

Provider experiences with and perceptions of current patients' use of email communication with their doctor

In an effort to improve patients' communication with their health care providers, MU Health Care is planning to implement an Internet service (IQ Health) that will enable patients to view parts of their medical records and to send email messages to physicians over a secure Internet connection.

This survey asks about the nature and the extent to which your patients currently use email to communicate with you. We also ask for your perceptions about the potential advantages, disadvantages, and any concerns you might have about expanding patients' opportunity to view selected portions of their medical records and to communicate with you through secure messaging.

All responses are voluntary, anonymous, and will be kept strictly confidential.

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|---|-----------------|--------------------|--------------------|-------------------|--------------|
| 1. What is your clinical role? (circle one) | Staff physician | Resident physician | Nurse Practitioner | FCM Nurse partner | |
| 2. If a physician or nurse practitioner, where do you usually see patients? (circle one) | GM Green | GM Blue | GM Gold | FM Woodrail | GIM Fairview |
| | Other location | | | | |
| 3. In a typical month, approximately how many emails do you receive from your patients concerning their health care? (Circle one) | None | 1-5 | 6-20 | 21-40 | > 41 |

If you answered None, please skip to question 6 on the next page.

4. What percentage of the emails that you currently receive from patients fall in the following categories?

_____ % Little or no response needed (for example, FYI, yes/no, make an appointment)

_____ % Short 1-2 sentences response

_____ % Response that requires considerable time (requires research, review, or a lengthy response)

100%

5. Regarding the content of email communication with your patients, please indicate the frequency with which emails relate to the following areas (Check one response per item):

	Never	Occasionally	Moderately often	Frequently
a. Medication refills	[]	[]	[]	[]
b. Laboratory or other diagnostic tests	[]	[]	[]	[]
c. Patient reports of clinical values, such as blood pressure or blood glucose level	[]	[]	[]	[]
d. Patient reports of changes in clinical status or symptoms	[]	[]	[]	[]
e. Patient questions about their treatment	[]	[]	[]	[]
f. Requests to schedule appointments	[]	[]	[]	[]
g. Requests for referral to another provider	[]	[]	[]	[]
h. Requests for help with insurance claims, such as completing forms or writing a letter on the patient's behalf	[]	[]	[]	[]
i. Other (please specify):	[]	[]	[]	[]

6. Regarding the future use of secure messaging to communicate with your patients, please indicate the extent you either agree or disagree with the following statements. (Check one response per item)

Increased electronic communications with my patients will:	Strongly disagree	Disagree	Neither disagree or agree	Agree	Strongly agree
a. Increase my workload	[]	[]	[]	[]	[]
b. Decrease the number of phone calls	[]	[]	[]	[]	[]
c. Improve the timeliness of communication with patients	[]	[]	[]	[]	[]
d. Decrease patient satisfaction	[]	[]	[]	[]	[]
e. Decrease the frequency of patient visits	[]	[]	[]	[]	[]
f. Improve the quality of care	[]	[]	[]	[]	[]
g. Improve patients' ability to comply with prescribed treatment	[]	[]	[]	[]	[]
h. Negatively affect my clinical income	[]	[]	[]	[]	[]
i. Increase my professional satisfaction	[]	[]	[]	[]	[]
j. Improve my patient care decisions	[]	[]	[]	[]	[]
k. Improve patients' decision making regarding their care	[]	[]	[]	[]	[]

7. Regarding MU Healthcare's plans to enroll patients in IQ Health, which provides secure messaging and ability to view parts of the medical record, please indicate the extent to which you disagree or agree with the following statements. (Check one response per item)

	Strongly disagree	Disagree	Neither disagree or agree	Agree	Strongly agree
a. Few of my patients will be interested in using secure messaging to communicate with me.	[]	[]	[]	[]	[]
b. My colleagues will support this effort to increase electronic communication between patients and their providers.	[]	[]	[]	[]	[]
c. I will actively encourage my patients currently communicating with me by email to change to the secure messaging provided by IQ-Health.	[]	[]	[]	[]	[]
d. If my patients ask about enrolling in IQ-Health, I will encourage them to do so.	[]	[]	[]	[]	[]
e. It would be helpful to have a nurse assist me with timely response.	[]	[]	[]	[]	[]
f. Allowing patients to view portions of their medical records will generate additional work.	[]	[]	[]	[]	[]
g. Few of my patients will be interested in Internet access of their medical records.	[]	[]	[]	[]	[]

8. Given the choice, would you implement a secure messaging system between patients and their providers? (Circle one) Yes No

Comments:

9. Given the choice, would you allow patients to view selected parts of their medical records online? (Circle one) Yes No

Comments:

10. Please comment on any other specific potential advantages and disadvantages of MU Healthcare setting up a secure messaging system for communication between patients and their providers and allowing patients to view portions of their medical records.

Secure messaging with patients comments:

Patients viewing portions of their medical records comments:

Thank you!

**Please return your completed survey to:
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