

HARRIS INTERACTIVE, INC.
161 SIXTH AVENUE
NEW YORK, NEW YORK 10013

February 16, 2005

HOW THE PUBLIC SEES HEALTH RECORDS AND AN EMR PROGRAM

Conducted For:

PROGRAM ON INFORMATION TECHNOLOGY, HEALTH RECORDS
AND PRIVACY

CENTER FOR SOCIAL & LEGAL RESEARCH

**TOPLINE RESULTS
DATASHEETED QUESTIONNAIRE**

**Study No. 23283
Field Period: February 8 – 13, 2005
Sample: 1,012 adults aged 18 or over**

Methodology

Harris Interactive conducted this survey by telephone within the United States between February 8 and 13, 2005 among a nationwide cross section of 1,012 adults (ages 18 and over). Figures for age, sex, race, education, number of adults, number of voice/telephone lines in the household, region and size of place were weighted where necessary to align them with their actual proportions in the population.

In theory, with a probability sample of this size, one can say with 95 percent certainty that the results for the total sample have a **sampling error precision of plus or minus 3 percentage points** of what they would be if the entire U.S. adult population had been polled with complete accuracy. Statistical precision for the smaller samples is plus or minus 5 percentage points. Unfortunately, there are several other possible sources of error in all polls or surveys that are probably more serious than theoretical calculations of sampling error. They include refusals to be interviewed (nonresponse), question wording and question order, interviewer bias, weighting by demographic control data and screening (e.g., for likely voters). It is impossible to quantify the errors that may result from these factors.

Notes on reading the results

The percentage of respondents has been included for each item. An asterisk (*) signifies a value of less than one-half percent. A dash represents a value of zero. Percentages may not always add up to 100% because of computer rounding or the acceptance of multiple answers from respondents answering that question.

SECTION 650: HEALTH PRIVACY QUESTIONS [WESTIN]

BASE: ALL RESPONDENTS

Q650 [1] In the past three years, do you believe that [Insert each item] has disclosed your personal medical information in a way that you felt was improper, or not?

[RANDOMIZE]

Q651

	1 Yes	2 No	8 Not Sure (v)	9 Decline to answer (v)
1 A doctor who has treated you or a family member	5	94	1	*
2 A clinic or hospital that treated you or a family member	8	91	1	*
3 Your employer or a family member's employer	5	94	1	*
4 A health insurance company	8	90	1	*
5 A public health agency	5	93	2	*
NET			14%	

BASE: ALL RESPONDENTS

Q655 [2] Since 2000, a Federal Health Privacy Regulation (called the HIPAA Rule) has required all health care organizations to give patients a privacy notice explaining how the organization will collect and use the patient's health information, how it will keep the information secure, how patients can get access to their own health records, correct any errors, and control most disclosures of their information to people outside the health care system. Have you ever received one of these HIPAA health privacy notices?

	%
1 Yes	67
2 No	32
8 Not sure (v)	1
9 Decline to answer (v)	-

BASE: HAVE RECEIVED HIPAA PRIVACY NOTICES (Q655/1)

Q670 [3] Based on your experiences and what you may have heard, how much has this federal privacy regulation and the Privacy Notices affected your confidence that your personal medical information is being handled today in what you feel is a proper way? Has it increased your confidence...?

	%
1 A Great Deal	23
2 Somewhat	44
3 Not Very Much	13
4 Not At All	18
8 Not sure (v)	1
9 Decline to answer (v)	*

BASE: ALL RESPONDENTS

Q675 [4] The Federal Government has called for medical and health-care organizations to work with technology firms to create a nationwide system of patient Electronic Medical Records over the next few years. The goal is to improve the effectiveness of patient care, lessen medical errors, and reduce the high costs of paper handling. Have you read or heard anything about this program?

	%
1 Yes	29
2 No	71
8 Not sure (v)	-
9 Decline to answer (v)	-

BASE: ALL RESPONDENTS

Q685 [6] Here are some things that some people have said might happen under such a patient Electronic Medical Record system. How concerned are you that (READ EACH ITEM) – very concerned, somewhat concerned, not very concerned, or not concerned at all?

Q686 [RANDOMIZE]		1 Very Concerned %	2 Somewhat Concerned %	3 Not Very- Concerned %	4 Not Concerned at all %	8 Not Sure (v) %	9 Decline to Answer (v) %
		%	%	%	%	%	%
1	Computerization could increase rather than decrease medical errors	29	36	22	13	1	-
2	Sensitive personal medical-record information might be leaked because of weak data security	38	32	16	13	1	-
3	There could be more sharing of your medical information without your knowledge	42	27	18	13	*	-
4	Some people will not disclose sensitive but necessary information doctors and other health care providers, because of worries that it will go into computerized records	29	36	20	13	1	-
5	Strong enough data security will not be installed in the new computer system	34	35	18	12	1	*
6	The existing federal health privacy rules protecting patient information will be reduced in the name of efficiency	28	34	23	14	1	*

Privacy Concerns Segmentation

	%
High	56
Moderate	16
Low	14
Very Low	14

BASE: ALL RESPONDENTS

Q690 [7] Supporters of the new patient Electronic Medical Record system say that strong privacy and data security regulations will be applied. Critics worry that these will not be applied or will not be sufficient. Overall, do you feel that the expected benefits TO PATIENTS AND SOCIETY of this patient Electronic Medical Record system outweigh potential risks to privacy, or do you feel that the privacy risks outweigh the expected benefits? [PROGRAMMER NOTE: ROTATE THE EXPECTED BENEFITS OUTWEIGH POTENTIAL RISKS AND PRIVACY RISKS OUTWEIGH EXPECTED BENEFITS]

	%
1	Benefits outweigh risks to privacy
2	Privacy risks outweigh the expected benefits
8	Not sure (v)
9	Decline to answer (v)

BASE: ALL RESPONDENTS

Q695 [8] Since most adults now use computers, the new patient Electronic Medical Record system could arrange ways for consumers to track their own personal information in the new system and exercise the privacy rights they were promised. How important do you think it is that such individual consumer tools be incorporated in the new patient Electronic Medical Record System from the start? Is it...?

	%
1	Very Important
2	Somewhat Important
3	Not Very Important
4	Not Important at all
8	Not sure (v)
9	Decline to answer (v)