

Medical Record Questionnaire Items:

Respondents were asked “Do any of your doctors or other health care providers maintain your medical records in a computerized system?” (Yes/No or Don’t Know), “How confident are you that safeguards (including the use of technology) are in place to protect your medical records from being seen by people who aren’t permitted to see them?” This item was dichotomized to confident (very and somewhat) and not confident. “Have you ever been offered *online* access to your medical records by your health care provider or health insurer?” (Yes/No or Don’t Know) “Were you offered online access to your medical records by: 1) health care provider, 2) insurer?” (Yes/No).

Respondents who reported being offered access to online access to medical records were asked a series of follow-up questions regarding online medical records specifically. Respondents were asked to report the frequency of online medical record use in the last 12 months. This item was dichotomized to ≥ 1 time and no use. Reasons for not using online medical records (Yes/No) were described with the following four questionnaire items: “Is it because you: 1) prefer to speak to your health care provider directly, 2) do not have a way to access the website, 3) did not have a need to use your online medical record, or 4) were concerned about the privacy or security of the website that had your medical records?”. Reported reasons for using medical records (Yes/No) included the following: 1) to request a refill of medications, 2) to fill out forms for paperwork related to personal health care, 3) to request correction of inaccurate information, 4) to securely message health care provider and staff, 5) to download personal health information to a personal computer or mobile device, 6) add health information to share with personal health care provider such as health concerns, symptoms, and side effects 7) make a decision about how to treat an illness or condition. The reported usefulness of the online medical record was determined by, “In general, how useful is your online medical record for monitoring your health?” This item was dichotomized to useful (very and somewhat) and not useful (not very, not at all, and I do not use for this purpose).