

**Surescripts Survey
Prepared by Kelton (May 2015)**

Which of the following, if any, complete this sentence? Usually when I visit a doctor...

The office has all of my insurance information on file	62%
The office has all of my personal information on file	60%
My doctor already knows my existing medical conditions	60%
My doctor knows about my recent history (e.g. surgeries, hospitalizations, doctor's visits)	56%
My doctor has my entire medical history on file	54%
My doctor already knows what prescriptions I'm taking	51%
My doctor uses a computer or tablet to take notes	51%
I fill out very few forms, if any	46%
My prescriptions are processed electronically without me having to drop them off at a pharmacy	45%
My doctor already knows my allergies	39%
My doctor sees me on time	38%
I am able to access my medical records if needed while I'm there	26%
I pay the amount due at the end of the visit and not afterwards	24%
I am able to follow up with my doctor via text, email or an online portal	20%
I am able to make my appointment online	20%
I receive any necessary invoices at the end of the visit and not afterwards	19%
None of these	5%

If you needed to access your medical history within 24 hours, how confident are you that the last doctor you visited could provide it in this timeframe?

Extremely confident	35%
Somewhat confident	45%
Not very confident	16%
Not at all confident	5%
TOP 2 BOX (Confident)	79%
BOTTOM 2 BOX (NOT confident)	21%

During a typical visit to a doctor, about how much time are you likely to spend on each of the following?
Your best guess is fine.

Filling out paperwork:

Less than a minute (.5)	41%
1-4	16%
5-9	23%
10-14	12%
15-19	4%
20+	5%

Meeting with a nurse, technician or physician's assistant:

Less than a minute (.5)	14%
1-4	12%
5-9	37%
10-14	22%
15-19	8%

Meeting with the doctor:

Less than a minute (.5)	8%
1-4	3%
5-9	13%
10-14	24%
15-19	23%
20+	29%

Waiting in a waiting room or examination room:	
Less than a minute (.5)	6%
1-4	3%
5-9	15%
10-14	19%
15-19	16%
20+	41%
Verbally sharing my medical history with the doctor:	
Less than a minute (.5)	27%
1-4	17%
5-9	29%
10-14	15%
15-19	5%
20+	6%
Which of the following, if any, would you consider asking about a bill that you have received from a doctor's office or insurance company?	
How much exactly I owe	47%
The percentage that my insurance covers	43%
The reasoning behind what I owe	39%
Whether it's possible to pay less	22%
Whether the cost will be different next time	17%
The late fee	14%
Other	2%
Nothing	22%
When you visit a doctor or other healthcare professional, about how often do each of the following typically happen?	
I sign my name on a paper form	55%
My insurance card or ID is photocopied or scanned	54%
I write my personal information, such as my address or Social Security number, on a paper form	33%
I write details of my medical history on a paper form	28%
I receive a paper bill in the mail afterwards instead of getting the option to pay in the office	36%
I sign a form that I don't completely read	29%
I receive a paper receipt at the end of my visit	47%
My doctor has my entire medical history on file	71%
I receive a prescription on a piece of paper instead of a doctor calling it in or sending it to a pharmacy	31%
I understand the reasoning behind everything on my bill	53%
I am able to fill out all necessary paperwork online in advance	20%
My appointment ends earlier than expected	20%
My appointment starts earlier than expected	15%
My bill is emailed to me at the end of my appointment	16%
My doctor uses a computer or tablet to take notes	60%
I follow up with my doctor via text, email or an online portal afterwards and he or she responds within 24 hours	19%
My bill is explained to me by my doctor or someone who works in the office	26%
Which of the following, if any, complete this sentence? I think that I should only have to fill out paperwork at the doctor's office when...	
I am visiting a doctor for the first time	79%
My insurance coverage changes	66%
There is a change in my medical history (e.g. allergies, surgery)	62%
My life status changes (e.g. marriage)	42%
Other	0
Never	3%

Would it be easiest for you to communicate with healthcare professionals, such as doctor or pharmacists, using...?	
Online/Mobile (Net)	55%
Email	27%
A website	12%
Text messaging	8%
A mobile app	7%
Phone calls	39%
Video chat	3%
Other	3%
Have you ever...?	
Had to bring a paper prescription to the pharmacy myself to fill	53%
Went to a doctor's appointment earlier than it was scheduled to fill out paperwork	49%
Received a letter from a doctor's office or insurance company that looks like a bill but isn't a bill	32%
Received a reminder for a doctor's appointment via text message or email	31%
Had to verbally share information with a doctor that he or she could find out easily by reading your medical history	30%
Had to physically bring test results, X-rays or a health record from one doctor's office to another	29%
Had a doctor's office schedule your appointment much earlier because you needed to fill out paperwork first	28%
Had to fax or hand-carry a medical form to a doctor's office, lab or pharmacy	27%
Contacted a doctor's office or insurance company to understand what's involved in the amount due	26%
Received a medical bill in the mail that you had already paid	24%
Been able to fill out all relevant forms online before a doctor's visit	21%
Had trouble remembering my recent medical history (e.g. surgeries, hospitalizations, doctor's visits)	19%
Been able to follow up with a doctor via email after an appointment and receive a response within 24 hours	17%
Been overcharged by a doctor's office or insurance company because of an error in paperwork	15%
Had to coordinate between two different doctor's offices because it was hard for them to share information themselves	14%
Had my invoice explained to me by a doctor or member of his or her staff	13%
Made an error on a form I filled out at the doctor's office	13%
Had to pay multiple bills for the same doctor's visit	12%
Been able to consult with a doctor via video chat or phone call instead of visiting the office	11%
Had to pay a late fee on a medical bill because you forgot to pay it	10%
Been able to negotiate the amount due to a doctor's office or insurance company	9%
Had a doctor email me a copy of my medical records	8%
Had to pay a late fee on a medical bill because you didn't receive the first one	8%
Received the same medical bill in the mail and via email	8%
Had your medical records mixed up with someone else's at a doctor's office	8%
Had an invoice emailed to me at the end of a doctor's appointment	7%
Needed to visit a doctor twice because the office didn't have your medical history on file during the first visit	6%
None of these	11%
Which of the following do you think would require less paperwork than a visit to a new doctor for the first time?	
Renewing my driver's license	50%
Opening a new bank account	30%
Applying for a marriage license	26%
Applying for a passport	20%
Starting a new job	18%
Opening a retirement savings account	15%
Buying a car	12%
Filing my taxes	12%
Writing a will	10%

Applying for college or graduate school	5%
Selling a home	4%
Applying for a mortgage	4%
Opening a restaurant	4%
Adopting a child	2%
None of these	25%
Which of the following, if any, complete this sentence? I would rather call customer service for _____ than call customer service for my health insurance company.	
My bank	34%
My cell phone provider	27%
A credit card company	22%
My utility company	21%
My cable company	20%
A car insurance company	16%
The post office	16%
An airline	15%
None of these	28%
tHave you ever felt that you were 'stepping back in time' when visiting any of the following locations because they use outdated processes, facilities, or systems?	
Post office	26%
DMV	25%
Doctor's office	18%
Grocery store	17%
Bus station	15%
Elementary school	14%
Hospital	14%
Public park	11%
Subway station	11%
Pharmacy	10%
Bank	8%
Airport	6%
Travel agency	6%
Accountant's office	4%
None of these	35%
Would you say that most of the doctor's offices you've visited have felt that they belong in...?	
This century	73%
The last century	21%
The next century	6%
Do you think that most doctor's offices use...?	
Too much paper	48%
Not enough paper	5%
About the right amount of paper	48%
Which of the following, if any, would you prefer to do online instead of via phone or in person?	
Pay my monthly bills	57%
Book a vacation	49%
Get lab test results	48%
Fill out paperwork from a doctor's office ahead of my visit	48%
Access my medical records	47%

Make a doctor's appointment	47%
Receive a reminder for an upcoming doctor's appointment	47%
Fill a prescription	47%
Pay a medical bill	46%
Buy concert tickets	45%
Receive a notification that my prescription is ready	45%
Keep track of my medical history (e.g. surgeries, hospitalizations, doctor's visits)	44%
Receive a reminder to schedule a doctor's appointment	44%
Receive a notification to refill my prescription	43%
Find information on potential doctors, such as their qualifications or policies	42%
Apply for a job	40%
Share my feedback on a doctor or healthcare facility	35%
Access X-rays	35%
Change my health insurance plan	32%
Communicate with a doctor directly, such as to seek advice or ask follow-up questions on a visit	32%
Shop for clothing	32%
Order meals from a restaurant	26%
Communicate with a pharmacist	25%
Share my billing information for medical bills	22%
Apply for a mortgage	21%
Order groceries	18%
None of these	8%
Which of the following, if any, are you currently able to do using technology, such as the Internet, a mobile app, or email?	
Pay a medical bill	38%
Find information on potential doctors, such as their qualifications or policies	38%
Get a reminder for an upcoming doctor's appointment	31%
Fill a prescription	30%
Write a review of a doctor or healthcare facility	29%
Make a doctor's appointment	29%
Get a notification that my prescription is ready	29%
Get a notification to refill my prescription	26%
Get lab test results	26%
Get a reminder to schedule a doctor's appointment	25%
Access my medical records	25%
Ask a doctor questions directly	19%
Get general advice from a doctor, such as what to do during flu season	17%
Get a referral to a specialist or other provider (e.g. nutritionist)	13%
Access X-rays	8%
None of these	19%
If a doctor used a computer or tablet instead of paper during your visit, such as to take notes or send a referral by email, would you be most likely to describe the doctor as...?	
Organized	70%
Efficient	70%
Innovative	40%
Competent	33%
Attentive to detail	28%
Cool	14%
Impersonal	14%
Caring	11%

Distracted	10%
Disconnected	8%
Other	1%
When filling out paperwork at a doctor's office, have you ever felt...?	
Impatient	41%
Frustrated	37%
Stressed	32%
Overwhelmed	32%
Confused	29%
Anxious	26%
Confident	20%
Uncomfortable	20%
Angry	9%
Helpless	8%
Other	6%
Generally speaking, how easy or difficult is it for you to do each of the following today?	
Fill prescriptions	89%
Pay medical bills	82%
Access my medical records	60%
Get lab test results	71%
Make a doctor's appointment	88%
Keep track of my medical history (e.g. surgeries, hospitalizations, doctor's visits)	69%
Get lab test results	6%
Pay medical bills	5%
Fill prescriptions	2%
Make a doctor's appointment	2%
Generally speaking, how easy or difficult is it for you to do each of the following today?	
Extremely easy	25%
Somewhat easy	44%
Somewhat difficult	25%
Extremely difficult	6%
TOP 2 BOX (Easy)	69%
BOTTOM 2 BOX (Difficult)	31%
If your doctor's office were to use technology for more administrative tasks, such as scheduling appointments or completing paperwork online, how would it most likely make you feel?	
Relieved	68%
Confident	65%
Comforted	55%
Excited	38%
Anxious	13%
Uncomfortable	10%
Stressed	9%
Impatient	9%
Confused	8%
Overwhelmed	6%
Helpless	6%
Frustrated	6%
Other	8%

Please indicate how frustrated you typically are in each of the following situations.	
Calling an insurance company's customer service line	62%
Receiving a bill from a doctor's office or insurance company	49%
Discussing with a pharmacist what my insurance covers	41%
Filling out paperwork at a doctor's office	57%
Filling out an online form ahead of an appointment with a doctor	28%
Receiving lab test results	30%
Buying airline tickets online	33%
Paying parking tickets	61%
Buying groceries online	30%
Ordering tickets for concerts or other events online	27%
Choosing a smartphone	35%
Buying a new car	54%
Please indicate how frustrated you typically are in each of the following situations.	
Buying a new car	
Extremely frustrated	19%
Somewhat frustrated	36%
Not very frustrated	29%
Not frustrated at all	17%
TOP 2 BOX (Frustrated)	54%
BOTTOM 2 BOX (NOT frustrated)	46%
Do you think it would be more frustrating if you couldn't access your...?	
Lab test results online	53%
Credit report online	47%
Have you ever put off scheduling or postponed a doctor's appointment because... ?	
Have put off	69%
I don't have time	37%
It's too expensive	30%
My insurance doesn't cover it	25%
I can get the advice I need online	9%
I don't want to fill out paperwork	8%
Other	4%
I have never put off scheduling or postponed a doctor's appointment	31%
If you were deciding between two different doctors to visit and all other factors were equal, would you be more likely to visit a doctor's office...?	
That allowed me to fill out all paperwork online before my visit	51%
That allowed me to get my tests results online	48%
That stored my medical records electronically	46%
That allowed me to schedule appointments online	44%
That allowed me to communicate with the doctor online	38%
Where the doctor took notes on a laptop or mobile device instead of on paper	33%
That didn't make me fill out any paperwork	32%
Would you be less likely to visit a doctor that didn't...?	
Have the ability to process a prescription without me having to take a paper prescription to the pharmacy myself	41%
Store my medical records electronically	33%
Give me the option to fill out at least some forms online ahead of my visit	30%
Have a website	30%
Allow me to get my lab test results online	29%

Allow me to schedule appointments online	25%
Other	9%
Please indicate what might happen, if anything, if your doctor communicated via emails or texts instead of by phone only.	
It would take me less time to communicate with my doctor	45%
No difference	41%
It would take me more time to communicate with my doctor	14%
Please indicate what might happen, if anything, if your doctor communicated via emails or texts instead of by phone only.	
I would feel less rushed when asking questions	51%
No difference	40%
I would feel more rushed when asking questions	9%
Please indicate what might happen, if anything, if your doctor communicated via emails or texts instead of by phone only.	
I would feel more comfortable asking all of the questions on my mind	46%
No difference	44%
I would feel less comfortable asking all of the questions on my mind	10%
Please indicate what might happen, if anything, if your doctor communicated via emails or texts instead of by phone only.	
I would reach out to my doctor more often	43%
No difference	48%
I would reach out to my doctor less often	9%
Please indicate what might happen, if anything, if your doctor communicated via emails or texts instead of by phone only.	
I would be less likely to switch to a new doctor	36%
No difference	55%
I would be more likely to switch to a new doctor	9%
Please indicate what might happen, if anything, if your doctor communicated via emails or texts instead of by phone only.	
I would be more likely to recommend my doctor to others	40%
No difference	51%
I would be less likely to recommend my doctor to others	8%
I would be more likely to recommend my doctor to others	40%
No difference	51%
I would be less likely to recommend my doctor to others	8%
Which of the following, if any, would you be willing to do in order to switch to a doctor with more technologically advanced operations?	
Willing	57%
Wait a few weeks longer than planned for an available appointment	22%
Make an appointment at a time that is inconvenient for me	20%
Travel outside of my immediate area	18%
Pay a slightly higher co-pay for visits	13%
Go out of my insurance network altogether	8%
Pay an annual fee	8%
Other	1%
Nothing	43%
Which of the following, if any, would you be willing to do in order to switch to a doctor with more technologically advanced operations?	
Nothing	43%
Wait a few weeks longer than planned for an available appointment	39%
Make an appointment at a time that is inconvenient for me	36%
Travel outside of my immediate area	32%
Pay a slightly higher co-pay for visits	23%
Go out of my insurance network altogether	14%
Pay an annual fee	14%
Other	1%

Which of the following, if any, have ever happened to you because of an issue specific to missing or incomplete paperwork?	
I didn't get a prescription refilled in time	19%
My insurance didn't cover the cost of a prescription	16%
My insurance didn't cover the cost of a lab test	9%
I couldn't meet with my doctor	8%
My insurance didn't cover the cost of a visit to a specialist I was referred to	7%
My insurance didn't cover a visit to my primary doctor	6%
None of these	61%
Does your primary doctor typically...?	
Have my entire medical history on file	65%
Send prescriptions to the pharmacy electronically so I don't have to drop them off myself	62%
Know what I'm allergic to	59%
Know about other doctors or hospitals I have visited	53%
Know about treatments I've received in other settings	47%
Not need me to fill out any paperwork when I visit	43%
Send clear invoices	23%
Is available via email or other online channels to address concerns or questions about my condition	21%
Send prompt invoices	17%
Offer me access to online or other digital tools to help me manage my condition	16%
Explain the costs involved in managing my condition	14%
None of these	7%
Do you feel that you could manage your condition better with any of the following?	
Can manage better	60%
Automatic prescription refills without requiring any paper forms	37%
The ability to contact my doctor via text, email or an online portal with concerns or questions about my condition	36%
Online access to my entire medical history	30%
The ability to contact a pharmacist via text, email or online with concerns or questions about my prescriptions	27%
More information from my insurance provider on relevant treatments that are and aren't covered	24%
Other	0
Nothing - I think that I am managing my condition well	40%
Nothing - I think that I am managing my condition well	40%
Do you feel that you could manage your condition better with any of the following?	
Nothing - I think that I am managing my condition well	40%
Automatic prescription refills without requiring any paper forms	61%
The ability to contact my doctor via text, email or an online portal with concerns or questions about my condition	59%
Online access to my entire medical history	49%
The ability to contact a pharmacist via text, email or online with concerns or questions about my prescriptions	45%
More information from my insurance provider on relevant treatments that are and aren't covered	40%
Other	0
Do you feel that you typically pay more attention to any of the following for the person you care for than for yourself?	
Warning signs of health conditions worsening	50%
Current prescriptions	49%
Dietary needs	43%
Prescription history	39%
Exercise or physical activity needs	38%
Health insurance coverage	35%
Hospitalizations	33%

Recommended schedule for visits to PCPs or specialists	33%
Previous doctors visited	31%
Allergies	29%
Surgery history	25%
Other	1%
None	6%
Which of the following, if any, are challenging for you to do for the person you care for?	
Manage his or her dietary needs	40%
Monitor him or her for signs of the condition worsening	37%
Keep track of his or her medical history (e.g. surgeries, hospitalizations, doctor's visits)	33%
Keep track of prescription refills	31%
Stick to the recommended schedule for visits to PCPs or specialists	29%
Fill out paperwork during doctor's visits	26%
Communicate with pharmacists	19%
None of these	15%
When filling out paperwork during a typical doctor's visit for the person you care for, how much of the information are you usually able to fill out on your own?	
All	35%
Most	41%
Some	16%
A little bit	4%
None	3%
TOP 2 BOX (All/Most)	76%
BOTTOM 2 BOX (None//A little)	7%
When filling out paperwork during a typical doctor's visit for the person you care for, what information is generally the hardest for you to remember or access?	
Prescription history	20%
Previous doctors visited	17%
Insurance information	15%
Surgery history	14%
Hospitalizations	11%
Current prescriptions	9%
Allergies	6%
Personal information (address, phone number, employer, etc.)	3%
Other	4%
Do you feel that you could help manage this person's condition better with any of the following?	
Can manage better	87%
Online access to his or her entire medical history	49%
The ability to contact his or her doctor via text, email or an online portal with concerns or questions about the condition	40%
Appointment reminders from their doctors via text or email	35%
Automatic prescription refills without having to fill out paper forms	34%
The ability to contact a pharmacist via email or online with concerns or questions about his or her prescriptions	32%
More information from his or her insurance provider on relevant treatments that are and aren't covered	29%
Other	-
Nothing - I think that I am managing this person's condition well	13%
Do you feel that you typically pay more attention to any of the following for your child or children than for yourself?	
Allergies	46%
Warning signs of health conditions worsening	43%

Dietary needs	41%
Exercise or physical activity needs	40%
Health insurance coverage	36%
Recommended schedule for visits to PCPs or specialists	36%
Current prescriptions	32%
Prescription history	32%
Previous doctors visited	32%
Hospitalizations	31%
Surgery history	22%
Other	0
None	15%
Which of the following, if any, are challenging for you to do for your child or children?	
Fill out paperwork during doctor's visits	22%
Keep track of his or her medical history (e.g. surgeries, hospitalizations, doctor's visits)	20%
Stick to the recommended schedule for doctor's visits	19%
Monitor him or her for key health milestones	18%
Keep track of medications	17%
Manage his or her dietary needs	16%
Keep track of allergies	13%
Communicate with pharmacists	9%
None of these	37%
When filling out paperwork during a typical doctor's visit for your child or children, how much of the information are you usually able to fill out on your own?	
All	66%
Most	23%
Some	6%
A little bit	3%
None	2%
TOP 2 BOX (All/Most)	90%
BOTTOM 2 BOX (None//A little)	5%
When filling out paperwork during a typical doctor's visit for your child or children, what information is generally the hardest for you to remember or access?	
Insurance information	24%
Previous doctors visited	24%
Prescription history	14%
Hospitalizations	8%
Allergies	7%
Current prescriptions	6%
Surgery history	5%
Medical conditions	5%
Other	8%
About how many times in an average year, if at all, do you visit a doctor? This can include a primary care physician as well as any specialists. Your best guess is fine.	
Less than once a year (.5)	15%
1	14%
2	20%
3	13%
4	14%
5-9	16%
10+	8%

Which of the following types of doctors, if any, do you visit on a regular basis, such as once a year?

Primary care physician	75%
Dentist	54%
Eye doctor	42%
OB/GYN	20%
Specialist related to my condition	18%
Other	6%
None	7%

Which of the following, if any, do you own and use on a regular basis?

Smartphone	70%
Tablet	50%
Laptop	64%
Desktop computer	57%
Non-smartphone cell phone	16%
Smartwatch	4%
None of these	1%

About how much time in an average week do you typically spend using the Internet? This can include using the mobile web on a smartphone or tablet as well as on a computer.

Your best guess is fine.	
None (0)	1%
Less than an hour (.5)	2%
1-4	7%
5-9	10%
10-14	14%
15-19	10%
20+	56%