

Over the past few months, we have been testing a patient portal, NextMD Patient Portal, as a way to help you safely and confidentially communicate with your doctor's office. NextMD Patient Portal can be securely accessed over the web from the comfort of your home or office, and can be used to e-mail your doctor with questions you might have, or to view your health records, make an appointment, or even get a refill on your prescription. As a patient of Shasta Community Health Center (SCHC), we are asking for your help. We would value your feedback on ways in which you think we can make the patient portal better.

This survey takes about 10 minutes to complete. Your participation in this survey is completely voluntary and will not affect your health care or your benefits. Your individual responses to this survey will be kept confidential and anonymous and only summary responses across all patients will be shared with staff. If you have any questions about this survey, please contact Shasta Community Health Center (SCHC).

Thank you in advance for your feedback!

1. In the past 6 months, how many times did you call Shasta Community Health Center (SCHC)?

- None 1 2 3 4 5 More than 5 times

2. If you called SCHC in the past 6 months, what was your reason for doing so? (check all that apply)

- Make or change an appointment
 Ask for a referral
 Refill prescriptions
 Ask about lab results
 Ask a question
 Other reason: _____

3. If you called SCHC in the past 6 months, what is your overall rating of this phone call?

- Poor Fair Good Very Good Excellent

4. In the past 6 months, how many times did you send an e-mail to SCHC staff or your doctor?

- None 1 2 3 4 5 More than 5 times

5. In the past 6 months, how many times were you seen in the clinic by either a doctor or nurse?

- None 1 2 3 4 5 More than 5 times

6. If you emailed SCHC in the past 6 months, what was your reason for doing so?

(check all that apply)

- Make or change an appointment
- Ask for a referral
- Refill prescriptions
- Ask about lab results
- Ask a question
- Other reason: _____

7. If you emailed SCHC in the past 6 months, what is your overall rating of this email communication?

- Poor Fair Good Very Good Excellent

8. How many times have you used NextMD Patient Portal in the past 6 months?

- Never 1 2 3 4 5 More than 5 times

9. If you used NextMD Patient Portal in the past 6 months, for which services did you use it?

(check all that apply)

- Communicate with doctor or nurse
- Refill prescriptions
- View health records
- Find information about a health issue
- Request a referral
- View lab results
- Make or change an appointment
- Pay a bill
- Other: _____

10. If you used NextMD Patient Portal in the past 6 months, what is your overall rating of it?

- Poor Fair Good Very Good Excellent

11. Did using NextMD Patient Portal save you a call to the SCHC in the past 6 months?

- Yes No I did not use NextMD Patient Portal in the past 6 months

12. Did using NextMD Patient Portal save you a visit to SCHC in the past 6 months?

- Yes No I did not use NextMD Patient Portal in the past 6 months

13. If you used NextMD Patient Portal in the past 6 months, please check the box that best reflects your opinion.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
It was easy to register to use NextMD Patient Portal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy logging into NextMD Patient Portal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My medical information on NextMD Patient Portal is accurate and up-to-date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to use NextMD Patient Portal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information on NextMD Patient Portal is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using NextMD Patient Portal makes me feel more connected with my doctor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My communication with the clinic has been better since I've been using NextMD Patient Portal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Do you have any concerns about using NextMD Patient Portal?

15. If there are ways we can improve NextMD Patient Portal please list them below:

16. How likely are you to recommend Shasta Community Health Center to family and friends?

- Strongly Agree Agree Disagree Strongly Disagree NA

17. How satisfied are you with your ability to get the care you need from SCHC?

- Strongly Agree Agree Disagree Strongly Disagree NA

18. In general, how would you rate your overall health?

- Poor Fair Good Very Good Excellent

19. NextMD Patient Portal can be used as a resource to help you get more information about any illness you have. Has a doctor ever told you that you have any of these things?

	Yes	No
Diabetes or high blood sugar	<input type="radio"/>	<input type="radio"/>
Hypertension or high blood pressure	<input type="radio"/>	<input type="radio"/>
Asthma	<input type="radio"/>	<input type="radio"/>
Chronic bronchitis or emphysema	<input type="radio"/>	<input type="radio"/>
Heart disease	<input type="radio"/>	<input type="radio"/>
Cancer	<input type="radio"/>	<input type="radio"/>
Depression	<input type="radio"/>	<input type="radio"/>
HIV/AIDS	<input type="radio"/>	<input type="radio"/>
Any other chronic illness	<input type="radio"/>	<input type="radio"/>

20. Are you male or female?

- Female Male

21. In which age group do you fall?

- 18-24 25-34 35-44 45-54 55-64 65-74 75 or older

22. What is the highest grade or level of school that you have completed?

- 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree

Thank you for taking the time to give us this feedback!