

# Questions

Note: These survey results reflect responses from the general population, not the caregiver population.

## August Health Tracking Survey 2010

Final Topline

9/17/10

Data for August 9 – September 13, 2010

Princeton Survey Research Associates International  
for the Pew Research Center's Internet & American Life Project

Sample: n= 3,001 national adults, age 18 and older, including 1,000 cell phone interviews

Interviewing dates: 08.09.10 – 09.13.10

Margin of error is plus or minus 3 percentage points for results based on Total [n=3,001]

Margin of error is plus or minus 3 percentage points for results based on internet users [n=2,065]

Margin of error is plus or minus 3 percentage points for results based on cell phone users [n=2,485]

Margin of error is plus or minus 3 percentage points for results based on online health seekers [n=1,655]

**Q1** Overall, how would you rate the quality of life for you and your family today? Would you say it is... excellent, very good, good, fair or poor?

|   | CURRENT |            |
|---|---------|------------|
| % | 17      | Excellent  |
|   | 26      | Very good  |
|   | 34      | Good       |
|   | 16      | Fair       |
|   | 6       | Poor       |
|   | *       | Don't know |
|   | *       | Refused    |

**Q6a** Do you use the internet, at least occasionally?

**Q6b** Do you send or receive email, at least occasionally?

|         | USES INTERNET | DOES NOT USE INTERNET |
|---------|---------------|-----------------------|
| Current | 74            | 26                    |

**Q7** Did you happen to use the internet YESTERDAY?

Based on all internet users [N=2,065]

|         | YES, USED INTERNET YESTERDAY | NO, DID NOT USE INTERNET YESTERDAY | DON'T KNOW | REFUSED |
|---------|------------------------------|------------------------------------|------------|---------|
| Current | 76                           | 24                                 | *          | 0       |

**Q8** About how often do you use the internet or email from ... [INSERT IN ORDER] – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, less often or never?

Based on all internet users [N=2,065]

|         |         | SEVERAL<br>TIMES A<br>DAY | ABOUT<br>ONCE A<br>DAY | 3-5 DAYS<br>A WEEK | 1-2 DAYS<br>A WEEK | EVERY<br>FEW<br>WEEKS | LESS<br>OFTEN | NEVER | DON'T<br>KNOW | REFUSED |
|---------|---------|---------------------------|------------------------|--------------------|--------------------|-----------------------|---------------|-------|---------------|---------|
| a. Home |         |                           |                        |                    |                    |                       |               |       |               |         |
|         | Current | 43                        | 21                     | 13                 | 12                 | 3                     | 3             | 5     | *             | *       |
| b. Work |         |                           |                        |                    |                    |                       |               |       |               |         |
|         | Current | 34                        | 7                      | 4                  | 4                  | 1                     | 2             | 48    | *             | 1       |

*There is no Question Q9.*

**Q10** As I read the following list of items, please tell me if you happen to have each one, or not. Do you have... [INSERT ITEMS IN ORDER]?

|                                                                                      |         | YES | NO | DON'T KNOW | REFUSED |
|--------------------------------------------------------------------------------------|---------|-----|----|------------|---------|
| a. A desktop computer                                                                |         |     |    |            |         |
|                                                                                      | Current | 59  | 40 | *          | *       |
| b. A laptop computer or netbook                                                      |         |     |    |            |         |
|                                                                                      | Current | 52  | 48 | *          | *       |
| c. A cell phone or a Blackberry or iPhone or other device that is also a cell phone  |         |     |    |            |         |
|                                                                                      | Current | 85  | 15 | *          | *       |
| d. An electronic book device or e-Book reader, such as a Kindle or Sony Digital Book |         |     |    |            |         |
|                                                                                      | Current | 5   | 95 | *          | *       |
| e. An iPod or other MP3 player                                                       |         |     |    |            |         |
|                                                                                      | Current | 47  | 53 | *          | *       |
| f. A game console like Xbox or Play Station                                          |         |     |    |            |         |
|                                                                                      | Current | 42  | 57 | *          | *       |
| g. A tablet computer like an iPad                                                    |         |     |    |            |         |
|                                                                                      | Current | 4   | 96 | *          | *       |

**Q11** Does anyone in your household have a working cell phone?

Based on non-cell phone users

|         | CURRENT |            |
|---------|---------|------------|
| %       | 33      | Yes        |
|         | 67      | No         |
|         | *       | Don't know |
|         | *       | Refused    |
| [n=516] |         |            |

**Q12** On your laptop computer or netbook, do you ever use a wireless connection such as WIFI or mobile wireless broadband to access the internet?

Based on internet users who have a laptop or netbook

|                   | YES | NO | DON'T KNOW | REFUSED |
|-------------------|-----|----|------------|---------|
| Current [N=1,327] | 84  | 16 | 1          | *       |

**Q13** Thinking now just about your cell phone... Please tell me if you ever use your cell phone to do any of the following things. Do you ever use your cell phone to [INSERT ITEMS; ALWAYS ASK a-b FIRST in order; RANDOMIZE c-e]?

Based on cell phone users

|                                                              | YES | NO | DON'T KNOW | REFUSED |
|--------------------------------------------------------------|-----|----|------------|---------|
| a. Send or receive email                                     |     |    |            |         |
| Current [N=2,485]                                            | 34  | 66 | *          | 0       |
| b. Send or receive text messages                             |     |    |            |         |
| Current                                                      | 74  | 26 | *          | 0       |
| c. Send or receive Instant Messages                          |     |    |            |         |
| Current                                                      | 30  | 70 | *          | *       |
| d. Access the internet                                       |     |    |            |         |
| Current                                                      | 39  | 61 | *          | 0       |
| e. Participate in a video call, video chat or teleconference |     |    |            |         |
| Current                                                      | 7   | 93 | *          | *       |

## WIRELESS Wireless internet use<sup>1</sup>

|         | WIRELESS INTERNET<br>USER | INTERNET USER BUT<br>NOT WIRELESS | ALL OTHERS |
|---------|---------------------------|-----------------------------------|------------|
| Current | 57                        | 20                                | 23         |

**Q14** On your cell phone, do you happen to have any software applications or “apps” that help you track or manage your health, or not?

Based on cell phone users [N=2,485]

|   | CURRENT |            |
|---|---------|------------|
| % | 9       | Yes        |
|   | 90      | No         |
|   | 1       | Don't know |
|   | *       | Refused    |

**Q15** Do you ever use your cell phone to look up health or medical information?

Based on cell phone users [N=2,485]

|   | CURRENT |                    |
|---|---------|--------------------|
| % | 17      | Yes, do this       |
|   | 83      | No, do not do this |
|   | *       | Don't know         |
|   | 0       | Refused            |

**WEB1** Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...? / Did you happen to do this **yesterday**, or not?

Based on all internet users [N=2,065]

|                                                                    | TOTAL HAVE<br>EVER DONE<br>THIS | ----- DID<br>YESTERDAY | HAVE NOT<br>DONE THIS | DON'T KNOW | REFUSED |
|--------------------------------------------------------------------|---------------------------------|------------------------|-----------------------|------------|---------|
| Send or read e-mail                                                |                                 |                        |                       |            |         |
| Current                                                            | 91                              | 61                     | 9                     | *          | *       |
| Get news online                                                    |                                 |                        |                       |            |         |
| Current                                                            | 72                              | 39                     | 28                    | *          | 0       |
| Research a product or service online                               |                                 |                        |                       |            |         |
| Current                                                            | 78                              | 28                     | 22                    | *          | *       |
| Take part in chat rooms or online<br>discussions with other people |                                 |                        |                       |            |         |

<sup>1</sup> Definitions for wireless internet use may vary from survey to survey.

|                                                                                                                                     |    |    |    |   |   |
|-------------------------------------------------------------------------------------------------------------------------------------|----|----|----|---|---|
| Current                                                                                                                             | 22 | 7  | 78 | * | 0 |
| Play online games                                                                                                                   |    |    |    |   |   |
| Current                                                                                                                             | 36 | 13 | 64 | 0 | * |
| Search online for a map or driving directions                                                                                       |    |    |    |   |   |
| Current                                                                                                                             | 82 | 14 | 18 | * | * |
| PAY to access or download digital content online, such as music, video, or newspaper articles                                       |    |    |    |   |   |
| Current                                                                                                                             | 43 | 10 | 56 | * | 0 |
| Pay bills online                                                                                                                    |    |    |    |   |   |
| Current                                                                                                                             | 57 | 15 | 43 | * | * |
| Use a social networking site like MySpace, Facebook or LinkedIn.com                                                                 |    |    |    |   |   |
| Current                                                                                                                             | 62 | 39 | 38 | * | 0 |
| Categorize or tag online content like a photo, news story or blog post                                                              |    |    |    |   |   |
| Current                                                                                                                             | 33 | 11 | 66 | 1 | * |
| Post a comment or review online about a product you bought or a service you received                                                |    |    |    |   |   |
| Current                                                                                                                             | 32 | 4  | 67 | * | * |
| Use Twitter or another service to share updates about yourself or to see updates about others                                       |    |    |    |   |   |
| Current                                                                                                                             | 24 | 13 | 76 | * | 0 |
| Participate in a video call, video chat or teleconference                                                                           |    |    |    |   |   |
| Current                                                                                                                             | 23 | 4  | 77 | * | 0 |
| Use a service such as Foursquare or Gowalla that allows you to share your location with friends and to find others who are near you |    |    |    |   |   |
| Current                                                                                                                             | 4  | 1  | 96 | * | 0 |

**Q16** In general, how would you rate your own health — excellent, good, only fair, or poor?

|   | CURRENT |            |
|---|---------|------------|
| % | 30      | Excellent  |
|   | 49      | Good       |
|   | 16      | Only fair  |
|   | 5       | Poor       |
|   | *       | Don't know |
|   | *       | Refused    |

**Q17** Are you now living with any of the following health problems or conditions — [INSERT; RANDOMIZE a-e; ASK f LAST]?

|                                                                              | YES | NO | DON'T KNOW | REFUSED |
|------------------------------------------------------------------------------|-----|----|------------|---------|
| a. Diabetes or sugar diabetes                                                |     |    |            |         |
| Current                                                                      | 11  | 89 | *          | *       |
| b. High blood pressure                                                       |     |    |            |         |
| Current                                                                      | 24  | 75 | 1          | *       |
| c. Asthma, bronchitis, emphysema, or other lung conditions                   |     |    |            |         |
| Current                                                                      | 12  | 88 | *          | *       |
| d. Heart disease, heart failure or heart attack                              |     |    |            |         |
| Current                                                                      | 6   | 94 | *          | *       |
| e. Cancer                                                                    |     |    |            |         |
| Current                                                                      | 2   | 97 | *          | *       |
| f. Any other chronic health problem or condition I haven't already mentioned |     |    |            |         |
| Current                                                                      | 17  | 82 | *          | 1       |

**Q18** In the last 12 months, have you personally faced a serious medical emergency or crisis?

|   | CURRENT |            |
|---|---------|------------|
| % | 12      | Yes        |
|   | 88      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**Q19** And in the last 12 months, have you experienced any other significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking?

|   | CURRENT |            |
|---|---------|------------|
| % | 17      | Yes        |
|   | 83      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**Q20** Is there anyone close to you who has a CHRONIC medical condition, such as asthma, diabetes, heart disease, high blood pressure, cancer, or another chronic condition?

|   | CURRENT |            |
|---|---------|------------|
| % | 47      | Yes        |
|   | 53      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**Q21** In the last 12 months, has anyone close to you faced a serious medical emergency or crisis?<sup>2</sup>

|   | CURRENT |            | DEC 2008 | AUGUST 2006 |
|---|---------|------------|----------|-------------|
| % | 27      | Yes        | 31       | 34          |
|   | 72      | No         | 69       | 65          |
|   | *       | Don't know | *        | 1           |
|   | *       | Refused    | *        | --          |

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<sup>2</sup> Trend question wording was "And in the last 12 months, have you or has someone close to you faced a serious medical emergency or crisis?"

- 22 Now, we'd like to ask if you've looked for information ONLINE about certain health or medical issues. Specifically, have you ever looked online for... [INSERT ITEM; ASK a-d IN ORDER; RANDOMIZE e-n; ASK o LAST]?

Based on all internet users [N=2,065]

|                                                                                               | YES, HAVE<br>DONE THIS | NO, HAVE NOT<br>DONE THIS | DON'T KNOW | REFUSED |
|-----------------------------------------------------------------------------------------------|------------------------|---------------------------|------------|---------|
| a. Information about a specific disease or medical problem                                    |                        |                           |            |         |
| Current                                                                                       | 66                     | 34                        | *          | *       |
| December 2008                                                                                 | 66                     | 34                        | *          | 0       |
| August 2006                                                                                   | 64                     | 36                        | *          | --      |
| November 23-30, 2004                                                                          | 66                     | 34                        | *          | --      |
| December 2002                                                                                 | 63                     | 37                        | *          | --      |
| b. Information about a certain medical treatment or procedure                                 |                        |                           |            |         |
| Current                                                                                       | 56                     | 44                        | *          | *       |
| December 2008                                                                                 | 55                     | 45                        | *          | *       |
| August 2006                                                                                   | 51                     | 48                        | 1          | --      |
| November 23-30, 2004                                                                          | 51                     | 48                        | *          | --      |
| December 2002                                                                                 | 47                     | 53                        | 0          | --      |
| c. Information about doctors or other health professionals                                    |                        |                           |            |         |
| Current                                                                                       | 44                     | 56                        | *          | *       |
| December 2008                                                                                 | 47                     | 53                        | *          | *       |
| d. Information about hospitals or other medical facilities                                    |                        |                           |            |         |
| Current                                                                                       | 36                     | 64                        | *          | *       |
| December 2008                                                                                 | 38                     | 62                        | *          | *       |
| e. Information related to health insurance, including private insurance, Medicare or Medicaid |                        |                           |            |         |
| Current                                                                                       | 33                     | 67                        | *          | *       |
| December 2008                                                                                 | 37                     | 63                        | 0          | *       |
| August 2006 <sup>3</sup>                                                                      | 33                     | 67                        | *          | --      |

Q22 continued...

<sup>3</sup> August 2006 trend was recalculated to reflect combined responses for two separate items: "Information related to health insurance" and "Information about Medicare or Medicaid"



**Q22 continued...**

|                                                                       | YES, HAVE<br>DONE THIS | NO, HAVE NOT<br>DONE THIS | DON'T KNOW | REFUSED |
|-----------------------------------------------------------------------|------------------------|---------------------------|------------|---------|
| f. Information about environmental health hazards                     |                        |                           |            |         |
| Current                                                               | 22                     | 77                        | *          | *       |
| August 2006                                                           | 22                     | 78                        | *          | --      |
| November 23-30, 2004                                                  | 18                     | 82                        | 0          | --      |
| December 2002                                                         | 17                     | 83                        | *          | --      |
| g. Information about pregnancy and childbirth                         |                        |                           |            |         |
| Current                                                               | 19                     | 81                        | *          | *       |
| h. Information about end-of-life decisions                            |                        |                           |            |         |
| Current                                                               | 7                      | 93                        | *          | *       |
| i. Information about long-term care for an elderly or disabled person |                        |                           |            |         |
| Current                                                               | 12                     | 88                        | *          | *       |
| j. Information about food safety or recalls                           |                        |                           |            |         |
| Current                                                               | 29                     | 70                        | *          | *       |
| k. Information about drug safety or recalls                           |                        |                           |            |         |
| Current                                                               | 24                     | 76                        | *          | *       |
| l. Information about how to manage chronic pain                       |                        |                           |            |         |
| Current                                                               | 14                     | 86                        | *          | *       |
| m. Information about medical test results                             |                        |                           |            |         |
| Current                                                               | 16                     | 83                        | *          | *       |
| n. Information about memory loss, dementia, or Alzheimer's            |                        |                           |            |         |
| Current                                                               | 17                     | 83                        | *          | *       |
| o. Information about any other health issue                           |                        |                           |            |         |
| Current                                                               | 28                     | 72                        | *          | *       |
| December 2008                                                         | 26                     | 73                        | 1          | *       |
| Total yes to any item above                                           | <b>80</b>              |                           |            |         |
| Total no to all items                                                 | <b>20</b>              |                           |            |         |

**Q23** Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation?

Based on online health seekers

|   | CURRENT |                | DECEMBER 2008 | AUGUST 2006 | DECEMBER 2002 |
|---|---------|----------------|---------------|-------------|---------------|
| % | 36      | Own            | 41            | 36          | 37            |
|   | 48      | Someone else's | 43            | 48          | 49            |
|   | 11      | Both (VOL.)    | 9             | 8           | 8             |
|   | 4       | Don't know     | 4             | 8           | 7             |
|   | 2       | Refused        | 2             | --          | --            |
|   | [1,655] |                | [1,356]       | [1,594]     | [1,017]       |

**Q24** Apart from looking for information online, there are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of online health-related activities you may or may not have done. Just tell me if you happen to do each one, or not. (First,/Next,) have you... [INSERT ITEM; RANDOMIZE; ALWAYS ASK e-f TOGETHER, IN ORDER]?<sup>4</sup>

|                                                                                                                         | YES | NO | DON'T KNOW | REFUSED |
|-------------------------------------------------------------------------------------------------------------------------|-----|----|------------|---------|
| a. Signed up to receive email updates or alerts about health or medical issues <sup>5</sup>                             |     |    |            |         |
| Current internet users [N=2,065]                                                                                        | 14  | 86 | *          | *       |
| Current online health seekers [N=1,655]                                                                                 | 17  | 82 | *          | *       |
| Dec 2008 online health seekers [N=1,356]                                                                                | 19  | 81 | *          | *       |
| b. Read someone else's commentary or experience about health or medical issues on an online news group, website or blog |     |    |            |         |
| Current internet users                                                                                                  | 34  | 66 | *          | *       |
| Current online health seekers                                                                                           | 41  | 58 | *          | *       |
| Dec 2008 online health seekers                                                                                          | 41  | 59 | 0          | *       |
| c. Watched an online video about health or medical issues                                                               |     |    |            |         |
| Current internet users                                                                                                  | 25  | 75 | *          | *       |
| Current online health seekers                                                                                           | 31  | 69 | *          | *       |
| d. Gone online to find others who might have health concerns similar to yours                                           |     |    |            |         |
| Current internet users                                                                                                  | 18  | 82 | 0          | *       |
| Current online health seekers                                                                                           | 23  | 77 | 0          | *       |
| e. Tracked your weight, diet or exercise routine online                                                                 |     |    |            |         |
| Current internet users                                                                                                  | 15  | 84 | 0          | *       |
| Current online health seekers                                                                                           | 19  | 81 | 0          | *       |
| f. Tracked any other health indicators or symptoms online                                                               |     |    |            |         |
| Current internet users                                                                                                  | 17  | 83 | *          | *       |
| Current online health seekers                                                                                           | 21  | 79 | *          | *       |

<sup>4</sup> Current question was asked of all internet users [N=2,065]. December 2008 trend question wording was "There are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. Have you... [INSERT ITEM; ROTATE]?" Question was asked of online health seekers [N=1,356].

<sup>5</sup> December 2008 trend item wording was "Signed up to receive updates about health or medical issues"

**Q25** We're also interested in any health-related material you may have posted online. Have you posted comments, questions or information about health or medical issues... [INSERT; RANDOMIZE; ALWAYS ASK e LAST]?

Based on all internet users

|                                                                                                     | YES | NO | DON'T KNOW | REFUSED |
|-----------------------------------------------------------------------------------------------------|-----|----|------------|---------|
| a. In an online discussion, a listserv, or other online group forum                                 |     |    |            |         |
| Current [N=2,065]                                                                                   | 5   | 95 | 0          | *       |
| Dec 2008 [N=1,650]                                                                                  | 5   | 94 | *          | *       |
| b. On a blog                                                                                        |     |    |            |         |
| Current                                                                                             | 4   | 96 | *          | *       |
| Dec 2008                                                                                            | 4   | 96 | *          | *       |
| <i>Item C: Based on SNS users</i>                                                                   |     |    |            |         |
| c. On a social networking site such as Facebook, MySpace or LinkedIn                                |     |    |            |         |
| Current [N=1,202]                                                                                   | 11  | 89 | 0          | *       |
| Dec 2008 [N=459]                                                                                    | 15  | 85 | *          | 0       |
| <i>Item D: Based on Twitter users</i>                                                               |     |    |            |         |
| d. On Twitter or another status update site <sup>6</sup>                                            |     |    |            |         |
| Current [N=433]                                                                                     | 8   | 92 | 0          | *       |
| Dec 2008 [N=128]                                                                                    | 11  | 89 | 0          | 0       |
| e. On a website of any kind, such as a health site or news site that allows comments and discussion |     |    |            |         |
| Current                                                                                             | 6   | 94 | *          | *       |
| Dec 2008                                                                                            | 6   | 94 | *          | *       |

<sup>6</sup> December 2008 trend item wording was "On Twitter or other status updates"

**Q26** Thinking specifically about what you have done on social networking sites like Facebook and MySpace... Have you ever used these sites to... [INSERT ITEM; RANDOMIZE]? (Next,) have you ever used a social networking site to...[INSERT ITEM]?<sup>7</sup>

Based on SNS users

|                                                                                     | YES | NO | DON'T KNOW | REFUSED |
|-------------------------------------------------------------------------------------|-----|----|------------|---------|
| a. Get health information <sup>8</sup>                                              |     |    |            |         |
| Current [N=1,202]                                                                   | 15  | 85 | *          | *       |
| Dec 2008 [N=459]                                                                    | 11  | 89 | 0          | 0       |
| b. Start or join a health-related group <sup>9</sup>                                |     |    |            |         |
| Current                                                                             | 9   | 91 | 0          | *       |
| Dec 2008                                                                            | 6   | 94 | 0          | 0       |
| c. Follow your friends' personal health experiences or health updates <sup>10</sup> |     |    |            |         |
| Current                                                                             | 23  | 77 | 0          | *       |
| Dec 2008                                                                            | 20  | 80 | *          | 0       |
| d. Raise money or draw attention to a health-related issue or cause                 |     |    |            |         |
| Current                                                                             | 14  | 86 | 0          | *       |
| e. Remember or memorialize others who suffered from a certain health condition      |     |    |            |         |
| Current                                                                             | 17  | 82 | *          | *       |

<sup>7</sup> December 2008 trend question wording was "Thinking about what you have done on social networking sites like Facebook and MySpace, have you... [INSERT ITEM; ROTATE]?"

<sup>8</sup> December 2008 trend item wording was "Gotten any health information on the sites"

<sup>9</sup> December 2008 trend item wording was "Started or joined a health-related group on a social networking site"

<sup>10</sup> December 2008 trend item wording was "Followed your friends' personal health experiences or updates on the site"

**[ROTATE Q27-Q28]**

**Q27** Have you or has anyone you know been HELPED by following medical advice or health information found on the internet? [IF YES: Would you say the information provided MAJOR help, MODERATE help or MINOR help?]

|   | CURRENT |                    | DECEMBER 2008 |
|---|---------|--------------------|---------------|
| % | 6       | Yes, major help    | 10            |
|   | 15      | Yes, moderate help | 20            |
|   | 9       | Yes, minor help    | 11            |
|   | 65      | No                 | 50            |
|   | 4       | Don't know         | 8             |
|   | *       | Refused            | 1             |

**Q28** Have you or has anyone you know been HARMED by following medical advice or health information found on the internet? [IF YES: Would you say the information caused SERIOUS harm, MODERATE harm or MINOR harm?]

|   | CURRENT |                    | DECEMBER 2008 |
|---|---------|--------------------|---------------|
| % | 1       | Yes, serious harm  | 1             |
|   | 1       | Yes, moderate harm | 1             |
|   | 1       | Yes, minor harm    | 1             |
|   | 95      | No                 | 94            |
|   | 2       | Don't know         | 3             |
|   | *       | Refused            | *             |

**Q29** Thinking again about health-related activities you may or may not do online, have you... [INSERT ITEM; ROTATE]?<sup>11</sup>

|                                                                                                | YES | NO | DON'T KNOW | REFUSED |
|------------------------------------------------------------------------------------------------|-----|----|------------|---------|
| a. Consulted online rankings or reviews of doctors or other providers <sup>12</sup>            |     |    |            |         |
| Current internet users [N=2,065]                                                               | 16  | 84 | 0          | *       |
| Current online health seekers [N=1,655]                                                        | 19  | 81 | 0          | *       |
| Dec 2008 online health seekers [N=1,356]                                                       | 24  | 76 | *          | *       |
| b. Consulted online rankings or reviews of hospitals or other medical facilities <sup>13</sup> |     |    |            |         |
| Current internet users                                                                         | 15  | 85 | 0          | *       |
| Current online health seekers                                                                  | 18  | 82 | 0          | *       |
| Dec 2008 online health seekers                                                                 | 24  | 76 | *          | 0       |
| c. Consulted online reviews of particular drugs or medical treatments                          |     |    |            |         |
| Current internet users                                                                         | 24  | 76 | *          | *       |
| Current online health seekers                                                                  | 30  | 70 | *          | *       |
| d. Posted a review online of a doctor                                                          |     |    |            |         |
| Current internet users                                                                         | 4   | 95 | 0          | *       |
| Current online health seekers                                                                  | 6   | 94 | 0          | 0       |
| Dec 2008 online health seekers                                                                 | 5   | 95 | 0          | 0       |
| e. Posted a review online of a hospital                                                        |     |    |            |         |
| Current internet users                                                                         | 3   | 97 | 0          | *       |
| Current online health seekers                                                                  | 4   | 96 | 0          | 0       |
| Dec 2008 online health seekers                                                                 | 4   | 96 | *          | 0       |
| f. Posted your experiences with a particular drug or medical treatment online                  |     |    |            |         |
| Current internet users                                                                         | 4   | 96 | 0          | *       |
| Current online health seekers                                                                  | 4   | 96 | 0          | 0       |

<sup>11</sup> Current question was asked of all internet users [N=2,065]. December 2008 trend question wording was "There are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. Have you... [INSERT ITEM; ROTATE]?" Question was asked of online health seekers [N=1,356].

<sup>12</sup> December 2008 trend item wording was "Consulted rankings or reviews online of doctors or other providers"

<sup>13</sup> December 2008 trend item wording was "Consulted rankings or reviews online of hospitals or other medical facilities"

**Q30** Thinking about the LAST time you had a health issue, did you get information, care or support from... [INSERT; RANDOMIZE]? [IF YES AND INTERNET USER: Did you interact with them ONLINE through the internet or email, OFFLINE by visiting them in person or talking on the phone, or BOTH online and offline?]

|                                               | YES, ONLINE | YES,<br>OFFLINE | YES, BOTH | NO, NOT A<br>SOURCE | DON'T<br>KNOW | REFUSED |
|-----------------------------------------------|-------------|-----------------|-----------|---------------------|---------------|---------|
| a. A doctor or other health care professional | 1           | 65              | 4         | 29                  | *             | *       |
| b. Friends and family                         | 1           | 41              | 12        | 44                  | 1             | *       |
| c. Others who have the same health condition  | 1           | 15              | 4         | 77                  | 2             | *       |

**DOC** Do you have a personal or family doctor, or other health care professional such as a nurse that you usually rely on if you need medical care?

|   | CURRENT |                           |
|---|---------|---------------------------|
| % | 74      | Yes                       |
|   | 25      | No                        |
|   | *       | Yes, more than one (VOL.) |
|   | *       | Don't know                |
|   | *       | Refused                   |

**HHS1** [IF HAVE MORE THAN ONE REGULAR DOCTOR, READ: Thinking about the doctor or health care professional you get MOST of your medical care from...] Has this person ever provided you with personalized health information about a condition or health issue you were facing, or have they not done this?

Based on those who have a regular doctor [N=2,272]

|   | CURRENT |                    |
|---|---------|--------------------|
| % | 69      | Yes, they did this |
|   | 29      | No, they did not   |
|   | 1       | Don't know         |
|   | *       | Refused            |



**Q31** [IF HAVE MORE THAN ONE REGULAR DOCTOR, READ: Still thinking about the doctor or health care professional you get MOST of your medical care from...] How helpful is your doctor in... [INSERT; RANDOMIZE] – very helpful, somewhat helpful, or not helpful at all?

Based on those who have a regular doctor [N=2,272]

|                                                         | VERY | SOME-<br>WHAT | NOT AT ALL | (VOL.) DOES<br>NOT APPLY | DON'T<br>KNOW | REFUSED |
|---------------------------------------------------------|------|---------------|------------|--------------------------|---------------|---------|
| a. Giving you an accurate medical diagnosis             | 78   | 18            | 2          | 1                        | 1             | *       |
| b. Providing emotional support                          | 57   | 26            | 9          | 5                        | 1             | 1       |
| c. Providing the medical or health information you need | 76   | 19            | 2          | 1                        | *             | 1       |
| d. Finding effective treatment strategies for you       | 72   | 20            | 3          | 3                        | 1             | 1       |
| e. Coordinating your overall health care                | 71   | 24            | 3          | 1                        | 1             | *       |

**Q32** Overall, who do you think is more helpful when you need... [INSERT FIRST ITEM] – health professionals like doctors and nurses, OR other sources, such as fellow patients, friends and family? And who is more helpful when you need... [INSERT NEXT ITEM; RANDOMIZE]? READ AS NECESSARY: Professional sources like doctors and nurses, OR other sources, such as fellow patients, friends and family?

|                                                                  | PRO-<br>FESSIONALS | OTHER<br>SOURCES | (VOL.) BOTH<br>EQUALLY | DON'T KNOW | REFUSED |
|------------------------------------------------------------------|--------------------|------------------|------------------------|------------|---------|
| a. An accurate medical diagnosis                                 | 91                 | 5                | 2                      | 2          | *       |
| b. Emotional support in dealing with a health issue              | 30                 | 59               | 5                      | 4          | 2       |
| c. Practical advice for coping with day-to-day health situations | 43                 | 46               | 6                      | 3          | 1       |
| d. Information about alternative treatments                      | 63                 | 24               | 5                      | 6          | 1       |
| e. Information about prescription drugs                          | 85                 | 9                | 3                      | 3          | 1       |
| f. A quick remedy for an everyday health issue                   | 41                 | 51               | 4                      | 3          | 1       |
| g. A recommendation for a doctor or specialist                   | 62                 | 27               | 6                      | 4          | 1       |
| h. A recommendation for a hospital or other medical facility     | 62                 | 27               | 6                      | 4          | 1       |

**MODEMA** At home, do you connect to the internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FIOS or a T-1?

Based on those who use the internet from home

|                   | DIAL-UP | TOTAL<br>HIGH<br>SPEED | -----<br>DSL | -----<br>CABLE<br>MODEM | -----<br>WIRELESS | -----<br>FIBER<br>OPTIC | -----<br>T-1 | OTHER | DK | REF. |
|-------------------|---------|------------------------|--------------|-------------------------|-------------------|-------------------------|--------------|-------|----|------|
| Current [N=1,947] | 7       | 86                     | 29           | 31                      | 20                | 6                       | 1            | 2     | 4  | 1    |

**Q33** Thinking about your high-speed internet service at home, do you subscribe to a basic broadband service, or do you pay extra for a premium service that promises faster speed?

Based on internet users who have high-speed internet at home

|   | CURRENT |                                              |
|---|---------|----------------------------------------------|
| % | 49      | Subscribe to basic service                   |
|   | 37      | Subscribe to premium service at higher price |
|   | 13      | Don't know                                   |
|   | 2       | Refused                                      |

[n=1,657]

A few last questions for statistical purposes only...

**VET1** Have you ever served on active duty in the United States Armed Forces, either in the regular military or in a National Guard or military reserve unit? Active duty does not include training for the Reserves or National Guard, but DOES include activation, for example, for the Persian Gulf War.

|   | CURRENT |            |
|---|---------|------------|
| % | 13      | Yes        |
|   | 87      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**VET2** In the past 12 months, have you received some or all of your health care from a V-A hospital or clinic?

Based on veterans [N=354]

|   | CURRENT |                               |
|---|---------|-------------------------------|
| % | 14      | Yes, all of my healthcare     |
|   | 9       | Yes, some of my healthcare    |
|   | 77      | No, no VA healthcare received |
|   | 0       | Don't know                    |
|   | 1       | Refused                       |

**INS1** Now I would like to ask you about any health insurance you CURRENTLY have that helps pay for the cost of health care. I'm going to read a list of a few types of health insurance, and I'd like you to tell me which of these you have, if any. (First,) are you now PERSONALLY covered by [INSERT IN ORDER]?

[IF RESPONDENT NOT SURE WHICH INSURANCE IS INCLUDED: Please think about insurance plans that cover the costs of doctor and hospital bills IN GENERAL, and NOT those that cover ONLY dental or eye care or the costs of caring for specific diseases.]

[IF RESPONDENTS TRY TO TELL TYPE THEY HAVE INSTEAD OF GOING THROUGH THE LIST: I'm sorry but I have to ask about each type of insurance for the survey. Just tell me 'no' if you don't have this type.]

|                                                                                                                                                                           | YES | NO | DON'T KNOW | REFUSED |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|------------|---------|
| a. Private health insurance offered through an employer or union? [IF "NO": This could be insurance through a current job, a former job, your job or someone else's job.] | 52  | 46 | 1          | 1       |
| b. A private health insurance plan that you bought yourself                                                                                                               | 18  | 81 | *          | 1       |
| c. Medicaid, [IF STATE CALIFORNIA: Medi-Cal], or some other type of state medical assistance for low-income people                                                        | 15  | 84 | 1          | *       |
| d. Medicare, the government program that pays health care bills for people over age 65 and for some disabled people                                                       | 21  | 78 | 1          | *       |
| <i>Item E based on those who are not insured through private health insurance, Medicaid, or Medicare [N=513]</i>                                                          |     |    |            |         |
| e. Health insurance through ANY other source, including military or veteran's coverage                                                                                    | 10  | 87 | 1          | 2       |

**INS2** Medicare is health insurance coverage most people receive when they turn 65 and are eligible for Social Security. This includes different kinds of health plans offered THROUGH the Medicare program — like the plans called H-M-Os. Are you now covered by Medicare or by ANY Medicare plan?

Based on those age 65 and older who are not covered by Medicare [N=91]

|   | CURRENT |                 |
|---|---------|-----------------|
| % | 42      | Yes, covered    |
|   | 48      | No, not covered |
|   | 8       | Don't know      |
|   | 1       | Refused         |

**INS3** Does this mean you personally have NO health insurance now that would cover your doctor or hospital bills?

Based on those who are not covered by any health insurance or are undesignated [N=446]

|   | CURRENT |                                      |
|---|---------|--------------------------------------|
| % | 89      | I do NOT have health insurance       |
|   | 8       | I HAVE some kind of health insurance |
|   | 1       | Don't know                           |
|   | 2       | Refused                              |

**DIS001** Thinking again about your own health... Do you have serious difficulty hearing?

|   | CURRENT |            |
|---|---------|------------|
| % | 9       | Yes        |
|   | 90      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**DIS002** Are you blind or do you have serious difficulty seeing even when wearing glasses?

|   | CURRENT |            |
|---|---------|------------|
| % | 7       | Yes        |
|   | 93      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**DIS003** Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?

|   | CURRENT |            |
|---|---------|------------|
| % | 11      | Yes        |
|   | 89      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**DIS004** Do you have serious difficulty walking or climbing stairs?

|   | CURRENT |            |
|---|---------|------------|
| % | 15      | Yes        |
|   | 84      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**DIS005** Do you have difficulty dressing or bathing?

|   | CURRENT |            |
|---|---------|------------|
| % | 3       | Yes        |
|   | 97      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**DIS006** Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

|   | CURRENT |            |
|---|---------|------------|
| % | 8       | Yes        |
|   | 92      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**DIS4** Do you have any disability or illness that makes it harder or impossible for you to use the Internet, or not?

|   | CURRENT |            |
|---|---------|------------|
| % | 2       | Yes        |
|   | 97      | No         |
|   | 1       | Don't know |
|   | *       | Refused    |

**CARE2** In the past 12 months, have you provided UNPAID care to an adult relative or friend 18 years or older to help them take care of themselves? Unpaid care may include help with personal needs or household chores. It might be managing a person's finances, arranging for outside services, or visiting regularly to see how they are doing. This person need not live with you. [IF RESPONDENT ASKS DOES GIVING MONEY COUNT:] Aside from giving money, do you provide any other type of unpaid care to help them take care of themselves, such as help with personal needs, household chores, arranging for outside services, or other things?

|   | CURRENT |            |
|---|---------|------------|
| % | 27      | Yes        |
|   | 72      | No         |
|   | *       | Don't know |
|   | *       | Refused    |

**CARE3** Do you provide this type of care to just one adult, or do you care for more than one adult?

Based on those who provide unpaid care to adults [N=790]

|   | CURRENT |                                 |
|---|---------|---------------------------------|
| % | 66      | One adult only                  |
|   | 33      | Provide care to multiple adults |
|   | *       | Don't know                      |
|   | *       | Refused                         |

**CARE4** Is this person a parent of yours, or not?

**CARE5** Are any of the adults you care for a parent of yours, or not?

Based on those who provide unpaid care to adults [N=790]

|   | CURRENT |                  |
|---|---------|------------------|
| % | 38      | Yes, parent      |
|   | 62      | No, not a parent |
|   | *       | Don't know       |
|   | *       | Refused          |

**CARE6** In the past 12 months, have you provided UNPAID care to any CHILD under the age of 18 because of a medical, behavioral, or other condition or disability? This could include care for ongoing medical conditions or serious short-term conditions, emotional or behavioral problems, or developmental problems, including mental retardation.

|   | CURRENT |            |
|---|---------|------------|
| % | 5       | Yes        |
|   | 94      | No         |
|   | *       | Don't know |