

PUBLIC USE FILE CODEBOOK

Telehealth and Equity

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PRESENTED BY:
NORC
at the
University of Chicago

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Study Methodology

This study, funded by The SCAN Foundation, was conducted by The Associated Press-NORC Center for Public Affairs Research. Staff from NORC at the University of Chicago, The Associated Press, and The SCAN Foundation collaborated on all aspects of the study.

Data were collected using the Foresight 50+ Consumer Omnibus, a monthly multi-client survey using NORC's probability-based panel designed to be representative of the U.S. household population of adults age 50 and older. The survey was part of a larger study that included questions about other topics not included in this report. During the initial recruitment phase of the panel, randomly selected U.S. households were sampled with a known, non-zero probability of selection from the NORC National Sample Frame or a secondary national address frame, both with over 97% coverage of all U.S. addresses, and then contacted by U.S. mail, email, telephone, or field interviewers (face to face). Households were screened for having at least one adult age 50 and older. The panel provides sample coverage of approximately 97% of the U.S. household population. Those excluded from the sample include people with P.O. Box only addresses, some addresses not listed in the USPS Delivery Sequence File, and some newly constructed dwellings population. Of note for this study, the panel would also exclude adults age 50 and older who live in some institutional types of settings, such as skilled nursing facilities or nursing homes, depending on how addresses are listed for the facility.

Interviews for this survey were conducted between November 12 and November 15, 2021, with adults age 50 and older representing the 50 states and the District of Columbia. Panel members were randomly drawn from the Foresight 50+ Panel, and 1,000 completed the survey—933 via the web and 67 via telephone. Panel members were invited by email or by phone from an NORC telephone interviewer. Interviews were conducted in English. Respondents were offered a small monetary incentive (\$3) for completing the survey.

The final stage completion rate is 27.0%, the weighted household panel recruitment rate is 17.1%, and the weighted household panel retention rate is 75.6%, for a cumulative response rate of 3.5%. The overall margin of sampling error is +/- 4.3 percentage points at the 95% confidence level including the design effect. The margin of sampling error may be higher for subgroups.

Sampling error is only one of many potential sources of error and there may be other unmeasured error in this or any other survey.

Quality assurance checks were conducted to ensure data quality. In total, 25 interviews were removed for nonresponse to at least 50% of the questions asked of them, for completing the survey in less than one-third

the median interview time for the full sample, or for straight-lining all grid questions asked of them. These interviews were excluded from the data file prior to weighting.

Once the sample has been selected and fielded, and all the study data have been collected and made final, a poststratification process is used to adjust for any survey nonresponse as well as any non-coverage or under and oversampling resulting from the study specific sample design. Poststratification variables included age, gender, census division, race/ethnicity, education, and AARP Membership. Weighting variables were obtained from the 2021 Current Population Survey and AARP. The weighted data reflect the U.S. population of adults age 50 and over.

Complete questions and results are available at www.longtermcarepoll.org/project/telehealth-and-equity/.

For more information, email info@apnorc.org.

About The Associated Press-NORC Center for Public Affairs Research

Celebrating its 10th anniversary this year, The AP-NORC Center for Public Affairs Research taps into the power of social science research and the highest-quality journalism to bring key information to people across the nation and throughout the world.

- The Associated Press (AP) is an independent global news organization dedicated to factual reporting. Founded in 1846, AP today remains the most trusted source of fast, accurate, unbiased news in all formats and the essential provider of the technology and services vital to the news business. More than half the world's population sees AP journalism every day.

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The two organizations have established The AP-NORC Center for Public Affairs Research to conduct, analyze, and distribute social science research in the public interest on newsworthy topics, and to use the power of journalism to tell the stories that research reveals. In its 10 years, The AP-NORC Center has conducted more than 250 studies exploring the critical issues facing the public, covering topics like health care, the economy, COVID-19, trust in media, and more. Learn more at www.apnorc.org

Index of Variables: *Listed in the order they appear in the file*

#	Variable	Question	Type	Len	Label
1	SU_ID	N/A	Num	8	SU_ID: CaseID
2	FINALWT	N/A	Num	8	FINALWT: Post-stratification weights - 18+ general population (N=1,000)
3	SURV_MODE	N/A	Num	8	SURV_MODE: Survey interview mode (online or phone)
4	SURV_LANG	N/A	Num	8	SURV_LANG: Survey interview language
5	Q1	Q1	Num	8	Q1: Does your home have high-speed internet access, or not?
6	Q2	Q2	Num	8	Q2: Do you use a device that can connect to the internet such as a computer, smartphone, or tablet, or not?
7	Q3_1	Q3	Num	8	Q3_1: [Live video service like Zoom, Doxy.me, or FaceTime] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?
8	Q3_2	Q3	Num	8	Q3_2: [Talking on the telephone] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?
9	Q3_3	Q3	Num	8	Q3_3: [Email] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?
10	Q3_4	Q3	Num	8	Q3_4: [Text message] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?
11	Q3_5	Q3	Num	8	Q3_5: [None of the above] Have you received any of the following types of care through telehealth, or not?
12	Q4A	Q4	Num	8	Q4A: [Mental health services] Have you received any of the following types of care through telehealth, or not?

#	Variable	Question	Type	Len	Label
13	Q4B	Q4	Num	8	Q4B: [A non-urgent health concern] Have you received any of the following types of care through telehealth, or not?
14	Q4C	Q4	Num	8	Q4C: [An urgent health concern] Have you received any of the following types of care through telehealth, or not?
15	Q4D	Q4	Num	8	Q4D: [Ongoing care to manage a chronic condition] Have you received any of the following types of care through telehealth, or not?
16	Q4E	Q4	Num	8	Q4E: [Wellness check-ins and support] Have you received any of the following types of care through telehealth, or not?
17	Q4F	Q4	Num	8	Q4F: [Health care services like physical or occupational therapy] Have you received any of the following types of care through telehealth, or not?
18	Q4G	Q4	Num	8	Q4G: [A prescription or medication consultation] Have you received any of the following types of care through telehealth, or not?
19	Q5A	Q5	Num	8	Q5A: [Mental health services] How comfortable were you receiving care through telehealth for each of the following?
20	Q5B	Q5	Num	8	Q5B: [A non-urgent health concern] How comfortable were you receiving care through telehealth for each of the following?
21	Q5C	Q5	Num	8	Q5C: [An urgent health concern] How comfortable were you receiving care through telehealth for each of the following?
22	Q5D	Q5	Num	8	Q5D: [Ongoing care to manage a chronic condition] How comfortable were you receiving care through telehealth for each of the following?
23	Q5E	Q5	Num	8	Q5E: [Wellness check-ins and support] How comfortable were you receiving care through telehealth for each of the following?

#	Variable	Question	Type	Len	Label
24	Q5F	Q5	Num	8	Q5F: [Health care services like physical or occupational therapy] How comfortable were you receiving care through telehealth for each of the following?
25	Q5G	Q5	Num	8	Q5G: [A prescription or medication consultation] How comfortable were you receiving care through telehealth for each of the following?
26	Q6A	Q6	Num	8	Q6A: [Mental health services] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?
27	Q6B	Q6	Num	8	Q6B: [A non-urgent health concern] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?
28	Q6C	Q6	Num	8	Q6C: [An urgent health concern] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?
29	Q6D	Q6	Num	8	Q6D: [Ongoing care to manage a chronic condition] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?
30	Q6E	Q6	Num	8	Q6E: [Wellness check-ins and support] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?
31	Q6F	Q6	Num	8	Q6F: [Health care services like physical or occupational therapy] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?
32	Q6G	Q6	Num	8	Q6G: [A prescription or medication consultation] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?

#	Variable	Question	Type	Len	Label
33	Q7	Q7	Num	8	Q7: Once the COVID-19 outbreak is over, how likely are you to continue to seek care through telehealth at least some of the time?
34	Q8A	Q8	Num	8	Q8A: [It is easier to schedule an appointment at a time that works for you] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
35	Q8B	Q8	Num	8	Q8B: [It is easier to meet with the specific provider you need to see] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
36	Q8C	Q8	Num	8	Q8C: [You want to avoid getting exposed to COVID-19 at an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
37	Q8D	Q8	Num	8	Q8D: [You don't have transportation to get to an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
38	Q8E	Q8	Num	8	Q8E: [It is cheaper than an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?

#	Variable	Question	Type	Len	Label
39	Q8F	Q8	Num	8	Q8F: [You don't think you needed to meet with a provider in person] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
40	Q8G	Q8	Num	8	Q8G: [It is easier to have a caregiver or support person with you for your appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
41	Q8H	Q8	Num	8	Q8H: [Your health makes it difficult to get to an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
42	Q8I	Q8	Num	8	Q8I: [You want an immediate response] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
43	Q8J	Q8	Num	8	Q8J: [You just feel more comfortable at home] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?
44	Q9A	Q9	Num	8	Q9A: [Running into technical issues] When it comes to receiving health care through telehealth, how concerned are you about the following?
45	Q9B	Q9	Num	8	Q9B: [The security of your health information] When it comes to receiving health care through telehealth, how concerned are you about the following?

#	Variable	Question	Type	Len	Label
46	Q9C	Q9	Num	8	Q9C: [A lack of privacy in your home when communicating about health concerns] When it comes to receiving health care through telehealth, how concerned are you about the following?
47	Q9D	Q9	Num	8	Q9D: [Running into issues with health care coverage or reimbursement] When it comes to receiving health care through telehealth, how concerned are you about the following?
48	Q9E	Q9	Num	8	Q9E: [Receiving care that is not as effective as a traditional in-person visit] When it comes to receiving health care through telehealth, how concerned are you about the following?
49	Q9F	Q9	Num	8	Q9F: [Meeting with a doctor or provider who does not understand your cultural preferences] When it comes to receiving health care through telehealth, how concerned are you about the following?
50	Q9G	Q9	Num	8	Q9G: [Not having a personal relationship with your doctor or provider] When it comes to receiving health care through telehealth, how concerned are you about the following?
51	Q9H	Q9	Num	8	Q9H: [Not having the appropriate devices to access telehealth] When it comes to receiving health care through telehealth, how concerned are you about the following?
52	Q10A	Q10	Num	8	Q10A: [Assistance learning how to use the necessary technology] When it comes to telehealth, how helpful would each of the following be?
53	Q10B	Q10	Num	8	Q10B: [Information from your health insurance on what types of telehealth is covered] When it comes to telehealth, how helpful would each of the following be?

#	Variable	Question	Type	Len	Label
54	Q10C	Q10	Num	8	Q10C: [The option to use telehealth on a smartphone rather than a desktop or laptop computer] When it comes to telehealth, how helpful would each of the following be?
55	Q10D	Q10	Num	8	Q10D: [The option to have audio-only visits, rather than live-video visits] When it comes to telehealth, how helpful would each of the following be?
56	Q10E	Q10	Num	8	Q10E: [The option to exchange emails or direct messages with your doctor or provider] When it comes to telehealth, how helpful would each of the following be?
57	Q10F	Q10	Num	8	Q10F: [Having a prior relationship with your doctor or provider] When it comes to telehealth, how helpful would each of the following be?
58	Q10G	Q10	Num	8	Q10G: [Having your doctor or provider provide the necessary devices like a computer, tablet, or smartphone] When it comes to telehealth, how helpful would each of the following be?
59	Q10H	Q10	Num	8	Q10H: [Translation services] When it comes to telehealth, how helpful would each of the following be?
60	Q11A	Q11	Num	8	Q11A: [Mental health services] If you needed each of the following types of care, how comfortable would you be receiving that care in person?
61	Q11B	Q11	Num	8	Q11B: [A non-urgent health concern] If you needed each of the following types of care, how comfortable would you be receiving that care in person?
62	Q11C	Q11	Num	8	Q11C: [Ongoing care to manage a chronic condition] If you needed each of the following types of care, how comfortable would you be receiving that care in person?

#	Variable	Question	Type	Len	Label
63	Q11D	Q11	Num	8	Q11D: [Wellness check-ins and support] If you needed each of the following types of care, how comfortable would you be receiving that care in person?
64	Q11E	Q11	Num	8	Q11E: [A prescription or medication consultation] If you needed each of the following types of care, how comfortable would you be receiving that care in person?
65	Q12A	Q12	Num	8	Q12A: [The costs or co-pays associated with telehealth] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?
66	Q12B	Q12	Num	8	Q12B: [You had difficulty scheduling an appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?
67	Q12C	Q12	Num	8	Q12C: [The internet speed or connection at your home is too slow] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?
68	Q12D	Q12	Num	8	Q12D: [You don't have access to a device, such as a tablet, desktop or laptop computer] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?
69	Q12E	Q12	Num	8	Q12E: [You don't have specific programs installed on your device] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?

#	Variable	Question	Type	Len	Label
70	Q12F	Q12	Num	8	Q12F: [You don't want to be on video or use a camera] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?
71	Q12G	Q12	Num	8	Q12G: [You don't feel comfortable using technology] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?
72	Q12H	Q12	Num	8	Q12H: [You don't like using technology] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?
73	Q13A	Q13	Num	8	Q13A: [Receiving low-quality care] When it comes to receiving health care in-person, how concerned are you about each of the following?
74	Q13B	Q13	Num	8	Q13B: [The security of your health information] When it comes to receiving health care in-person, how concerned are you about each of the following?
75	Q13C	Q13	Num	8	Q13C: [A lack of privacy in the office when communicating about health concerns] When it comes to receiving health care in-person, how concerned are you about each of the following?
76	Q13D	Q13	Num	8	Q13D: [Running into issues with health care coverage or reimbursement] When it comes to receiving health care in-person, how concerned are you about each of the following?
77	Q13E	Q13	Num	8	Q13E: [Difficulty scheduling an appointment] When it comes to receiving health care in-person, how concerned are you about each of the following?

#	Variable	Question	Type	Len	Label
78	Q13F	Q13	Num	8	Q13F: [Difficulty finding a doctor or health care provider who is like you] When it comes to receiving health care in-person, how concerned are you about each of the following?
79	Q13G	Q13	Num	8	Q13G: [Meeting with a doctor or provider who does not understand your cultural preferences] When it comes to receiving health care in-person, how concerned are you about each of the following?
80	Q13H	Q13	Num	8	Q13H: [Not having a personal relationship with your doctor or provider] When it comes to receiving health care in-person, how concerned are you about each of the following?
81	URBAN	DM5	Num	8	URBAN: How would you describe the community you live in now?
82	MARITAL	N/A	Num	8	MARITAL: Marital status
83	AGEGRP	N/A	Num	8	AGEGRP: Age
84	EDUCATION	N/A	Num	8	EDUCATION: Educational attainment
85	RACETH	N/A	Num	8	RACETH: Race/ethnicity
86	GENDER	N/A	Num	8	GENDER: Gender
87	HHINCOME	N/A	Num	8	HHINCOME: Household income
88	EMPSTATUS	N/A	Num	8	EMPSTATUS: Employment status
89	STATE	N/A	Char	2	STATE: State of residence
90	CENSUS_REGION	N/A	Num	8	CENSUS_REGION: Census region

Variables #82-90 are AmeriSpeak Omnibus® profile variables. These variables are collapsed or recoded to minimize the risk of disclosing respondent privacy.

Details of Variables

- “.” Or space: logic skip, respondent is not applicable to a specific question
- 99: missing, survey non-respondent

SURV_MODE: Survey interview mode (online or phone)			
SURV_MODE	Frequency	Weighted Frequency	Percent
(1) Phone interview	67	91	9.13
(2) Web Interview	933	909	90.87
Total	1000	1000	100.00

SURV_LANG: Survey interview language			
SURV_LANG	Frequency	Weighted Frequency	Percent
(1) English	1000	1000	100.00
Total	1000	1000	100.00

Q1: Does your home have high-speed internet access, or not?			
Q1	Frequency	Weighted Frequency	Percent
(1) Yes	924	908	90.79
(2) No	71	84	8.38
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	8	0.83
Total	1000	1000	100.00

Q2: Do you use a device that can connect to the internet such as a computer, smartphone, or tablet, or not?			
Q2	Frequency	Weighted Frequency	Percent
(1) Yes	962	938	93.84
(2) No	35	58	5.78
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	3	4	0.39
Total	1000	1000	100.00

Q3_1: [Live video service like Zoom, Doxy.me, or FaceTime] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?			
Q3_1	Frequency	Weighted Frequency	Percent
(0) No	639	638	63.76
(1) Yes	361	362	36.24
Total	1000	1000	100.00

Q3_2: [Talking on the telephone] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?			
Q3_2	Frequency	Weighted Frequency	Percent
(0) No	558	559	55.90
(1) Yes	442	441	44.10
Total	1000	1000	100.00

Q3_3: [Email] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?			
Q3_3	Frequency	Weighted Frequency	Percent
(0) No	755	761	76.08
(1) Yes	245	239	23.92
Total	1000	1000	100.00

Q3_4: [Text message] Have you received any care using any of the following since the COVID-19 pandemic started in March 2020?			
Q3_4	Frequency	Weighted Frequency	Percent
(0) No	839	842	84.16
(1) Yes	161	158	15.84
Total	1000	1000	100.00

Q3_5: [None of the above] Have you received any of the following types of care through telehealth, or not?			
Q3_5	Frequency	Weighted Frequency	Percent
(0) No	638	626	62.57
(1) Yes	362	374	37.43
Total	1000	1000	100.00

Q4A: [Mental health services] Have you received any of the following types of care through telehealth, or not?			
Q4A	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Yes	88	89	8.91
(2) No	528	518	51.84
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	19	15	1.54
Total	1000	1000	100.00

Q4B: [A non-urgent health concern] Have you received any of the following types of care through telehealth, or not?			
Q4B	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Yes	362	359	35.87
(2) No	264	257	25.72
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	9	7	0.70
Total	1000	1000	100.00

Q4C: [An urgent health concern] Have you received any of the following types of care through telehealth, or not?			
Q4C	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Yes	91	86	8.55
(2) No	519	514	51.38
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	25	24	2.36
Total	1000	1000	100.00

Q4D: [Ongoing care to manage a chronic condition] Have you received any of the following types of care through telehealth, or not?			
Q4D	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Yes	267	246	24.62
(2) No	353	362	36.21
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	15	15	1.45
Total	1000	1000	100.00

Q4E: [Wellness check-ins and support] Have you received any of the following types of care through telehealth, or not?			
Q4E	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Yes	276	255	25.49
(2) No	349	358	35.85
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	10	9	0.95
Total	1000	1000	100.00

Q4F: [Health care services like physical or occupational therapy] Have you received any of the following types of care through telehealth, or not?			
Q4F	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Yes	48	53	5.32
(2) No	576	559	55.86
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	11	11	1.11
Total	1000	1000	100.00

Q4G: [A prescription or medication consultation] Have you received any of the following types of care through telehealth, or not?			
Q4G	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Yes	311	322	32.17
(2) No	319	296	29.62
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	5	0.49
Total	1000	1000	100.00

Q5A: [Mental health services] How comfortable were you receiving care through telehealth for each of the following?			
Q5A	Frequency	Weighted Frequency	Percent
.	912	911	91.09
(1) Extremely comfortable	26	28	2.77
(2) Very comfortable	36	36	3.61
(3) Somewhat comfortable	19	18	1.77
(4) Not too comfortable	5	4	0.39
(5) Not comfortable at all	2	4	0.38
Total	1000	1000	100.00

Q5B: [A non-urgent health concern] How comfortable were you receiving care through telehealth for each of the following?			
Q5B	Frequency	Weighted Frequency	Percent
.	638	641	64.13
(1) Extremely comfortable	101	88	8.82
(2) Very comfortable	160	165	16.46
(3) Somewhat comfortable	78	80	7.96
(4) Not too comfortable	15	16	1.56
(5) Not comfortable at all	4	7	0.72
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	4	3	0.35
Total	1000	1000	100.00

Q5C: [An urgent health concern] How comfortable were you receiving care through telehealth for each of the following?			
Q5C	Frequency	Weighted Frequency	Percent
.	909	914	91.45
(1) Extremely comfortable	17	19	1.86
(2) Very comfortable	22	17	1.69
(3) Somewhat comfortable	34	36	3.60
(4) Not too comfortable	13	11	1.08
(5) Not comfortable at all	4	2	0.20
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	1	1	0.12
Total	1000	1000	100.00

Q5D: [Ongoing care to manage a chronic condition] How comfortable were you receiving care through telehealth for each of the following?			
Q5D	Frequency	Weighted Frequency	Percent
.	733	754	75.38
(1) Extremely comfortable	81	71	7.06
(2) Very comfortable	96	85	8.52
(3) Somewhat comfortable	72	74	7.40
(4) Not too comfortable	14	14	1.40
(5) Not comfortable at all	3	2	0.18
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	1	1	0.06
Total	1000	1000	100.00

Q5E: [Wellness check-ins and support] How comfortable were you receiving care through telehealth for each of the following?			
Q5E	Frequency	Weighted Frequency	Percent
.	724	745	74.51
(1) Extremely comfortable	97	82	8.16
(2) Very comfortable	106	107	10.69
(3) Somewhat comfortable	56	52	5.16
(4) Not too comfortable	13	13	1.32
(5) Not comfortable at all	0	0	0
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	4	2	0.17
Total	1000	1000	100.00

Q5F: [Health care services like physical or occupational therapy] How comfortable were you receiving care through telehealth for each of the following?			
Q5F	Frequency	Weighted Frequency	Percent
.	952	947	94.68
(1) Extremely comfortable	9	10	0.98
(2) Very comfortable	13	12	1.16
(3) Somewhat comfortable	17	17	1.69
(4) Not too comfortable	7	14	1.41
(5) Not comfortable at all	2	1	0.07
Total	1000	1000	100.00

Q5G: [A prescription or medication consultation] How comfortable were you receiving care through telehealth for each of the following?			
Q5G	Frequency	Weighted Frequency	Percent
.	689	678	67.83
(1) Extremely comfortable	119	115	11.46
(2) Very comfortable	143	150	14.95
(3) Somewhat comfortable	41	44	4.42
(4) Not too comfortable	4	9	0.90
(5) Not comfortable at all	2	1	0.15
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	2	3	0.29
Total	1000	1000	100.00

Q6A: [Mental health services] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?			
Q6A	Frequency	Weighted Frequency	Percent
.	472	482	48.16
(1) Extremely comfortable	50	41	4.11
(2) Very comfortable	91	75	7.50
(3) Somewhat comfortable	193	198	19.80
(4) Not too comfortable	95	94	9.43
(5) Not comfortable at all	88	90	8.95
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	11	20	2.05
Total	1000	1000	100.00

Q6B: [A non-urgent health concern] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?			
Q6B	Frequency	Weighted Frequency	Percent
.	736	743	74.28
(1) Extremely comfortable	45	40	3.99
(2) Very comfortable	93	86	8.63
(3) Somewhat comfortable	86	81	8.11
(4) Not too comfortable	23	24	2.43
(5) Not comfortable at all	15	20	2.04
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	2	5	0.52
Total	1000	1000	100.00

Q6C: [An urgent health concern] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?			
Q6C	Frequency	Weighted Frequency	Percent
.	481	486	48.62
(1) Extremely comfortable	33	25	2.54
(2) Very comfortable	67	64	6.41
(3) Somewhat comfortable	156	166	16.61
(4) Not too comfortable	133	120	12.04
(5) Not comfortable at all	121	120	12.01
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	9	18	1.78
Total	1000	1000	100.00

Q6D: [Ongoing care to manage a chronic condition] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?			
Q6D	Frequency	Weighted Frequency	Percent
.	647	638	63.79
(1) Extremely comfortable	30	25	2.45
(2) Very comfortable	107	103	10.25
(3) Somewhat comfortable	122	129	12.92
(4) Not too comfortable	50	49	4.87
(5) Not comfortable at all	35	41	4.11
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	9	16	1.61
Total	1000	1000	100.00

Q6E: [Wellness check-ins and support] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?			
Q6E	Frequency	Weighted Frequency	Percent
.	651	642	64.15
(1) Extremely comfortable	54	45	4.54
(2) Very comfortable	127	129	12.86
(3) Somewhat comfortable	121	136	13.63
(4) Not too comfortable	27	23	2.27
(5) Not comfortable at all	17	21	2.12
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	3	4	0.43
Total	1000	1000	100.00

Q6F: [Health care services like physical or occupational therapy] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?			
Q6F	Frequency	Weighted Frequency	Percent
.	424	441	44.14
(1) Extremely comfortable	33	30	3.03
(2) Very comfortable	79	62	6.21
(3) Somewhat comfortable	178	193	19.33
(4) Not too comfortable	168	158	15.82
(5) Not comfortable at all	109	101	10.06
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	9	14	1.42
Total	1000	1000	100.00

Q6G: [A prescription or medication consultation] If you needed each of the following types of care, how comfortable would you be receiving that care through telehealth?			
Q6G	Frequency	Weighted Frequency	Percent
.	681	704	70.38
(1) Extremely comfortable	78	63	6.26
(2) Very comfortable	120	112	11.24
(3) Somewhat comfortable	97	93	9.31
(4) Not too comfortable	8	10	0.98
(5) Not comfortable at all	11	13	1.25
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	6	0.59
Total	1000	1000	100.00

Q7: Once the COVID-19 outbreak is over, how likely are you to continue to seek care through telehealth at least some of the time?			
Q7	Frequency	Weighted Frequency	Percent
.	365	377	37.71
(1) Extremely likely	55	52	5.24
(2) Very likely	112	115	11.45
(3) Somewhat likely	226	217	21.72
(4) Not too likely	163	168	16.77
(5) Not at all likely	77	70	6.99
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	2	1	0.13
Total	1000	1000	100.00

Q8A: [It is easier to schedule an appointment at a time that works for you] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8A	Frequency	Weighted Frequency	Percent
(1) Major reason	355	360	35.97
(2) Minor reason	322	328	32.77
(3) Not a reason	320	308	30.76
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	3	5	0.50
Total	1000	1000	100.00

Q8B: [It is easier to meet with the specific provider you need to see] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8B	Frequency	Weighted Frequency	Percent
(1) Major reason	339	351	35.13
(2) Minor reason	337	332	33.18
(3) Not a reason	318	306	30.55
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	6	11	1.14
Total	1000	1000	100.00

Q8C: [You want to avoid getting exposed to COVID-19 at an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8C	Frequency	Weighted Frequency	Percent
(1) Major reason	279	277	27.69
(2) Minor reason	311	312	31.23
(3) Not a reason	407	405	40.53
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	3	6	0.55
Total	1000	1000	100.00

Q8D: [You don't have transportation to get to an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8D	Frequency	Weighted Frequency	Percent
(1) Major reason	154	166	16.61
(2) Minor reason	121	106	10.61
(3) Not a reason	719	720	72.02
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	6	8	0.77
Total	1000	1000	100.00

Q8E: [It is cheaper than an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8E	Frequency	Weighted Frequency	Percent
(1) Major reason	190	186	18.64
(2) Minor reason	265	255	25.47
(3) Not a reason	531	544	54.38
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	14	15	1.51
Total	1000	1000	100.00

Q8F: [You don't think you needed to meet with a provider in person] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8F	Frequency	Weighted Frequency	Percent
(1) Major reason	285	273	27.28
(2) Minor reason	330	315	31.47
(3) Not a reason	366	381	38.14
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	19	31	3.11
Total	1000	1000	100.00

Q8G: [It is easier to have a caregiver or support person with you for your appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8G	Frequency	Weighted Frequency	Percent
(1) Major reason	93	95	9.49
(2) Minor reason	187	196	19.61
(3) Not a reason	704	680	68.01
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	16	29	2.89
Total	1000	1000	100.00

Q8H: [Your health makes it difficult to get to an in-person appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8H	Frequency	Weighted Frequency	Percent
(1) Major reason	103	95	9.52
(2) Minor reason	141	136	13.64
(3) Not a reason	744	743	74.32
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	12	25	2.52
Total	1000	1000	100.00

Q8I: [You want an immediate response] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8I	Frequency	Weighted Frequency	Percent
(1) Major reason	349	354	35.39
(2) Minor reason	321	325	32.52
(3) Not a reason	315	293	29.33
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	15	28	2.75
Total	1000	1000	100.00

Q8J: [You just feel more comfortable at home] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care through telehealth instead of in person?			
Q8J	Frequency	Weighted Frequency	Percent
(1) Major reason	157	170	17.03
(2) Minor reason	301	298	29.84
(3) Not a reason	526	500	49.96
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	16	32	3.17
Total	1000	1000	100.00

Q9A: [Running into technical issues] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9A	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	46	46	4.62
(2) Very concerned	97	118	11.76
(3) Somewhat concerned	322	327	32.71
(4) Not very concerned	304	274	27.44
(5) Not concerned at all	226	225	22.51
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	10	0.96
Total	1000	1000	100.00

Q9B: [The security of your health information] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9B	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	63	86	8.58
(2) Very concerned	96	85	8.54
(3) Somewhat concerned	206	192	19.20
(4) Not very concerned	319	318	31.79
(5) Not concerned at all	309	297	29.72
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	7	22	2.17
Total	1000	1000	100.00

Q9C: [A lack of privacy in your home when communicating about health concerns] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9C	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	22	26	2.64
(2) Very concerned	35	57	5.67
(3) Somewhat concerned	93	100	10.05
(4) Not very concerned	226	217	21.69
(5) Not concerned at all	620	590	59.02
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	4	9	0.94
Total	1000	1000	100.00

Q9D: [Running into issues with health care coverage or reimbursement] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9D	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	38	42	4.20
(2) Very concerned	80	88	8.81
(3) Somewhat concerned	229	223	22.26
(4) Not very concerned	308	317	31.65
(5) Not concerned at all	339	321	32.10
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	6	10	0.98
Total	1000	1000	100.00

Q9E: [Receiving care that is not as effective as a traditional in-person visit] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9E	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	107	112	11.18
(2) Very concerned	190	196	19.60
(3) Somewhat concerned	366	365	36.49
(4) Not very concerned	197	184	18.37
(5) Not concerned at all	127	130	13.00
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	13	14	1.36
Total	1000	1000	100.00

Q9F: [Meeting with a doctor or provider who does not understand your cultural preferences] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9F	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	35	49	4.88
(2) Very concerned	72	85	8.54
(3) Somewhat concerned	149	157	15.75
(4) Not very concerned	238	246	24.62
(5) Not concerned at all	499	459	45.89
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	7	3	0.32
Total	1000	1000	100.00

Q9G: [Not having a personal relationship with your doctor or provider] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9G	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	89	101	10.08
(2) Very concerned	169	185	18.49
(3) Somewhat concerned	306	299	29.93
(4) Not very concerned	229	203	20.31
(5) Not concerned at all	200	208	20.85
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	7	4	0.35
Total	1000	1000	100.00

Q9H: [Not having the appropriate devices to access telehealth] When it comes to receiving health care through telehealth, how concerned are you about the following?			
Q9H	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	41	44	4.36
(2) Very concerned	80	76	7.57
(3) Somewhat concerned	162	191	19.13
(4) Not very concerned	283	278	27.84
(5) Not concerned at all	426	406	40.64
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	8	5	0.46
Total	1000	1000	100.00

Q10A: [Assistance learning how to use the necessary technology] When it comes to telehealth, how helpful would each of the following be?			
Q10A	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	100	100	10.00
(2) Very helpful	174	173	17.28
(3) Somewhat helpful	282	281	28.07
(4) A little helpful	199	196	19.62
(5) Not helpful at all	236	241	24.14
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	9	9	0.89
Total	1000	1000	100.00

Q10B: [Information from your health insurance on what types of telehealth is covered] When it comes to telehealth, how helpful would each of the following be?			
Q10B	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	225	197	19.67
(2) Very helpful	302	306	30.59
(3) Somewhat helpful	255	258	25.78
(4) A little helpful	103	116	11.64
(5) Not helpful at all	108	116	11.58
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	7	7	0.74
Total	1000	1000	100.00

Q10C: [The option to use telehealth on a smartphone rather than a desktop or laptop computer] When it comes to telehealth, how helpful would each of the following be?			
Q10C	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	139	137	13.69
(2) Very helpful	207	210	21.01
(3) Somewhat helpful	263	264	26.43
(4) A little helpful	139	139	13.88
(5) Not helpful at all	239	232	23.22
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	13	18	1.77
Total	1000	1000	100.00

Q10D: [The option to have audio-only visits, rather than live-video visits] When it comes to telehealth, how helpful would each of the following be?			
Q10D	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	65	59	5.85
(2) Very helpful	109	118	11.85
(3) Somewhat helpful	260	273	27.31
(4) A little helpful	188	188	18.82
(5) Not helpful at all	368	351	35.14
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	10	10	1.02
Total	1000	1000	100.00

Q10E: [The option to exchange emails or direct messages with your doctor or provider] When it comes to telehealth, how helpful would each of the following be?			
Q10E	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	259	258	25.80
(2) Very helpful	318	294	29.44
(3) Somewhat helpful	241	236	23.64
(4) A little helpful	90	110	11.03
(5) Not helpful at all	86	94	9.37
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	6	7	0.72
Total	1000	1000	100.00

Q10F: [Having a prior relationship with your doctor or provider] When it comes to telehealth, how helpful would each of the following be?			
Q10F	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	350	340	34.02
(2) Very helpful	366	354	35.41
(3) Somewhat helpful	168	169	16.87
(4) A little helpful	55	64	6.42
(5) Not helpful at all	52	61	6.08
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	9	12	1.21
Total	1000	1000	100.00

Q10G: [Having your doctor or provider provide the necessary devices like a computer, tablet, or smartphone] When it comes to telehealth, how helpful would each of the following be?			
Q10G	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	98	93	9.33
(2) Very helpful	115	116	11.61
(3) Somewhat helpful	199	212	21.16
(4) A little helpful	123	127	12.67
(5) Not helpful at all	453	440	44.03
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	12	12	1.19
Total	1000	1000	100.00

Q10H: [Translation services] When it comes to telehealth, how helpful would each of the following be?			
Q10H	Frequency	Weighted Frequency	Percent
(1) Extremely helpful	53	61	6.10
(2) Very helpful	52	59	5.85
(3) Somewhat helpful	113	121	12.05
(4) A little helpful	69	62	6.24
(5) Not helpful at all	700	686	68.63
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	13	11	1.12
Total	1000	1000	100.00

Q11A: [Mental health services] If you needed each of the following types of care, how comfortable would you be receiving that care in person?			
Q11A	Frequency	Weighted Frequency	Percent
(1) Extremely comfortable	393	388	38.76
(2) Very comfortable	307	308	30.83
(3) Somewhat comfortable	174	179	17.88
(4) Not too comfortable	61	71	7.06
(5) Not comfortable at all	52	41	4.15
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	13	13	1.33
Total	1000	1000	100.00

Q11B: [A non-urgent health concern] If you needed each of the following types of care, how comfortable would you be receiving that care in person?			
Q11B	Frequency	Weighted Frequency	Percent
(1) Extremely comfortable	398	392	39.17
(2) Very comfortable	355	345	34.51
(3) Somewhat comfortable	187	205	20.55
(4) Not too comfortable	35	33	3.32
(5) Not comfortable at all	16	14	1.42
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	9	10	1.02
Total	1000	1000	100.00

Q11C: [Ongoing care to manage a chronic condition] If you needed each of the following types of care, how comfortable would you be receiving that care in person?			
Q11C	Frequency	Weighted Frequency	Percent
(1) Extremely comfortable	438	420	42.05
(2) Very comfortable	356	354	35.37
(3) Somewhat comfortable	142	168	16.76
(4) Not too comfortable	33	31	3.12
(5) Not comfortable at all	24	20	2.04
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	7	7	0.67
Total	1000	1000	100.00

Q11D: [Wellness check-ins and support] If you needed each of the following types of care, how comfortable would you be receiving that care in person?			
Q11D	Frequency	Weighted Frequency	Percent
(1) Extremely comfortable	431	410	41.00
(2) Very comfortable	367	370	36.97
(3) Somewhat comfortable	143	169	16.91
(4) Not too comfortable	32	30	3.01
(5) Not comfortable at all	20	14	1.42
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	7	7	0.70
Total	1000	1000	100.00

Q11E: [A prescription or medication consultation] If you needed each of the following types of care, how comfortable would you be receiving that care in person?			
Q11E	Frequency	Weighted Frequency	Percent
(1) Extremely comfortable	428	410	40.98
(2) Very comfortable	377	393	39.27
(3) Somewhat comfortable	155	163	16.30
(4) Not too comfortable	23	16	1.58
(5) Not comfortable at all	12	13	1.32
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	5	0.55
Total	1000	1000	100.00

Q12A: [The costs or co-pays associated with telehealth] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12A	Frequency	Weighted Frequency	Percent
(1) Major reason	163	164	16.41
(2) Minor reason	231	231	23.15
(3) Not a reason	595	578	57.83
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	11	26	2.62
Total	1000	1000	100.00

Q12B: [You had difficulty scheduling an appointment] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12B	Frequency	Weighted Frequency	Percent
(1) Major reason	202	212	21.17
(2) Minor reason	270	280	28.00
(3) Not a reason	522	497	49.71
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	6	11	1.12
Total	1000	1000	100.00

Q12C: [The internet speed or connection at your home is too slow] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12C	Frequency	Weighted Frequency	Percent
(1) Major reason	140	168	16.85
(2) Minor reason	177	172	17.21
(3) Not a reason	678	648	64.82
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	11	1.12
Total	1000	1000	100.00

Q12D: [You don't have access to a device, such as a tablet, desktop or laptop computer] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12D	Frequency	Weighted Frequency	Percent
(1) Major reason	167	184	18.38
(2) Minor reason	77	99	9.92
(3) Not a reason	751	706	70.57
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	11	1.12
Total	1000	1000	100.00

Q12E: [You don't have specific programs installed on your device] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12E	Frequency	Weighted Frequency	Percent
(1) Major reason	174	197	19.68
(2) Minor reason	214	225	22.54
(3) Not a reason	601	570	56.96
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	11	8	0.82
Total	1000	1000	100.00

Q12F: [You don't want to be on video or use a camera] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12F	Frequency	Weighted Frequency	Percent
(1) Major reason	158	179	17.90
(2) Minor reason	260	250	25.01
(3) Not a reason	571	563	56.30
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	11	8	0.78
Total	1000	1000	100.00

Q12G: [You don't feel comfortable using technology] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12G	Frequency	Weighted Frequency	Percent
(1) Major reason	135	161	16.12
(2) Minor reason	224	233	23.28
(3) Not a reason	627	596	59.62
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	14	10	0.97
Total	1000	1000	100.00

Q12H: [You don't like using technology] Would you say each of the following is a major reason, a minor reason, or not a reason you would seek out care in person instead of through telehealth?			
Q12H	Frequency	Weighted Frequency	Percent
(1) Major reason	130	150	15.03
(2) Minor reason	216	221	22.12
(3) Not a reason	642	618	61.84
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	12	10	1.01
Total	1000	1000	100.00

Q13A: [Receiving low-quality care] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13A	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	73	102	10.24
(2) Very concerned	111	120	11.97
(3) Somewhat concerned	188	190	18.98
(4) Not very concerned	257	246	24.56
(5) Not concerned at all	367	338	33.81
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	4	5	0.45
Total	1000	1000	100.00

Q13B: [The security of your health information] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13B	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	64	70	6.96
(2) Very concerned	75	86	8.57
(3) Somewhat concerned	161	178	17.80
(4) Not very concerned	321	284	28.37
(5) Not concerned at all	375	376	37.61
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	4	7	0.69
Total	1000	1000	100.00

Q13C: [A lack of privacy in the office when communicating about health concerns] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13C	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	40	44	4.40
(2) Very concerned	49	59	5.94
(3) Somewhat concerned	120	145	14.50
(4) Not very concerned	331	306	30.57
(5) Not concerned at all	456	443	44.32
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	4	3	0.27
Total	1000	1000	100.00

Q13D: [Running into issues with health care coverage or reimbursement] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13D	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	66	75	7.47
(2) Very concerned	91	99	9.85
(3) Somewhat concerned	181	181	18.05
(4) Not very concerned	296	286	28.62
(5) Not concerned at all	362	355	35.48
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	4	5	0.53
Total	1000	1000	100.00

Q13E: [Difficulty scheduling an appointment] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13E	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	88	88	8.81
(2) Very concerned	124	132	13.22
(3) Somewhat concerned	262	239	23.86
(4) Not very concerned	250	245	24.51
(5) Not concerned at all	271	290	29.02
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	5	6	0.58
Total	1000	1000	100.00

Q13F: [Difficulty finding a doctor or health care provider who is like you] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13F	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	38	44	4.42
(2) Very concerned	76	92	9.16
(3) Somewhat concerned	189	194	19.41
(4) Not very concerned	291	280	28.03
(5) Not concerned at all	403	387	38.70
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	3	3	0.28
Total	1000	1000	100.00

Q13G: [Meeting with a doctor or provider who does not understand your cultural preferences] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13G	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	49	53	5.26
(2) Very concerned	66	83	8.32
(3) Somewhat concerned	113	112	11.23
(4) Not very concerned	222	215	21.46
(5) Not concerned at all	548	536	53.63
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	2	1	0.09
Total	1000	1000	100.00

Q13H: [Not having a personal relationship with your doctor or provider] When it comes to receiving health care in-person, how concerned are you about each of the following?			
Q13H	Frequency	Weighted Frequency	Percent
(1) Extremely concerned	81	71	7.12
(2) Very concerned	162	198	19.84
(3) Somewhat concerned	257	228	22.83
(4) Not very concerned	234	220	22.03
(5) Not concerned at all	264	280	28.00
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	2	2	0.18
Total	1000	1000	100.00

URBAN: How would you describe the community you live in now?			
URBAN	Frequency	Weighted Frequency	Percent
(1) Urban	227	219	21.89
(2) Suburban	518	534	53.42
(3) Rural	252	245	24.47
(99) DON'T KNOW/SKIPPED ON WEB/REFUSED (VOL)	3	2	0.21
Total	1000	1000	100.00

MARITAL: Marital status			
MARITAL	Frequency	Weighted Frequency	Percent
(1) Married	556	558	55.83
(2) Widowed	76	98	9.75
(3) Divorced	166	162	16.24
(4) Separated	69	73	7.33
(5) Never married	112	96	9.58
(6) Living with partner	21	13	1.27
Total	1000	1000	100.00

AGEGRP: Age			
AGEGRP	Frequency	Weighted Frequency	Percent
(3) 50 to 59	329	347	34.74
(4) 60 to 64	202	179	17.89
(5) 65 or older	469	474	47.36
Total	1000	1000	100.00

EDUCATION: Educational attainment			
EDUCATION	Frequency	Weighted Frequency	Percent
(1) Less than HS	28	100	9.95
(2) HS grad or equivalent	176	303	30.25
(3) Vocational/tech school/some college/associates	414	254	25.36
(4) Bachelor's degree or above	382	344	34.44
Total	1000	1000	100.00

RACETH: Race/ethnicity			
RACETH	Frequency	Weighted Frequency	Percent
(1) White, non-Hispanic	753	707	70.73
(2) African American, non-Hispanic	97	107	10.68
(3) Hispanic	94	117	11.67
(4) Other	56	69	6.92
Total	1000	1000	100.00

GENDER: Gender			
GENDER	Frequency	Weighted Frequency	Percent
(1) Male	463	468	46.79
(2) Female	537	532	53.21
Total	1000	1000	100.00

HHINCOME: Household income			
HHINCOME	Frequency	Weighted Frequency	Percent
(1) Under \$10,000	31	30	3.01
(2) \$10,000 to under \$20,000	77	95	9.52
(3) \$20,000 to under \$30,000	90	101	10.12
(4) \$30,000 to under \$40,000	98	104	10.42
(5) \$40,000 to under \$50,000	88	98	9.78
(6) \$50,000 to under \$75,000	190	173	17.30
(7) \$75,000 to under \$100,000	151	129	12.95
(8) \$100,000 to under \$150,000	159	155	15.47
(9) \$150,000 or more	116	114	11.43
Total	1000	1000	100.00

EMPSTATUS: Employment status			
EMPSTATUS	Frequency	Weighted Frequency	Percent
(1) Employed	438	415	41.52
(2) Not employed	562	585	58.48
Total	1000	1000	100.00

STATE: State of residence			
STATE	Frequency	Weighted Frequency	Percent
Alabama	8	7	0.71
Arkansas	4	4	0.37
Arizona	24	27	2.68
California	110	122	12.24
Colorado	20	22	2.24
Connecticut	11	12	1.24
District of Columbia	2	2	0.22
Delaware	8	10	0.97
Florida	66	77	7.74
Georgia	32	40	4.02
Hawaii	4	5	0.52
Iowa	12	4	0.42
Idaho	10	6	0.62

Illinois	48	37	3.73
Indiana	21	16	1.64
Kansas	8	5	0.52
Kentucky	20	30	3.04
Louisiana	18	15	1.46
Massachusetts	15	15	1.46
Maryland	15	19	1.91
Maine	9	9	0.88
Michigan	38	25	2.53
Minnesota	29	21	2.14
Missouri	24	17	1.73
Mississippi	3	4	0.39
Montana	3	1	0.12
North Carolina	17	24	2.42
North Dakota	7	3	0.33
Nebraska	15	10	0.98
New Hampshire	8	7	0.67
New Jersey	39	39	3.90
New Mexico	5	4	0.40
Nevada	8	6	0.63
New York	40	41	4.11
Ohio	39	42	4.17
Oklahoma	12	11	1.13
Oregon	9	7	0.72
Pennsylvania	41	48	4.85
Rhode Island	2	3	0.28
South Carolina	9	13	1.32
South Dakota	7	4	0.36
Tennessee	22	19	1.86
Texas	61	81	8.11
Utah	3	3	0.29
Virginia	23	22	2.20
Vermont	4	4	0.42
Washington	22	19	1.91
Wisconsin	37	27	2.75
West Virginia	5	3	0.30
Wyoming	3	4	0.36
Total	1000	1000	100.00

CENSUS_REGION: Census region			
CENSUS_REGION	Frequency	Weighted Frequency	Percent
(1) Northeast	169	178	17.81
(2) Midwest	285	213	21.29
(3) South	325	382	38.16
(4) West	221	227	22.73
Total	1000	1000	100.00

Map of Census Regions

