Patient Portal Users Tech Survey

The attached technology survey was provided online to patients. The purpose was to assess how patients access phone service and the internet. The author has given permission to share broadly without restrictions except as noted below.

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For further information about this resource please feel free to contact Jim Meyers, DrPH at jimmeyersdrph@gmail.com or 510-761-1609.

Q1 Do you have access to one or more of the following which you use regularly for phone calls? (mark all that apply)

Answered: 246 Skipped: 6

	Yes	No	Sometimes	Don't Know	Total
Standard Cell Phone?	**81.01%** 128	**18.35%** 29	**0.63%** 1	**0.00%** 0	158
Apple iPhone?	**47.66%** 61	**51.56%** 66	**0.78%** 1	**0.00%** 0	128
Android Smartphone such as Samsung?	**79.31%** 138	**20.69%** 36	**0.00%** 0	**0.00%** 0	174
Other Smartphone device?	**43.14%** 44	**55.88%** 57	**0.98%** 1	**0.00%** 0	102
Landline	**56.90%** 66	**41.38%** 48	**0.86%** 1	**0.86%** 1	116
Phone from computer (Skype, VoIP, other?)	**22.86%** 24	**72.38%** 76	**3.81%** 4	**0.95%** 1	105

Q2 If you have the ability to receive text messages, would you approve Clinica sending you an occasional SMS text message?

Answered: 245 Skipped: 7

Answer Choices	Responses	
Yes	**93.88%**	230
No	**3.27%**	8
algunas veces	**2.04%**	5
no se	**0.82%**	2
Total		**245**

Q3 Do you have access to the Internet with a data plan for your iPhone or Smartphone?

Answered: 204 Skipped: 48

Answer Choices	Responses	
Yes	**79.41%**	162
No	**17.65%**	36
Sometimes	**1.47%**	3
Don't Know	**1.47%**	3
Total		**204**

Q4 If yes, how do you use your smartphone?

Answered: 238 Skipped: 14

	Yes	No	Sometimes	Don't Know	Total
make phone calls	**95.98%** 215	**3.57%** 8	**0.45%** 1	**0.00%** 0	224
access the Internet and search websites	**89.11%** 180	**7.43%** 15	**2.48%** 5	**0.99%** 2	202
receive/send emails	**80.51%** 157	**14.87%** 29	**4.10%** 8	**0.51%** 1	195
open documents	**71.95%** 118	**18.29%** 30	**6.71%** 11	**3.05%** 5	164
send/receive text messages	**96.38%** 213	**2.71%** 6	**0.45%** 1	**0.45%** 1	221
use mobile apps	**85.25%** 156	**11.48%** 21	**3.28%** 6	**0.00%** 0	183
take/send photos	**93.75%** 195	**3.37%** 7	**2.88%** 6	**0.00%** 0	208
watch videos	**89.27%** 183	**6.83%** 14	**2.93%** 6	**0.98%** 2	205
buy products and services	**50.94%** 81	**40.88%** 65	**6.29%** 10	**1.89%** 3	159
listen to audiobook, music, podcasts	**73.99%** 128	**20.23%** 35	**5.20%** 9	**0.58%** 1	173
other (please specify _____)	**19.05%** 4	**71.43%** 15	**0.00%** 0	**9.52%** 2	21

Q5 Do you have access to a computer with Internet connectivity such as a PC, Mac, Tablet?

Answered: 189 Skipped: 63

Answer Choices	Responses	
Yes	**53.44%**	101
No	**43.39%**	82
Sometimes	**2.65%**	5
Don't Know	**0.53%**	1
Total		**189**

Q6 If yes, how do you use your PC, Mac or Tablet?

Answered: 158 Skipped: 94

	Yes	No	Sometimes	Don't Know	Total
make Skype or other phone calls	**32.14%** 36	**59.82%** 67	**5.36%** 6	**2.68%** 3	112
access the Internet and search websites	**76.39%** 110	**18.06%** 26	**4.17%** 6	**1.39%** 2	144
receive/send emails	**74.44%** 99	**21.80%** 29	**3.76%** 5	**0.00%** 0	133
open / edit documents	**61.34%** 73	**29.41%** 35	**5.88%** 7	**3.36%** 4	119
send/receive text messages	**72.44%** 92	**25.98%** 33	**0.79%** 1	**0.79%** 1	127
use apps	**62.28%** 71	**30.70%** 35	**6.14%** 7	**0.88%** 1	114
take/send photos	**69.60%** 87	**28.00%** 35	**2.40%** 3	**0.00%** 0	125
watch videos	**75.19%** 97	**20.16%** 26	**3.88%** 5	**0.78%** 1	129
buy products and services	**52.59%** 61	**37.93%** 44	**7.76%** 9	**1.72%** 2	116
listen to audioobooks, music, podcasts	**57.98%** 69	**35.29%** 42	**6.72%** 8	**0.00%** 0	119
other (please specify _____)	**26.09%** 6	**73.91%** 17	**0.00%** 0	**0.00%** 0	23

Q7 Name

Answered: 96 Skipped: 156

Answer Choices	Responses	
Name	**100.00%**	96
Company	**0.00%**	0
Address	**0.00%**	0
Address 2	**0.00%**	0
City/Town	**0.00%**	0
State/Province	**0.00%**	0
ZIP/Postal Code	**0.00%**	0
Country	**0.00%**	0
Email Address	**0.00%**	0
Phone Number	**0.00%**	0