

Appendix I: Survey Protocol

Introduction

We are asking you to participate in this survey because we would like to better understand how people make a decision on when to go to providers or emergency rooms? This study is being conducted by Cindy Aronson, T. China Parkman, and Dominique Green. Our faculty advisor, Cynthia Putnam, is supervising this research.

The survey will take about 20 minutes of your time. All of your responses will be confidential, and no personal information will be collected that can identify you. Participation in this survey is voluntary. You may discontinue the survey at any time by closing your browser. Thank you for your participation!

If you have any further questions, please contact:

Name	Title	Contact
Cindy Aronson	Researcher	cindy.aronson@sbcglobal.net
T.China Parkman	Researcher	china177@sbcglobal.net
Dominique Green	Researcher	niqueivette21@gmail.com
Cynthia Putnam	Faculty Advisor	cputnam@cdm.depaul.edu

You must meet the following requirements:

1. You must be 18 years old or older
2. You must not be a healthcare provider

By clicking next, you are agreeing to the requirements for this survey.

Part 1: General Question			
In the past year, how often were you	Choose One	<ul style="list-style-type: none">• 0 times• 1-2 times	General Health Question:

seen by a doctor for a routine visit?		<ul style="list-style-type: none"> ● 3-4 times ● 5-6 times ● More than 6 times 	<p>Person that goes to the doctor more frequently are more likely to go to ER</p> <p>(are they a goer or a stayer)?</p>
In the last year, how often were you seen by a doctor when you were feeling ill?	Choose one	<ul style="list-style-type: none"> ● 0 times ● 1-2 times ● 3-4 times ● 5-6 times ● More than 6 times 	
In the last year, how often were you seen by a doctor when you had an injury?	Choose one	<ul style="list-style-type: none"> ● 0 times ● 1-2 times ● 3-4 times ● 5-6 times ● More than 6 times 	
Have you ever gone to a walk-in clinic?	Choose one	<ul style="list-style-type: none"> ● No ● Yes, 1-2 times ● Yes, 3-4 times ● Yes, 5-6 times ● Yes, More than 6 times 	
Tell us about the last time you went to the walk-in clinic. Include how you felt about that.	Open-ended		
Have you ever gone to the ER?	Choose One	<ul style="list-style-type: none"> ● No ● Yes, 1-2 times ● Yes, 3-4 times ● Yes, 5-6 times ● Yes, More than 6 times 	<p>Person that goes to the doctor more frequently are more likely to go to ER</p> <p>(are they a goer or a stayer)?</p>
Tell us about the last time you went to the ER. Include	Choose one		

how you felt about that.			
<p>What has prevented you from considering going to the ER when perhaps you should have?</p> <ul style="list-style-type: none"> ● I was worried about overcrowding ● Expense/cost ● I was afraid ● I was embarrassed ● Treated symptoms myself ● Other 	Matrix of Choose	<ul style="list-style-type: none"> ● This is not a reason that has prevented me from going to the ER ● This has sometimes prevented me from considering the ER ● This is a common reason that I have not going to the ER 	

<p>From whom have you considered opinions when making a decision about whether to go to the doctor or ER?</p> <ul style="list-style-type: none"> ● Peers ● Family ● Doctor (s) ● Other (specify) 	Matrix of Choice	<ul style="list-style-type: none"> ● This is not an opinion I have ever considered ● This is an opinion that I have sometimes considered ● This is an opinion I often have considered 	To understand the factors that go into user decision-making for seeing providers.

<p>Have you ever made a wrong decision about going to a doctor or ER for yourself or someone else?</p>	<p>Choose one</p>	<ul style="list-style-type: none"> ● Yes ● No 	<p>To know if people have made wrong decision</p>
<p>Tell us about the last time you made a wrong decision about going to the doctor or ER?</p>	<p>Open-ended</p>		
<p>Have you ever self-treated (not gone into the doctor or ER) for any of the following conditions?</p> <ul style="list-style-type: none"> ● Abdomen pain ● Back pain ● Suspected Broken Bone(s) ● Suspected sprain ● Cough ● Tooth Pain ● Ear pain ● Headache ● Chest pain ● Fever ● Dizzy ● Shortness of Breath ● Nauseated ● Gastrointestinal issues ● Other (specify) 	<p>Check all that apply</p>	<ul style="list-style-type: none"> ● No, I have always gone to the doctor or ER with this condition ● Yes, sometimes I have self-treated for this condition ● Yes, I have always self-treated for this condition ● N/A - I have never had this condition 	<p>To know which symptoms would people treat at home</p>

Online Tool Information

Question	Question Type	Answers	Reason
Have you ever looked up symptoms online for an illness or injury either for yourself or others?	Choose one	<ul style="list-style-type: none"> • Yes • No 	
Tell us about the last time you looked up symptoms online for an illness or injury either for yourself or others?	Open-ended		
Has looking up symptoms online ever prevented you from going to the doctor or ER?	Choose one	<ul style="list-style-type: none"> • No • Yes, it has sometimes • Yes, it has very often 	
When you have used online information - what were your reasons <ul style="list-style-type: none"> • For symptoms • For Conditions • After a doctor visit • After an ER visit • General health • Prevention • Doctor Background 	Matrix of choice	<ul style="list-style-type: none"> • No. this is not one of my reason • Yes, this sometimes a reason • Yes, this a common reason 	To know how they use online information to make decision
Does online health information make	Choose one	<ul style="list-style-type: none"> • No 	

you more confident in your decision to go to the doctor or ER?		<ul style="list-style-type: none"> • Yes, it has sometimes • Yes, it has very often 	
How satisfied/dissatisfied were you with the last time you researched online information?	Likert Scale	<ul style="list-style-type: none"> • 1 - Very Dissatisfied • 2 • 3 • 4 • 5 - Very Satisfied 	
The last time that you looked up medical information online, what sites did you use?	Open-ended		
How much do you trust or distrust the site that you used the last time?	Likert Scale	<ul style="list-style-type: none"> • Very much Distrust • - • - • -- • Very much Trust 	To find out how that impacts their decision process for going to doctor or ER?
How much do you trust the following medical sites <ul style="list-style-type: none"> • WebMD • My Chart • Mayo Clinic • Google 	Matrix of Choice	<ul style="list-style-type: none"> • Not trustworthy • 2 • 3 • 4 • 5 Very trustworthy • I do not know this site 	To know which one is the most trustworthy
Would you consider a peer forum for asking about symptoms that might need medical care?	Choose one	<ul style="list-style-type: none"> • Yes • No 	To know if they have similar opinions as people in the before phase

<p>We are designing a tool to help people understand when they should consider seeing a doctor or going to the ER.</p> <p>What features should we include in our tool?</p>	<p>Open Ended</p>		<p>To know what feature people would like</p>
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Demographics Question			
Question	Question Type	Answer	Reasons
<p>Age</p>	<p>Choose one</p>	<ul style="list-style-type: none"> ● 18-24 ● 25-35 ● 36-45 ● 46-54 ● 55-65 ● 66-75 ● 75+ 	<p>Compare ages</p>
<p>Gender Preference</p>	<p>Choose One</p>	<ul style="list-style-type: none"> ● Male ● Female ● Other ● Prefer not to say 	<p>To know people gender because we would like to have eq</p>
<p>How comfortable are you with computer technology?</p>	<p>Likert scale</p>	<ul style="list-style-type: none"> ● Very Uncomfortable ● 2 ● 3 ● 4 ● Very Comfortable 	<p>To gauge level of tech-savviness for using computer technology for a health solution.</p>
<p>Do you consider yourself healthy or unhealthy?</p>	<p>Choose one</p>	<ul style="list-style-type: none"> ● 1 – Very Unhealthy ● 2 ● 3 ● 4 ● 5 Very healthy 	<p>To see how people feel about their health</p> <p>It is in the demographics because we do not</p>

		<ul style="list-style-type: none">• Prefer not to say	want it to have any effect on people's answer
Do you have a chronic disease or condition?	Choose one	<ul style="list-style-type: none">• Yes• No• Prefer not to say	
Where do you live?	Choose one	<ul style="list-style-type: none">• Urban Area• Suburban Area• Rural Area	