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1. Do you use electronic or online patient record services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	400 100.0	132 100.0	83 100.0	136 100.0	49 100.0
Yes	164 41.0	58 43.9 d	39 47.0 d	46 33.8	21 42.9
No	236 59.0	74 56.1	44 53.0	90 66.2 bc	28 57.1

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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2. Why don't you use electronic or online patient record services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	236 100.0	74 100.0	44 100.0	90 100.0	28 100.0
Too expensive	147 62.3	45 60.8	32 72.7 E	56 62.2	14 50.0
Will use / be installed soon	55 23.3	19 25.7	9 20.5	19 21.1	8 28.6
Time consuming	22 9.3	8 10.8	5 11.4	6 6.7	3 10.7
Not ready yet / Have not purchased yet	13 5.5	5 6.8	2 4.5	5 5.6	1 3.6
Prefer to do it myself / Old-fashion / Resistant to change	10 4.2	5 6.8 d	3 6.8	1 1.1	1 3.6
Waiting for perfection of system	6 2.5	2 2.7	-	1 1.1	3 10.7
Not effective / Total failure / Not efficient	6 2.5	1 1.4	1 2.3	4 4.4	-
Incompatibility / Lack of interface with existing offices / Integration	6 2.5	3 4.1	1 2.3	2 2.2	-
Lack of standardization	6 2.5	1 1.4	2 4.5	3 3.3	-

Comparison Groups: BCDE  
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2. Why don't you use electronic or online patient record services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Don't like existing templates / Poorly designed	5 2.1	-	-	4 4.4	1 3.6
Too complicated / Complexity / Not user friendly	5 2.1	2 2.7	-	2 2.2	1 3.6
Not practical	5 2.1	-	2 4.5	2 2.2	1 3.6
No need	5 2.1	2 2.7	2 4.5	1 1.1	-
Low reimbursement / Insurance	4 1.7	1 1.4	-	3 3.3	-
Too much hassle / Inconvenient	4 1.7	-	2 4.5	2 2.2	-
Already tried / Prior experience	3 1.3	-	-	3 3.3	-
Concerns about patient privacy	3 1.3	-	-	2 2.2	1 3.6
Safety concerns / Uncomfortable with it / Lack of confidence	3 1.3	1 1.4	1 2.3	-	1 3.6
Not available	3 1.3	1 1.4	-	1 1.1	1 3.6
Not aware / Need more information	2 0.8	-	-	1 1.1	1 3.6

Comparison Groups: BCDE  
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2. Why don't you use electronic or online patient record services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Not my decision	2 0.8	1 1.4	-	1 1.1	-
Concerns about reliability	2 0.8	1 1.4	-	-	1 3.6
Too many vendors to choose from	2 0.8	1 1.4	-	1 1.1	-
Training / Learning curve	2 0.8	1 1.4	1 2.3	-	-
Not sure	2 0.8	-	-	2 2.2	-
Lack of interest	1 0.4	-	1 2.3	-	-
Disruptive to office	1 0.4	1 1.4	-	-	-
Poor planning	1 0.4	-	1 2.3	-	-

Comparison Groups: BCDE  
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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	164 100.0	58 100.0	39 100.0	46 100.0	21 100.0
Allscripts	14 8.5	6 10.3	2 5.1	3 6.5	3 14.3
EMR (Electronic Medical Record)	12 7.3	6 10.3	2 5.1	-	4 19.0
Cerner	10 6.1	4 6.9	4 10.3	1 2.2	1 4.8
Nextgen	9 5.5	1 1.7	2 5.1	2 4.3	4 19.0 B
Centricity	9 5.5	2 3.4	3 7.7	4 8.7	-
EPIC	8 4.9	3 5.2	3 7.7	-	2 9.5
eClinicalworks	8 4.9	3 5.2	1 2.6	3 6.5	1 4.8
Mysis	7 4.3	4 6.9	1 2.6	2 4.3	-
Touchworks	5 3.0	-	1 2.6	2 4.3	2 9.5
Practice Partner	4 2.4	-	1 2.6	3 6.5	-

Comparison Groups: BCDE  
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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Meditech	4 2.4	1 1.7	1 2.6	2 4.3	-
Electronic Logician	4 2.4	4 6.9	-	-	-
On-line lab results / Lab	4 2.4	1 1.7	1 2.6	2 4.3	-
Hospital / Hospital SCM system	4 2.4	3 5.2	-	1 2.2	-
Xray	3 1.8	1 1.7	1 2.6	-	1 4.8
Eclipsys	3 1.8	1 1.7	1 2.6	1 2.2	-
Intergy	3 1.8	-	1 2.6	2 4.3	-
Rx writing	3 1.8	-	1 2.6	2 4.3	-
CPRS	3 1.8	1 1.7	1 2.6	1 2.2	-
Soapware	2 1.2	-	-	1 2.2	1 4.8
Perfect Care	2 1.2	2 3.4	-	-	-
Notes / Medinotes	2 1.2	1 1.7	-	1 2.2	-

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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Medinformatix	2 1.2	1 1.7	-	-	1 4.8
e-MDs	2 1.2	1 1.7	-	1 2.2	-
Citrix	2 1.2	1 1.7	1 2.6	-	-
Chart Note	2 1.2	-	1 2.6	1 2.2	-
CareCast	2 1.2	1 1.7	1 2.6	-	-
IDX	2 1.2	-	1 2.6	1 2.2	-
Emedrec	2 1.2	1 1.7	-	1 2.2	-
Billing	2 1.2	-	-	-	2 9.5
Sunrise	2 1.2	-	1 2.6	1 2.2	-
STI Chartmaker	2 1.2	2 3.4	-	-	-
SRS	2 1.2	1 1.7	-	1 2.2	-
Progress notes	2 1.2	-	1 2.6	1 2.2	-

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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
A4	2 1.2	-	1 2.6	1 2.2	-
Sequoia	1 0.6	-	-	1 2.2	-
Point Click Care	1 0.6	-	1 2.6	-	-
Phreesia	1 0.6	1 1.7	-	-	-
MIQS	1 0.6	1 1.7	-	-	-
Medstar	1 0.6	-	-	1 2.2	-
Mckesson	1 0.6	-	1 2.6	-	-
LMR	1 0.6	1 1.7	-	-	-
In-house UCLA	1 0.6	-	-	-	1 4.8
Impac	1 0.6	-	-	-	1 4.8
I Know Med	1 0.6	-	-	1 2.2	-
GE	1 0.6	-	1 2.6	-	-

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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Documedix	1 0.6	-	-	1 2.2	-
Dictiphone	1 0.6	-	-	1 2.2	-
Curemd	1 0.6	1 1.7	-	-	-
Clinical Conductor	1 0.6	-	-	-	1 4.8
Chartviewer	1 0.6	-	1 2.6	-	-
Athena	1 0.6	-	-	-	1 4.8
Altapoint	1 0.6	-	-	1 2.2	-
Achieve Matrix	1 0.6	-	-	-	1 4.8
Vision	1 0.6	1 1.7	-	-	-
Softlis	1 0.6	-	-	1 2.2	-
Rescot	1 0.6	-	1 2.6	-	-
PCIMS	1 0.6	-	-	-	1 4.8

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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Medication list	1 0.6	-	-	1 2.2	-
Mdland	1 0.6	1 1.7	-	-	-
EPF	1 0.6	1 1.7	-	-	-
Physician Portal	1 0.6	-	-	-	1 4.8
Outlook	1 0.6	1 1.7	-	-	-
Clinician Portal	1 0.6	-	-	1 2.2	-
C-View	1 0.6	-	-	-	1 4.8
Scan outside correspondence	1 0.6	-	-	1 2.2	-
Proprietary Access database	1 0.6	1 1.7	-	-	-
PAS	1 0.6	-	-	1 2.2	-
Mie webchart	1 0.6	-	1 2.6	-	-
Medical manager	1 0.6	-	-	1 2.2	-

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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Iscribe	1 0.6	1 1.7	-	-	-
EHS	1 0.6	-	-	1 2.2	-
Dentrix	1 0.6	-	-	1 2.2	-
Codonics	1 0.6	-	1 2.6	-	-
Blackberry pda	1 0.6	1 1.7	-	-	-
Insurance	1 0.6	-	-	-	1 4.8
Schick CDR	1 0.6	-	-	1 2.2	-
Florida Probe	1 0.6	-	-	1 2.2	-
Radiology	1 0.6	1 1.7	-	-	-
Purkinje	1 0.6	-	1 2.6	-	-
Powerchart	1 0.6	1 1.7	-	-	-
Paragon WebStation	1 0.6	-	1 2.6	-	-

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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Medent	1 0.6	1 1.7	-	-	-
MD office	1 0.6	1 1.7	-	-	-
Greenway	1 0.6	-	-	1 2.2	-
H&P	1 0.6	-	-	1 2.2	-
Henry Schine	1 0.6	-	1 2.6	-	-
Coumadin monitoring	1 0.6	-	-	-	1 4.8
Careweb	1 0.6	-	1 2.6	-	-
Care plus	1 0.6	1 1.7	-	-	-
Amasing charts	1 0.6	1 1.7	-	-	-
AHLTA	1 0.6	-	-	1 2.2	-
webmd	1 0.6	1 1.7	-	-	-
PACS	1 0.6	1 1.7	-	-	-

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3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
MicroMD	1 0.6	1 1.7	-	-	-
Medication refills	1 0.6	-	1 2.6	-	-
Intellidose	1 0.6	-	-	-	1 4.8
Essentris	1 0.6	-	-	1 2.2	-
Infoclique	1 0.6	1 1.7	-	-	-
Procedures	1 0.6	-	1 2.6	-	-
Stentor	1 0.6	1 1.7	-	-	-
Sorian	1 0.6	1 1.7	-	-	-
Softmed	1 0.6	-	-	1 2.2	-
SMART systems	1 0.6	1 1.7	-	-	-
Pulse	1 0.6	1 1.7	-	-	-
PMSI	1 0.6	-	-	1 2.2	-

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ORG\_PCP\_QUARTERLY\ORG\_3rd Quarter\_2008

3. What patient record services do you use in your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
MOGO	1 0.6	-	1 2.6	-	-
Healthmatics EMR	1 0.6	-	-	1 2.2	-
Care Link	1 0.6	-	1 2.6	-	-
Missing information	1 0.6	-	-	1 2.2	-
Doesn't use / Doesn't prescribe	1 0.6	1 1.7	-	-	-

Comparison Groups: BCDE  
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4. What is your satisfaction level with these services? Please rate on a scale of 1 to 7 where 1 is "not at all satisfied" and 7 is "very satisfied."

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	50 100.0	17 100.0	13 100.0	10 100.0	10 100.0
Allscripts - Mean%	5.07	4.67	5.00	6.00 b	5.00
EMR (Electronic Medical Record) - Mean%	5.67	5.83	6.50 E	-	5.00
Cerner - Mean%	3.90	3.75	4.25	3.00	4.00
Nextgen - Mean%	4.56	4.00	4.00	6.00	4.25
Centricity - Mean%	4.67	4.50	4.00	5.25	-

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5. Have you had any problems with these services? If so, please describe.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	164 100.0	58 100.0	39 100.0	46 100.0	21 100.0
None / Nothing	51 31.1	23 39.7 D	12 30.8	10 21.7	6 28.6
Services go down/crash	32 19.5	12 20.7	6 15.4	10 21.7	4 19.0
Slow	25 15.2	4 6.9	10 25.6 B	7 15.2	4 19.0
Not user-friendly / Learning curve	19 11.6	8 13.8	4 10.3	5 10.9	2 9.5
Labor intensive / Implementation was tough / Complexity /Time consuming	13 7.9	4 6.9	2 5.1	5 10.9	2 9.5
Poorly designed / Poorly organized / Illogical	12 7.3	3 5.2	3 7.7	5 10.9	1 4.8
Not fully integrated / Trouble with integration / Compatibility	10 6.1	3 5.2	1 2.6	5 10.9	1 4.8
Inefficient	8 4.9	4 6.9	-	3 6.5	1 4.8
Programs have to be updated / Maintenance issues	8 4.9	1 1.7	3 7.7	3 6.5	1 4.8

Comparison Groups: BCDE  
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5. Have you had any problems with these services? If so, please describe.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Difficult to customize	8 4.9	2 3.4	1 2.6	5 10.9	-
Lack of support / Poor customer service	6 3.7	-	-	6 13.0	-
Technical problems / Technology	5 3.0	1 1.7	2 5.1	1 2.2	1 4.8
Not comprehensive enough	5 3.0	1 1.7	1 2.6	1 2.2	2 9.5
Software problems	4 2.4	2 3.4	-	2 4.3	-
Too many to record / Not enough data space	3 1.8	1 1.7	-	2 4.3	-
Prescription service	3 1.8	1 1.7	1 2.6	-	1 4.8
Printing issues	3 1.8	2 3.4	1 2.6	-	-
Cost	3 1.8	-	-	2 4.3	1 4.8
Many errors	2 1.2	-	1 2.6	1 2.2	-
Billing issues	2 1.2	1 1.7	-	1 2.2	-
Unreliable	2 1.2	2 3.4	-	-	-

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5. Have you had any problems with these services? If so, please describe.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Occasional account redundancy	1 0.6	1 1.7	-	-	-
Need multiple systems	1 0.6	-	-	-	1 4.8
Missing information	1 0.6	1 1.7	-	-	-
Not applicable	1 0.6	-	-	1 2.2	-

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6. What do you feel are the main barriers to electronic medical records adoption? Please answer in the context of your practice and in the broader scope of patient care.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	400 100.0	132 100.0	83 100.0	136 100.0	49 100.0
Cost / Reimbursement	278 69.5	86 65.2	57 68.7	101 74.3	34 69.4
Time / Labor intensive	99 24.8	30 22.7	21 25.3	30 22.1	18 36.7 bd
Training / Learning a new system / Learning curve	50 12.5	14 10.6	9 10.8	18 13.2	9 18.4
Integration / Difficulty implementing / System compatibility / Adaptability	42 10.5	14 10.6	9 10.8	14 10.3	5 10.2
Ease of use / Not user friendly / Complexity	31 7.8	10 7.6	7 8.4	10 7.4	4 8.2
Conversion / Transition	28 7.0	9 6.8	5 6.0	9 6.6	5 10.2
Loss of productivity / Ineffectiveness / Inefficient	20 5.0	6 4.5	2 2.4	11 8.1 Ce	1 2.0
Doctors resistant to change	18 4.5	6 4.5	4 4.8	7 5.1	1 2.0
Design	18 4.5	5 3.8	4 4.8	9 6.6	-

Comparison Groups: BCDE  
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6. What do you feel are the main barriers to electronic medical records adoption? Please answer in the context of your practice and in the broader scope of patient care.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Lack of nationwide standards	17 4.2	7 5.3 c	1 1.2	7 5.1 c	2 4.1
Too slow	15 3.8	5 3.8	2 2.4	7 5.1	1 2.0
Loss of patient contact / Impersonal (takes away from patient care)	15 3.8	4 3.0	2 2.4	8 5.9	1 2.0
Limits patient's privacy / Confidentiality / Safety concern	15 3.8	5 3.8	2 2.4	4 2.9	4 8.2
Malfunction concern / Computer problems / Poor reliability	15 3.8	9 6.8 D	-	2 1.5	4 8.2 d
Frequent changes in technology / Technological limitations	7 1.8	3 2.3	3 3.6	1 0.7	-
None / Nothing	7 1.8	2 1.5	2 2.4	3 2.2	-
Occupies too much space / Long-term storage and back-up / Portability	6 1.5	4 3.0	-	1 0.7	1 2.0
Lack of support	5 1.2	-	1 1.2	3 2.2	1 2.0

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6. What do you feel are the main barriers to electronic medical records adoption? Please answer in the context of your practice and in the broader scope of patient care.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Downtime	5 1.2	1 0.8	2 2.4	2 1.5	-
Not familiar / Inexperience	5 1.2	-	2 2.4	2 1.5	1 2.0
Not practical	4 1.0	1 0.8	1 1.2	1 0.7	1 2.0
Lack of comfort	4 1.0	1 0.8	1 1.2	1 0.7	1 2.0
Computer illiterate	3 0.8	1 0.8	-	1 0.7	1 2.0
Unfair HIPAA regulations	3 0.8	2 1.5	-	-	1 2.0
Inconvenience	3 0.8	2 1.5	-	1 0.7	-
Infrastructure management / Maintenance / Data management	3 0.8	1 0.8	-	2 1.5	-
Compliance	2 0.5	2 1.5	-	-	-
Impossible to go paperless	2 0.5	-	1 1.2	1 0.7	-
Difficult to address specific questions with templates	2 0.5	-	-	2 1.5	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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6. What do you feel are the main barriers to electronic medical records adoption? Please answer in the context of your practice and in the broader scope of patient care.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Not needed	2 0.5	1 0.8	1 1.2	-	-
Too many systems available	2 0.5	-	-	2 1.5	-
Negative reviews	1 0.2	1 0.8	-	-	-
Greed of physicians	1 0.2	-	-	1 0.7	-
Writers not clinicians therefore too many mistakes/difficulties	1 0.2	1 0.8	-	-	-
Suboptimal user interfaces	1 0.2	1 0.8	-	-	-
Servers	1 0.2	-	-	-	1 2.0
Accessing consults	1 0.2	-	-	1 0.7	-
Dictation is superior	1 0.2	-	-	1 0.7	-
Many smaller companies with too many proprietary programs	1 0.2	1 0.8	-	-	-
Not sure	1 0.2	-	-	1 0.7	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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7. Do you currently use any online patient interactive services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	400 100.0	132 100.0	83 100.0	136 100.0	49 100.0
Yes	132 33.0	39 29.5	33 39.8	43 31.6	17 34.7
No	268 67.0	93 70.5	50 60.2	93 68.4	32 65.3

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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8. Why don't you use electronic or online patient interactive services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	268 100.0	93 100.0	50 100.0	93 100.0	32 100.0
Too time consuming	57 21.3	23 24.7	11 22.0	15 16.1	8 25.0
Too expensive	31 11.6	14 15.1 E	4 8.0	12 12.9 E	1 3.1
No compensation / No reimbursement	29 10.8	9 9.7	4 8.0	12 12.9	4 12.5
Liability	28 10.4	7 7.5	6 12.0	11 11.8	4 12.5
Lack of patient interest/ request	24 9.0	8 8.6	4 8.0	10 10.8	2 6.2
Will be starting soon / Are in the process of integrating it	23 8.6	7 7.5	6 12.0	8 8.6	2 6.2
No need	23 8.6	13 14.0	3 6.0	7 7.5	-
Haven't researched them / Need to learn about it	21 7.8	2 2.2	6 12.0 B	8 8.6 B	5 15.6 B
would rather interact with patients	20 7.5	7 7.5	1 2.0	10 10.8 C	2 6.2

Comparison Groups: BCDE  
Independent T-Test for Means, Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

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8. Why don't you use electronic or online patient interactive services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Not offered / Not available	10 3.7	3 3.2	1 2.0	3 3.2	3 9.4
Not set up for this	9 3.4	2 2.2	2 4.0	2 2.2	3 9.4
Privacy concerns / Patient confidentiality	9 3.4	4 4.3	2 4.0	2 2.2	1 3.1
Distracting / Additional hassle factors / Inconvenient	8 3.0	2 2.2	3 6.0	3 3.2	-
Too labor intensive	7 2.6	3 3.2	1 2.0	2 2.2	1 3.1
Too complicated to implement / Complexity	6 2.2	2 2.2	1 2.0	2 2.2	1 3.1
Resistance to change	6 2.2	4 4.3	-	1 1.1	1 3.1
HIPAA exception	5 1.9	3 3.2	-	2 2.2	-
Personal choice	5 1.9	2 2.2	-	2 2.2	1 3.1
Not sure	5 1.9	1 1.1	-	3 3.2	1 3.1
Unaware of any real value / Don't feel it helps patient care	4 1.5	-	2 4.0	2 2.2	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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8. Why don't you use electronic or online patient interactive services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Difficulty with / Lack of communication	4 1.5	2 2.2	1 2.0	1 1.1	-
Patients may abuse service	4 1.5	2 2.2	2 4.0	-	-
Not easy to access / No access	3 1.1	1 1.1	-	2 2.2	-
Ineffective	3 1.1	2 2.2	1 2.0	-	-
It may exclude patients who don't have computer access	2 0.7	1 1.1	-	1 1.1	-
Provide handouts	2 0.7	-	-	2 2.2	-
Haven't found one that has met our needs	2 0.7	2 2.2	-	-	-
None / Nothing	2 0.7	1 1.1	1 2.0	-	-
Tried it	1 0.4	1 1.1	-	-	-
Already enough services online for patients to use	1 0.4	-	-	1 1.1	-
I only use electronic claims for Medicare	1 0.4	-	-	1 1.1	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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8. Why don't you use electronic or online patient interactive services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Lack of support/guidance	1 0.4	-	1 2.0	-	-
Computer illiterate	1 0.4	1 1.1	-	-	-
Doesn't use / Doesn't prescribe	1 0.4	-	1 2.0	-	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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9. What online patient interactive services do you offer?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	132 100.0	39 100.0	33 100.0	43 100.0	17 100.0
Email	55 41.7	16 41.0	14 42.4	17 39.5	8 47.1
Webmd	15 11.4	6 15.4	5 15.2	3 7.0	1 5.9
Website	13 9.8	4 10.3	2 6.1	4 9.3	3 17.6
Practice website	11 8.3	4 10.3	2 6.1	4 9.3	1 5.9
Patient education/ information	7 5.3	1 2.6	2 6.1	3 7.0	1 5.9
Communicate lab results	5 3.8	2 5.1	1 3.0	1 2.3	1 5.9
Recommended websites / Online links	5 3.8	-	1 3.0	4 9.3	-
Prescription assistance online / Electronic prescriptions	5 3.8	-	2 6.1	3 7.0	-
Scheduling / Appointments	4 3.0	2 5.1	-	2 4.7	-
Billing/payment / Online financing	4 3.0	-	3 9.1	1 2.3	-

Comparison Groups: BCDE  
Independent T-Test for Means, Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

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9. What online patient interactive services do you offer?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Medscape	4 3.0	1 2.6	1 3.0	2 4.7	-
ReLay Health	3 2.3	-	1 3.0	1 2.3	1 5.9
Referrals	3 2.3	-	-	3 7.0	-
On-line Radiology	3 2.3	2 5.1	1 3.0	-	-
Intranet	2 1.5	1 2.6	-	1 2.3	-
Hospital reports	2 1.5	1 2.6	1 3.0	-	-
Cerner	2 1.5	-	2 6.1	-	-
Q & A	2 1.5	1 2.6	-	1 2.3	-
Diabetes.com	2 1.5	-	-	2 4.7	-
CDC	2 1.5	1 2.6	-	1 2.3	-
Mayo clinic services	2 1.5	-	-	1 2.3	1 5.9
ADA	2 1.5	-	1 3.0	1 2.3	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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9. What online patient interactive services do you offer?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
AHA	2 1.5	-	1 3.0	1 2.3	-
Medem	2 1.5	-	-	2 4.7	-
AAFP site	2 1.5	-	-	2 4.7	-
Medical records (EMR)	2 1.5	-	1 3.0	1 2.3	-
UNMC.edu	1 0.8	-	1 3.0	-	-
Pub med	1 0.8	1 2.6	-	-	-
Providence portal	1 0.8	-	-	-	1 5.9
Phreesia	1 0.8	-	-	1 2.3	-
Pharmacy	1 0.8	-	-	-	1 5.9
Patient contacts	1 0.8	-	-	-	1 5.9
Online consults	1 0.8	1 2.6	-	-	-
Hospital Portal	1 0.8	1 2.6	-	-	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.

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9. What online patient interactive services do you offer?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Emedicine	1 0.8	1 2.6	-	-	-
Dupageinternalmed	1 0.8	-	1 3.0	-	-
Consultation	1 0.8	-	-	-	1 5.9
Centricity	1 0.8	-	-	1 2.3	-
Caregate services	1 0.8	-	-	1 2.3	-
American Cancer Society	1 0.8	-	-	-	1 5.9
Allscripts	1 0.8	-	-	1 2.3	-
Research	1 0.8	-	-	-	1 5.9
Oncure.com	1 0.8	-	-	-	1 5.9
Mysis	1 0.8	-	-	1 2.3	-
Clinic information	1 0.8	-	-	1 2.3	-
Patient forms	1 0.8	-	-	-	1 5.9

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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9. What online patient interactive services do you offer?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Meditech.com	1 0.8	-	-	1 2.3	-
Wellness program	1 0.8	-	-	-	1 5.9
Up-to-date	1 0.8	1 2.6	-	-	-
Personal website	1 0.8	-	-	1 2.3	-
Google	1 0.8	-	-	1 2.3	-
Active problem list	1 0.8	-	-	-	1 5.9
Micromedex	1 0.8	1 2.6	-	-	-
Med list	1 0.8	-	-	-	1 5.9
Dentrix	1 0.8	-	-	1 2.3	-
Spheris	1 0.8	1 2.6	-	-	-
EPIC	1 0.8	-	1 3.0	-	-
Dictation	1 0.8	-	1 3.0	-	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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9. What online patient interactive services do you offer?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Care plus	1 0.8	1 2.6	-	-	-
Privacy	1 0.8	-	1 3.0	-	-
Departmental website	1 0.8	1 2.6	-	-	-
AMA	1 0.8	-	-	1 2.3	-
Smoking cessation	1 0.8	-	-	1 2.3	-
Cardiac teaching coumadin	1 0.8	-	-	1 2.3	-
Chart maker	1 0.8	1 2.6	-	-	-
Non-urgent messages	1 0.8	1 2.6	-	-	-
EHR	1 0.8	-	1 3.0	-	-
Demographics	1 0.8	-	1 3.0	-	-
Not applicable	1 0.8	-	-	-	1 5.9
None / Nothing	1 0.8	1 2.6	-	-	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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9. What online patient interactive services do you offer?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Not sure	1 0.8	1 2.6	-	-	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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10. Have your patients expressed interest in online services offered by your practice?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	400 100.0	132 100.0	83 100.0	136 100.0	49 100.0
Yes	125 31.2	40 30.3	30 36.1	41 30.1	14 28.6
No	275 68.8	92 69.7	53 63.9	95 69.9	35 71.4

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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11. what online services are your patients most interested in?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	125 100.0	40 100.0	30 100.0	41 100.0	14 100.0
Email / Messaging	57 45.6	19 47.5	16 53.3	18 43.9	4 28.6
Appointment schedule	27 21.6	9 22.5	4 13.3	12 29.3 c	2 14.3
Ability to retrieve labs / records / results	23 18.4	5 12.5	4 13.3	8 19.5	6 42.9 BC
Refills / Rx services	18 14.4	7 17.5	3 10.0	7 17.1	1 7.1
Information services / Education	15 12.0	3 7.5	2 6.7	9 22.0 bc	1 7.1
Communication	14 11.2	3 7.5	8 26.7 BD	3 7.3	-
Q & A	12 9.6	3 7.5	3 10.0	3 7.3	3 21.4
Website / Links to website	7 5.6	1 2.5	2 6.7	2 4.9	2 14.3
WebMD	3 2.4	3 7.5	-	-	-

Comparison Groups: BCDE  
Independent T-Test for Means, Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

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11. what online services are your patients most interested in?

	Total	Northeast	Midwest	South	west
	(A)	(B)	(C)	(D)	(E)
Our practices / Services	3 2.4	-	1 3.3	-	2 14.3
Downloading / Filling out forms	3 2.4	-	-	2 4.9	1 7.1
Billing / Payments	2 1.6	-	1 3.3	1 2.4	-
None / Nothing	2 1.6	2 5.0	-	-	-
Not sure	2 1.6	1 2.5	-	1 2.4	-
Med md	1 0.8	-	-	-	1 7.1
Research	1 0.8	-	-	1 2.4	-
Different types at different hospitals and clinics	1 0.8	-	-	-	1 7.1
Consults	1 0.8	1 2.5	-	-	-
Support groups	1 0.8	-	1 3.3	-	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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12. On a scale of 1 to 7, where 1 is "not at all interested" and 7 is "very interested," how interested are you in the offering your patients following interactive services?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	400 100.0	132 100.0	83 100.0	136 100.0	49 100.0
Email access to your practice/staff - Mean%	3.60	3.43	3.72	3.59	3.84
Requesting Rx refills - Mean%	4.70	4.73	4.88	4.54	4.76
Setting/changing routine appointments - Mean%	4.22	4.18	4.00	4.32	4.43
Having an "e-consult" with a patient on non-critical issue - Mean%	2.81	2.81	2.88	2.71	2.98
Viewing lab or test results - Mean%	4.80	4.93	4.76	4.62	4.96
Access to disease/condition specific advice via doctor approved web sources - Mean%	4.76	4.90	4.87	4.57	4.71
Links to patient support group sites - Mean%	4.38	4.40	4.58	4.26	4.31
Chatting/interacting with other patients with similar conditions - Mean%	2.98	3.14	2.95	2.79	3.18

Comparison Groups: BCDE  
Independent T-Test for Means, Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

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13. Of the following online patient services, please rank them in order of their perceived value to your practice and patient population, assigning a "1" to the most valuable service, a "2" to the second most valuable service, etc.

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	365 100.0	118 100.0	78 100.0	123 100.0	46 100.0
Email access to your practice/staff - Mean%	3.14	3.26	3.09	3.01	3.33
Requesting Rx refills - Mean%	2.00	1.93	2.05	2.00	2.11
Setting/changing routine appointments - Mean%	2.98	3.18 d	3.02	2.77	3.03
Having an "e-consult" with a patient on non-critical issue - Mean%	4.46	4.57	4.41	4.36	4.55
Viewing lab or test results - Mean%	2.75	2.67	2.56	2.92	2.82
Access to disease/condition specific advice via doctor approved web sources - Mean%	3.85	3.79	3.85	3.87	3.97
Links to patient support group sites - Mean%	4.94	4.94	4.88	4.97	4.97
Chatting/interacting with other patients with similar conditions - Mean%	6.26	6.35	6.18	6.43	5.81

Comparison Groups: BCDE  
Independent T-Test for Means, Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

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14. How should the cost of offering such services to your patients be offset?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
TOTAL ANSWERING	400 100.0	132 100.0	83 100.0	136 100.0	49 100.0
Patient pays	136 34.0	41 31.1	33 39.8	45 33.1	17 34.7
Not sure	101 25.2	31 23.5	19 22.9	37 27.2	14 28.6
Increased reimbursement	86 21.5	39 29.5	17 20.5	21 15.4	9 18.4
None / Nothing	23 5.8	3 2.3	6 7.2	10 7.4 B	4 8.2
Absorb cost	18 4.5	7 5.3	6 7.2	4 2.9	1 2.0
The government / Federal agency	13 3.2	8 6.1	-	5 3.7	-
Practice plan / Efficiency	10 2.5	2 1.5	2 2.4	5 3.7	1 2.0
Subsidized /Advertising	9 2.2	4 3.0	2 2.4	2 1.5	1 2.0
Grants / Donations / Good will gesture	6 1.5	5 3.8	1 1.2	-	-
Pharmaceutical industry	5 1.2	2 1.5	-	3 2.2	-

Comparison Groups: BCDE  
Independent T-Test for Means, Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.

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14. How should the cost of offering such services to your patients be offset?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
3rd party suppliers	4 1.0	2 1.5	-	2 1.5	-
Value added service	3 0.8	1 0.8	-	2 1.5	-
Cost should be reasonable	3 0.8	-	-	2 1.5	1 2.0
Some kind of tax credit	3 0.8	1 0.8	-	2 1.5	-
Offer an incentive / Pay me	3 0.8	3 2.3	-	-	-
Non-profit groups	2 0.5	2 1.5	-	-	-
Depends on the cost	2 0.5	-	-	1 0.7	1 2.0
Online lab would be comparable in price to postage	1 0.2	-	-	1 0.7	-
Raise office prices	1 0.2	-	1 1.2	-	-
Industry	1 0.2	-	-	-	1 2.0
Can't be in HMO captivated environment	1 0.2	-	-	1 0.7	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.

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14. How should the cost of offering such services to your patients be offset?

	Total	Northeast	Midwest	South	West
	(A)	(B)	(C)	(D)	(E)
Software support	1 0.2	-	-	-	1 2.0
Rebates	1 0.2	-	-	1 0.7	-
Refer them to webMD	1 0.2	-	-	1 0.7	-
Needs to be collected upfront	1 0.2	1 0.8	-	-	-
It can't under current laws	1 0.2	-	1 1.2	-	-
Enrolling in the service by direct payment	1 0.2	1 0.8	-	-	-
Not applicable	1 0.2	1 0.8	-	-	-

Comparison Groups: BCDE  
 Independent T-Test for Means, Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.