

METHODOLOGY

This survey was conducted online by Health Industry Insights, an IDC company, between November 23, 2005 and December 6, 2005 among general consumers who are at least 18 years old and responsible for managing health care choices for themselves or their household. An email invitation containing a link to the survey was sent out to 2000 general consumers, receiving 1,095 fully completed surveys. Survey results are published and analyzed in a report authored by Health Industry Insights' Program Director of Healthcare Provider Research, Marc Holland, entitled *Electronic Personal Health Records: A Survey of Consumer Attitudes and Usage* (Doc # HI201461). Available at www.healthindustry-insights.com.

Results of this survey are highlighted below and have a +/- 2.96% margin of error.

HIGHLIGHTED SURVEY RESULTS

- 1. Have you EVER used a personal health record (PHR), whether in a paper or an electronic format, that you personally have responsibility to maintain, that holds your medical information for your reference or for use your care provider to manage your health care?**

	Percent of Total Answering
Yes	17%
No.....	83%
Total Answering:	
	1095

- 2. What is the primary reason you have NEVER used a PHR?**

	Percent of Total Answering
I have never heard of a PHR	52%
I would if my physician or other health care professional recommended it to me	18%
I do not seek much care and don't see the value	10%
I do not trust the security of the currently available Internet-based sites.....	10%
I do not want a written record of sensitive personal health information.....	4%
I do not want to spend the time to initially input and update the information.....	3%
Other	3%
Total Answering	
	909

Note: Totals may not add to 100% due to rounding.

3. If you do not currently use, but are planning to use a PHR, when do you intend to start?

	Percent of Total Answering
Uncertain as to when I might begin.....	82%
I will never use a PHR.....	8%
Within the next 1-2 years	4%
Within the next 1 to 6 months	3%
Within the next 6 to 12 months	2%
Within the next 30 days.....	1%
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Total Answering:	909

4. Where do you primarily record your and/or your family's PHR information?

	Percent of Total Answering
Paper.....	60%
On my personal computer (PC) (e.g., in a Word doc or Excel sheet)	28%
Internet-based tool/application.....	5%
In an electronic template (form) stored on my PC that was obtained from a healthcare organization such as the American Heart Associations	2%
PC-based packaged PHR software application (info not updated to/from Internet)	2%
Other	4%
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Total Answering:	1095

5. What was the primary reason you started to use a PHR?

	Percent of Total Answering
I or a member of my family experienced a healthcare event that showed me the importance of having the information available	27%
Recommended by my care provider(s) (e.g., physician, specialist, nurse)	21%
I or a member of my family was diagnosed with a chronic disease or complicated health issue.....	15%
Recommended by my health plan	11%
Recommended by an article, TV show or radio program	4%
Other	23%
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Total Answering:	191

Note: Totals may not add to 100% due to rounding.

6. Would you like to have the option when you or your family member enrolls in a health plan to "opt in" or "opt out" when it comes to your health plan sharing your or your family's medical and/or prescription drug information between your primary care physician, specialists or hospitals?

Percent of Total Answering

Opt in -- Medical information is not shared, unless I tell the health plan I want them to share my medical information with providers	57%
Opt out -- Medical information is shared, unless I tell the health plan I don't want them to share my medical information with providers	26%
Undecided	17%

Total Answering: 1095

7. Is there any information in you or your family member's PHR that you would not record yourself or want to have been recorded by someone else? (Check all that apply)

Percent of Total Answering

Nothing – I would want a complete record.....	62%
Sensitive lab results	25%
Treatment for mental health issues.....	25%
Treatment for substance abuse	16%
Other	4%

Total Answering: 186

NOTE TO EDITOR: If you report any of the data from this survey, it must be sourced as originating from Health Industry Insights[™], an IDC company.

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