

Wellness Portal User Satisfaction Survey:Patients

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This is a questionnaire designed to be completed by patients in ambulatory and home settings. The tool includes questions to assess user's satisfaction of personal health records.

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Wellness Portal User Satisfaction Survey – Patients (Year 1 Field Testing)

Scale:

- 1 – Strongly disagree
- 2 – Somewhat disagree
- 3 – Somewhat agree
- 4 – Strongly agree
- 0 – Don't know or doesn't apply

Questions:

- 1) I can navigate the Wellness Portal website easily.
- 2) I can find information I need easily and quickly in the Wellness Portal.
- 3) I understand health information presented on the Wellness Portal website.
- 4) I understand the instructions on how to manage my health information through the Wellness Portal.
- 5) The information I find on the Wellness Portal website is just what I need for managing my wellness care.
- 6) The information I find on the Wellness Portal website is arranged well. I always know where to look for what I need.
- 7) Information I get from the Wellness Portal is important to me.
- 8) Information I get from the Wellness Portal helps me improve my health.
- 9) Information I get from the Wellness Portal helps me participate more in my own health care.
- 10) Information I get from the Wellness Portal is exactly what I need to make more informed health care decisions.
- 11) The Wellness Portal is a valuable resource for me or the ones I care for.
- 12) The Wellness Portal improves my interaction with my health care provider.
- 13) The Wellness Portal website helped me improve my health.
- 14) The Wellness Portal website will likely help me to continually improve my health and well being.

Open-ended questions:

- 1) What do you think the most useful features are in the Wellness Portal that can improve the quality of care you receive?
- 2) What do you think the least useful features are in the Wellness Portal that contribute the least to the quality of care you receive?
- 3) Are there any features in the Wellness Portal that could actually decrease the quality of care you receive?
- 4) In what ways could we improve the Wellness Portal system?