

(MS528) TRUST AND TELEMEDICINE

SurveyIntro

Welcome to this survey. The following questions ask your opinions about healthcare.

V1

Imagine that you could have a free appointment with Dr. Smith for as long as you want, for whatever day and time that you want, at zero cost to you regardless of your insurance status or coverage. You can cancel this free appointment anytime at no cost to you.

Who is Dr. Smith? This medical doctor... is a 45-year-old licensed physician, has expertise in treating the mental and physical aspects of psychological problems, who earned a medical degree in the United States, who completed residency at a major medical center in the United States, and has been practicing medicine for 20 years
You and Dr. Smith will both talk to each other ^{f('FL_modality')}.

Q1

[Not required]

How comfortable would you feel about scheduling a free appointment with Dr. Smith, ^{f('FL_modality')}?

- ☐ Very comfortable (1)
- ☐ Somewhat comfortable (2)
- ☐ Neither comfortable or uncomfortable (3)
- ☐ Somewhat uncomfortable (4)
- ☐ Very uncomfortable (5)

Q2a

[Not required]

How likely are you to schedule a free appointment with Dr. Smith, ^{f('FL_modality')}?

- ☐ Very likely (1)
- ☐ Somewhat likely (2)
- ☐ I'm not sure (3)
- ☐ Somewhat unlikely (4)
- ☐ Very unlikely (5)
- ☐ I would not schedule this appointment (6)

CONDITION	f('Q2a')==6'	
	true	false
	Question Q2b()	

Q2b

[Not required]

Why would you decline to schedule this free appointment with Dr. Smith? Please type your response below.

- ☐ (1) _____ [Other]
- ☐ I would agree to schedule this appointment. (2)

CONDITION	f('Q2b')==2'	
	true	false
	Question Q2a_fu_after_decline()	

Q2a_fu_after_decline

[Not required]

How likely are you to schedule a free appointment with Dr. Smith, ^f('FL_modality')^?

- ☐ Very likely (1)
- ☐ Somewhat likely (2)
- ☐ I'm not sure (3)
- ☐ Somewhat unlikely (4)
- ☐ Very unlikely (5)
- ☐ I would not schedule this appointment (6)

END	Condition f('Q2b')==2'
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END	Condition f('Q2a')==6'
-----	------------------------

Q3

[Not required]

How willing or unwilling are you to discuss personal problems with Dr. Smith during this proposed free appointment?

- ☐ Very willing (1)
- ☐ Somewhat willing (2)
- ☐ Neither willing or unwilling (3)
- ☐ Somewhat unwilling (4)
- ☐ Very unwilling (5)

V1_1

Imagine that you could have a free appointment with Dr. Smith for as long as you want, for whatever day and time that you want, at zero cost to you regardless of your insurance status or coverage. You can cancel this free appointment anytime at no cost to you.

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You and Dr. Smith will both talk to each other ^f('FL_modality')^.

Q4

[Not required]

I think Dr. Smith may not refer me to a specialist when needed during this appointment.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q5

[Not required]

I think Dr. Smith will be strongly influenced by healthcare system rules when making decisions about my care during this appointment.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q6

[Not required]

I think Dr. Smith might suggest unnecessary tests or procedures during this appointment.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q7

[Not required]

I trust Dr. Smith to put my needs above all other considerations when treating my needs during this appointment.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q8

[Not required]

I will trust Dr. Smith to provide me with the information on all potential options during this appointment.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q10

[Not required]

I will trust Dr. Smith to suggest necessary tests and procedures regardless of cost during this appointment.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

V1_2

Imagine that you could have a free appointment with Dr. Smith for as long as you want, for whatever day and time that you want, at zero cost to you regardless of your insurance status or coverage. You can cancel this free appointment anytime at no cost to you.

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Q11

[Not required]

You expect that Dr. Smith will do whatever it takes to get you all the care you need.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q12

[Not required]

You expect that Dr. Smith will care more about what is convenient than about your needs.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q13

[Not required]

You expect that Dr. Smith's medical skills are not as good as they should be.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q14

[Not required]

You expect that Dr. Smith will be extremely thorough and careful.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q15

[Not required]

You expect to completely trust Dr. Smith's decisions about which treatments are best for you.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q16

[Not required]

You expect that Dr. Smith will be totally honest in telling you about all of the different treatment options available.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q17

[Not required]

You expect that Dr. Smith will only think about what is best for you.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q18

[Not required]

You expect that Dr. Smith will not pay full attention to what you are trying to say.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

Q20

[Not required]

All in all, you expect to have complete trust in Dr. Smith.

- ☐ Strongly agree (1)
- ☐ Somewhat agree (2)
- ☐ Neither agree/disagree (3)
- ☐ Somewhat disagree (4)
- ☐ Strongly disagree (5)

V1_3

Imagine that you could have a free appointment with Dr. Smith for as long as you want, for whatever day and time that you want, at zero cost to you regardless of your insurance status or coverage. You can cancel this free appointment anytime at no cost to you.

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You and Dr. Smith will both talk to each other ^f('FL_modality')^.

Q21

[Open Text ♦ Not required ♦ Lower limit type=GreaterOrEqual ♦ Upper limit type=SmallerOrEqual]

Why would you distrust Dr. Smith during this appointment? Describe below by drawing from your personal experiences.

- (1) _____
- (2) _____
- (3) _____
- (4) _____
- (5) _____

Q22

[Open Text ♦ Not required ♦ Lower limit type=GreaterOrEqual ♦ Upper limit type=SmallerOrEqual]

Why would you trust Dr. Smith during this appointment? Describe below by drawing from your personal experiences.

- (1) _____
- (2) _____
- (3) _____
- (4) _____

(5) _____

CONDITION	f('randomModality').any(0,1,2)	
	true	false
	Info V1_4 ()	

V1_4

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You and Dr. Smith will both talk to each other ^f('FL_modality')^.

Q23

[Not required]

How much do you agree or disagree with the following regarding your appointment?

	Strongly agree (1)	Agree (2)	Neither agree/ disagree (3)	Somewhat disagree (4)	Strongly disagree (5)
I can trust this technology. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can trust that possible problems with this technology will be solved properly. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can trust this service less than other online services, such as Google.com or Amazon.com. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would feel at ease when working with this technology. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would not like to enter my personal data using this technology. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q24

[Not required]

How much do you agree or disagree with the following?

	Strongly agree (1)	Agree (2)	Neither agree/ disagree (3)	Somewhat disagree (4)	Strongly disagree (5)
When I use the technology for this appointment, I would be in control. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everything that I do on this technology would remain private. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The personal information that is stored with this technology would not get lost. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The technology would be easy to use. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal, policy, and technological safeguards would make this technology a safe environment. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25

[Not required]

How much do you agree or disagree with the following?

	Strongly agree (1)	Somewhat agree (2)	Neither agree/ disagree (3)	Somewhat disagree (4)	Strongly disagree (5)
I would find communicating with Dr. Smith over the Internet easy to learn (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would find ^f('FL_modality3')^ with Dr. Smith easy to use (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would find it easy to communicate my feelings using ^f('FL_modality3')^ with Dr. Smith (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

END

Condition f('randomModality').any(0,1,2)

V1_5

Imagine that you could have a free appointment with Dr. Smith for as long as you want, for whatever day and time that you want, at zero cost to you regardless of your insurance status or coverage. You can cancel this free appointment anytime at no cost to you.

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Q26a

[Numeric ♦ Not required ♦ Lower limit=100 ♦ Lower limit type=GreaterOrEqual ♦ Upper limit=500 ♦ Upper limit type=SmallerOrEqual ♦ Total Digits=5 ♦ Decimal places=2]

If you had to guess, how much would this visit with Dr. Smith typically cost?

Q26b

[Not required]

How confident are you in this guess?

- ☐ Completely (1)
- ☐ Very (2)
- ☐ Somewhat (3)
- ☐ Not very (4)
- ☐ Not at all (5)

Q27a

[Not required]

If you had to guess, what is Dr. Smith's first name?

- ☐ Mary (1)
- ☐ Mark (2)

Q27b

[Not required]

How confident are you in this guess?

- ☐ Completely (1)
- ☐ Very (2)
- ☐ Somewhat (3)
- ☐ Not very (4)
- ☐ Not at all (5)

Q28a

[Not required]

If you had to guess, what is Dr. Smith's race?

- ☐ White (1)
- ☐ Black or African American (2)
- ☐ American Indian or Alaska Native (3)
- ☐ Asian (4)
- ☐ Native Hawaiian or Other Pacific Islander (5)

Q28b

[Not required]

How confident are you in this guess?

- ☐ Completely (1)
- ☐ Very (2)
- ☐ Somewhat (3)
- ☐ Not very (4)
- ☐ Not at all (5)

Q29a

[Numeric ♦ Not required ♦ Lower limit=18 ♦ Lower limit type=GreaterOrEqual ♦ Upper limit=100 ♦ Upper limit type=SmallerOrEqual ♦ Total Digits=3]

If you had to guess, what is Dr. Smith's age?

Q29b

[Not required]

How confident are you in this guess?

- ☐ Completely (1)
- ☐ Very (2)
- ☐ Somewhat (3)
- ☐ Not very (4)
- ☐ Not at all (5)

V1_6

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Q30b

[Not required]

Who would you prefer to see for this free appointment with?

- ☐ Dr. Mary Smith (1)
- ☐ Dr. Mark Smith (2)
- ☐ It doesn't matter to me. (3)

Q30c

[Not required]

If you had to guess, what is Dr. Smith's specialty?

- ☐ Psychiatry (1)
- ☐ Family Medicine (2)
- ☐ Internal Medicine (3)
- ☐ Obstetrician and Gynecology (OB/GYN) (4)
- ☐ Geriatric Medicine (5)
- ☐ Pediatrics (6)
- ☐ Emergency Medicine (7)

- ☐ Licensed Therapist (8)
- ☐ Licensed Psychologist (9)
- ☐ Other specialty: (10)_____ [Other]
- ☐ I don't know (11)

Q31a

[Not required]

When was the last time you visited a medical provider?

- ☐ In the last week (1)
- ☐ This month (2)
- ☐ In the past six months (3)
- ☐ In the past year (4)
- ☐ I have not visited a medical provider in the last year. (5)

Q31b

[Not required]

When was the last time you visited a medical provider for mental health treatment?

- ☐ In the last week (1)
- ☐ This month (2)
- ☐ In the past six months (3)
- ☐ In the past year (4)
- ☐ I have not received mental health treatment in the past year (5)

CONDITION

f('Q31a').any('1','2','3','4') || f('Q31b').any('1','2','3','4')

true

false

Question Q31c()

Q31c

[Not required]

Which of the following medical providers did you visit ^f('Q31b')^? Check all that apply.

- ☐ Physician (1)
- ☐ Physician Assistant (2)
- ☐ Nurse or Nurse Practitioner (3)
- ☐ Clinical Psychologist (4)
- ☐ Other, Describe here: (5)_____ [Other]

Q32

[Not required]

During your last medical visit...

How well did your physician listen to you?

- ☐ 5 Very well (5)
- ☐ 4 (4)
- ☐ 3 (3)
- ☐ 2 (2)
- ☐ 1 Not at all (1)

END || Condition f('Q31a').any('1','2','3','4') || f('Q31b').any('1','2','3','4')

Q33

[Not required]

During your last medical visit...

How well did your physician explain things to you?

- ☐ 5 Very well (5)
- ☐ 4 (4)
- ☐ 3 (3)
- ☐ 2 (2)
- ☐ 1 Not at all (1)

Q34

[Not required]

During your last medical visit...

How thorough was your physician?

- ☐ 5 Very thorough (5)
- ☐ 4 (4)
- ☐ 3 (3)
- ☐ 2 (2)
- ☐ 1 Not thorough at all (1)

Q35

What type of health insurance do you have? (check all that apply)

- ☐ Private Insurance purchased through an employer, union or school (1)
- ☐ Private Insurance purchased directly with insurance company or exchange/marketplace (2)
- ☐ Medicare (3)
- ☐ Medicaid (4)
- ☐ Military health insurance (Military Health System or TRICARE) (5)
- ☐ Veterans insurance (VA Health System, VA Choice, ChampVA) (6)
- ☐ Indian Health Service (7)
- ☐ Uninsured (8)
- ☐ Some other type of insurance: (9)_____ [Other]
- ☐ I don't know (10) [Exclusive]

Q36*[Not required]*

In general, how trustworthy are the following...

	Very trustworthy (1)	Somewhat trustworthy (2)	Neither trustworthy nor untrustworthy (3)	Somewhat untrustworthy (4)	Very untrustworthy (5)
Nurses (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physicians (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical clinics (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospitals (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health insurance companies (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q37*[Not required]*

How much of the time do you think you can trust technology companies to do what is right?

- ☐ Just about always (1)
☐ Most of the time (2)
☐ Some of the time (3)
☐ Hardly ever (4)

Q41*[Not required]*

Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?

- ☐ Days (1-30): (1)_____ *[Other]*
☐ None (2)
☐ Don't know/Not sure (3)

Q42*[Not required]*

Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?

- ☐ Days (1-30): (1)_____ *[Other]*
☐ None (2)
☐ Don't know/Not sure (3)

Q43*[Not required]*

During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?

- ☐ Days (1-30): (1)_____ [*Other*]
- ☐ None (2)
- ☐ Don't know/Not sure (3)

Q44

[*Not required*]

In general, would you say your health is:

- ☐ Excellent (1)
- ☐ Very good (2)
- ☐ Good (3)
- ☐ Fair (4)
- ☐ Poor (5)

Q45

[*Not required*]

In general, how satisfied are you with your life?

- ☐ Very satisfied (1)
- ☐ Somewhat satisfied (2)
- ☐ Somewhat dissatisfied (3)
- ☐ Very dissatisfied (4)

CS_001 - CS_001

[*Not required*]

Could you tell us how interesting or uninteresting you found the questions in this interview?

- ☐ Very interesting (1)
- ☐ Interesting (2)
- ☐ Neither interesting nor uninteresting (3)
- ☐ Uninteresting (4)
- ☐ Very uninteresting (5)