Messages which appear on the screen: Confusing (22)	0 (0)	1.3 (2)	0.7 (1)	2.7 (4)	8 (12)	19.9 (30)	20.5 (31)	13.9 (21)	18.5 (28)	Clear

Learning ($\alpha=0.90$)	Computer keeps you informed about what it is doing: Never (19)	2.7 (4)	2 (3)	2.7 (4)	3.3 (5)	5.3 (8)	23.8 (36)	18.5 (28)	16.6 (25)	12.6 (19)	Always	
	Error Messages: Unhelpful (30)	1.3 (2)	1.3 (2)	2.7 (4)	2.7 (4)	10.6 (16)	25.2 (38)	13.3 (20)	12.6 (19)	10.6 (16)	Helpful	
	Learning to operate the system: Difficult (12)	0.7 (1)	0.7 (1)	4 (6)	3.3 (5)	6 (9)	13.3 (20)	17.2 (26)	19.2 (29)	27.8 (42)	Easy	
	Remembering names and uses of commands: Difficult (16)	0.7 (1)	2 (3)	2 (3)	2 (3)	8.6 (13)	15.9 (24)	16.6 (25)	21.9 (33)	19.9 (30)	Easy	
	Tasks can be performed in a straightforward manner: Never (13)	0.7 (1)	1.3 (2)	3.3 (5)	2.7 (4)	2.7 (4)	18.5 (28)	18.5 (28)	25.2 (38)	18.5 (28)	Always	
	Shortcuts are available to perform repetitive tasks: Never (24)	5.3 (8)	2.7 (4)	6 (9)	5.3 (8)	6.6 (10)	23.8 (36)	16.6 (25)	9.3 (14)	8.6 (13)	Always	
	Help is available where needed: Never (22)	2 (3)	3.3 (5)	4 (6)	6 (9)	8.6 (13)	22.5 (34)	15.2 (23)	11.9 (18)	11.9 (18)	Always	
	Exploration of features by trial and error: Discouraging (20)	1.3 (2)	0.7 (1)	1.3 (2)	2.7 (4)	8 (12)	19.9 (30)	23.8 (36)	15.2 (23)	13.9 (21)	Helpful	
	System speed: Too Slow (10)	0 (0)	0.7 (1)	3.3 (5)	3.3 (5)	8 (12)	19.2 (29)	23.2 (35)	20.5 (31)	15.2 (23)	Fast Enough	
	The system is reliable: Never (11)	0 (0)	0.7 (1)	1.3 (2)	3.3 (5)	3.3 (5)	15.9 (24)	28.5 (43)	23.8 (36)	15.9 (24)	Always	
System Capabilities ($\alpha=0.72$)	Log-on process: Difficult (15)	4 (6)	2 (3)	4.6 (7)	2 (3)	4.6 (7)	15.9 (24)	13.9 (21)	13.9 (21)	29.1 (44)	Easy	
	Correcting your mistakes: Difficult (33)	0.7 (1)	1.3 (2)	2.7 (4)	1.3 (2)	4.6 (7)	23.2 (35)	16.6 (25)	11.3 (17)	16.6 (25)	Easy	
	Ease of operation depends on your level of experience: Never (14)	2 (3)	1.3 (2)	2.7 (4)	2 (3)	4.6 (7)	23.2 (35)	19.9 (30)	19.2 (29)	15.9 (24)	Always	
	System Functionality ($\alpha=0.90$)	Grouping patient records: Difficult (19)	4 (6)	0.7 (1)	2 (3)	3.3 (5)	9.3 (14)	19.9 (30)	16.6 (25)	12.6 (19)	19.2 (29)	Easy
		The suggested patient grouping is reliable: Never (20)	2 (3)	0.7 (1)	1.3 (2)	3.3 (5)	6 (9)	21.9 (33)	19.2 (29)	19.9 (30)	12.6 (19)	Always
The view of lab data: Cumbersome (13)		4.6 (7)	3.3 (5)	4 (6)	4.6 (7)	4.6 (7)	19.2 (29)	19.2 (29)	15.2 (23)	16.6 (25)	Straightforward	

Reviewing encounter summaries: Cumbersome (15)	2 (3)	2 (3)	3.3 (5)	2.7 (4)	8 (12)	17.2 (26)	21.2 (32)	14.6 (22)	19.2 (29)	Straightforward
Developing a synopsis of the patient: Difficult (15)	1.3 (2)	2 (3)	4.6 (7)	6 (9)	6.6 (10)	25.8 (39)	16.6 (25)	13.9 (21)	13.3 (20)	Easy
The data needed to care for patients are usually: Incomplete (15)	4.6 (7)	1.3 (2)	0.7 (1)	6.6 (10)	4 (6)	23.2 (35)	22.5 (34)	14.6 (22)	12.6 (19)	Complete