

Supplemental Digital Content 1. CAHPS® Health Information Technology (HIT) Field Test Items and Response Scales

Item*	Description	Response Scale
Q10	Can you make appointments at this doctor's office by e-mail or on a website?	Y/N/DK
Q11	In the last 12 months, did you use e-mail or a website to make an appointment at this doctor's office?	Y/N/DK
Q12	In the last 12 months, when you used e-mail or a website to get an appointment at this doctor's office, how often did you get an appointment as soon as you thought you needed?	N/S/U/A [†]
Q13	In the last 12 months, did you ever fill out a medical history form on a website before a visit to this doctor?	Y/N
Q18	In the last 12 months, did you e-mail this doctor's office with a medical question?	Y/N
Q19	In the last 12 months, when you e-mailed this doctor's office, how often did you get an answer to your medical question as soon as you needed?	N/S/U/A
Q20	In the last 12 months, when you e-mailed this doctor's office, how often were all of the questions in your e-mail answered?	N/S/U/A
Q21	In the last 12 months, did this doctor's office ever send you an e-mail to remind you about tests or treatment you needed?	Y/N
Q21a	In the last 12 months, did you make an appointment for any of the tests or treatment mentioned in a reminder e-mail?	Y/N
Q36	In the last 12 months, did you ever use e-mail or a website to ask this doctor's office to refill or renew one of your prescriptions?	Y/N
Q37	In the last 12 months, did you ever use e-mail or a website to ask this doctor's office to prescribe a new medicine for you?	Y/N
Q38	Doctors may use computers or handheld devices during an office visit to do things like look up your information or order prescription medicines. In the last 12 months, did this doctor use a computer or handheld device during any of your visits?	Y/N
Q39	During your visits in the last 12 months, did this doctor ever use a computer or handheld device to look up test results or other information about you?	Y/N/DK
Q40	During your visits in the last 12 months, did this doctor ever use a computer or handheld device to show you information?	Y/N
Q41	In the last 12 months, did this doctor ever use a computer or a handheld device to order your prescription medicines?	Y/N/DK
Q42	During your visits in the last 12 months, was this doctor's use of a computer or handheld device helpful to you?	YD/YS/N
Q43	During your visits in the last 12 months, did this doctor's use of a computer or handheld device make it harder or easier for you to talk with him or her?	H/NHOE/E
Q46	Does this doctor's office put your laboratory or other test results on a website for you to see?	Y/N/DK
Q47	In the last 12 months did you look for your lab or other test results on the website?	Y/N

Q48	In the last 12 months, how often was it easy to find these lab or other test results on the website?	N/S/U/A
Q49	In the last 12 months, how often were these lab or other test results put on the website as soon as you needed them?	N/S/U/A
Q50	In the last 12 months, how often were these lab or other test results presented in a way that was easy to understand?	N/S/U/A
Q51	Does this doctor's office put a list of your prescription medicines on a website for you to see?	Y/D/K
Q52	In the last 12 months, did you look at this list of your prescription medicines on the website?	Y/N
Q53	In the last 12 months, how often was the list of prescription medicines up to date?	N/S/U/A
Q54	Visit notes sum up what was talked about on a visit to a doctor's office. Visit notes may be available on paper, on a website or by e-mail. In the last 12 months, did this doctor's office offer you visit notes?	Y/N/DK
Q55	In the last 12 months, how did this doctor's office offer you the visit notes? Mark one or more.	P/W/E/O
Q56	In the last 12 months, did you look at any visit notes from this doctor's office?	Y/N
Q57	In the last 12 months, how often were the visit notes easy to understand?	N/S/U/A
Open-Ended Items		
Q11a	Why didn't you use e-mail or a website to make an appointment at this doctor's office?	
Q21b	Why didn't you make an appointment for any of the tests or treatment mentioned in a reminder e-mail?	
Q47a	Why didn't you look for your lab or other test results on the website?	
Q52a	Why didn't you look at the list of your prescription medicines on the website?	
Q56a	Why didn't you look at any visit notes from this doctor's office?	
Q58	Health information technology is a way for doctors and patients to share medical information using technology like computers and the Internet. This survey asked you about using e-mail to make appointments or send questions, seeing your test results on a web site, and other experiences with health information technology. Are there any other kinds of health information technology we should have asked about in this survey?	

* Item numbers refer to how the items were identified in analyses.

†One of the three pilot sites used a six-point response scale: never, almost never, sometimes, usually, almost always, always.

Y/N/DK indicates yes, no, don't know; N/S/U/A indicates never, sometimes, usually, always; Y/N indicates yes, no; YD/YS/N indicates yes definitely, yes somewhat, no; H/NHOE/E indicates harder, not harder or easier, easier; P/W/E/O indicates paper, website, e-mail, other way.