

# Overview of Consumer Survey

In September 2017, HEALTHeLINK conducted a survey among 1,000 consumers in the eight-county region of Western New York to gauge attitudes and opinion about the efficacy and awareness of the electronic sharing of patient clinical data.

## Summary of the findings

### Level of health care in Western New York:

- 27% of the respondents “feel strongly” with another 59% saying “yes” that the health care system in Western New York is providing a “high level” of care for a total of 87%.



87%

feel WNY health care system providing high level of care

### Safety of health care in WNY:

- 16% said “strongly yes” and 70% said “yes” for a total of 86% who said the health care system in Western New York is “generally safe.”

### Safety of electronic health records:

- 51% feel the use of electronic health records by doctors and hospitals makes health care “more safe” while 18% said “less safe” and 24% who said it make “no impact.” There was an uptick for “more safe” among those who were aware of HEALTHeLINK (57%) as well as among those who get their information from newspapers. It also reached 57% among those with a two-year degree, respondents who visited a doctor more than 15 times a year and among 35-44 year olds.



51%

feel EMRs make health care more safe

### Use of electronic health records:

- 90% of respondents said they knew their doctor uses electronic health records and this remained at a high level among all demographic groups.

### Send and receive medical information:

- 88% said they were aware that their doctor can send/receive medical information to and from other health care providers involved in their care using electronic health records.



88%

aware doctor can send/receive medical information using EHRs

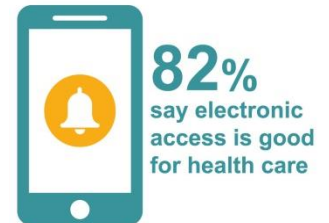
### Awareness of HEALTHeLINK:

- 56% said they were aware of the name HEALTHeLINK with 41% saying they were not and 2% not sure;
- There were significant increases in awareness among those who were strong in their view that health in WNY was safe – 65%;
- Said “yes” to a doctor spending too much time on their laptop during visits – 66%;
- Got their information from the Internet/social media – 66%;
- Through health care/fitness magazines – 67%;
- Had a four-year college degree – 65%; and,
- 66% among those who utilize a “portal.”

For more information about HEALTHeLINK, visit [wnyhealthelink.com](http://wnyhealthelink.com).

### Whether electronic access is good for healthcare:

- 24% said “strongly yes” and 58% “yes” for a total of 82%. These numbers remained high among all demographic groups in the survey.

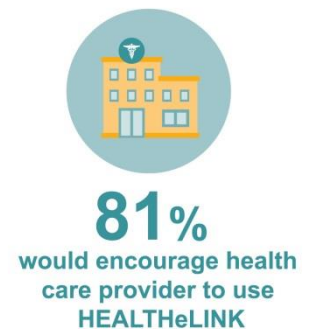


### Too much time on the laptop:

- 37% said “yes” when asked if their doctor or health care professional seeing them was spending too much time on a laptop or computer during their visit. It was 11% who said “strongly yes” and 60% who said “no.” The “yes” response did climb to 45% among those who get their information from television and was 48% among two-year graduates. It reached 47% among those who said they visited a doctor five times a year.

### Encouraging the use of HEALTHeLINK:

- When asked if they would be willing to encourage their physician or health care provider to use HEALTHeLINK so that other physicians that treat you have instant, accurate and safe access to your medical records, 24% said strongly “yes” and 57% “yes” for a total of 81%.



### Consent for use of HEALTHeLINK:

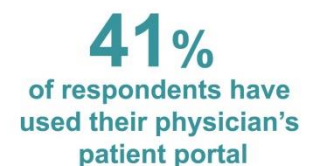
- 46% said they knew if they or a member of their family had signed a consent form that allows physicians access to their health information through HEALTHeLINK. Another 37% said “no” and 16% “weren’t sure.” It was significantly higher at 57% among four-year graduates and 61% among those who utilize portals.

### Patient Portal:

- The survey found 72% saying that their primary care physician had a patient portal; the higher the level of education, the greater the awareness of the patient portal climbing to 83% among those with a masters’ degree or a PhD. It dropped marginally to 63% among 65+ respondents.

### Utilization of a patient portal:

- 56% of those who were aware of the patient portal said they utilized it meaning that 41% of all respondents used their physician’s patient portal.



### Sources of information for health care:

- Family and friends – 27%
- Television – 21%
- Internet and social media – 18% **(29% among 18-34 year olds and 11% among 65+)**
- Health/fitness magazines – 15%
- Newspapers – 13%

***Education:***

- High school degree – 25%
- Some college – 21%
- Four-year college degree – 21%
- Two-year degree – 20%
- Masters/PhD – 13%

***Computer with Internet access:***

- 79% said they had a computer with Internet access in their home. While 58% of high school graduates have a computer, this jumped to 89% and higher among those with at least a four-year degree. It dropped to 59% among 65+ respondents.