

Mott Poll Questions



Patient Portals

The following questions were answered by parents with children age 0-18 years old.

Q1. Has anyone ever set up a patient portal for your [x]-year-old child?

1. Yes
2. No
3. Unsure

[if Q1=1]

Q2. Did your [x]-year-old child's health care provider give any instructions or guidance on when to use the patient portal?

1. Yes
2. No
3. Unsure

[if Q1=1]

Q3. In the last three years, who has **used** your [x]-year-old child's patient portal? *Select all that apply.*

1. You
2. Child's other parent
3. Child
4. Nobody

[if Q3=1, 2, or 3]

Q4. Please describe the use of your [x]-year-old child's patient portal **over the last three years**. Include portal use by you, the child's other parent, or the child.

In the last three years, which of these "business" tasks were done through your [x]-year-old child's patient portal? *Select all that apply.*

1. Schedule an appointment
2. Enter/join a video visit (telehealth visit)
3. Complete pre-visit questionnaires and forms
4. See/print a copy of child's immunization record
5. None of the above

[if Q3=1, 2, or 3]

Q5. In the last three years, which of these “patient care” activities were done through your [x]-year-old child’s patient portal? *Select all that apply.*

1. Get advice regarding child’s illness or injury
2. Send pictures of child’s injury, rash or other symptoms
3. Request a prescription refill for your child
4. See child’s lab or other test results
5. Request a referral for your child
6. Request forms for school, sports or camp
7. None of the above

[if Q5=1-6]

Q6. Thinking about times you used your [x]-year-old child’s patient portal in the last three years...

	Yes	No	Unsure
a. Did you get a response within the timeframe you expected?			
b. Did the response come from who you expected?			
c. Did you get the level of advice or information you expected?			

[if Q5=1-6]

Q7. How much do you agree with the following:

	Agree	Disagree	Unsure
a. I know which questions can be handled through my child’s patient portal			
b. Using my child’s patient portal saves me time/hassle			

[if child age=13-18 and Q1=1]

Q8. Have you noticed any of the following in your [x]-year-old child’s patient portal? *Select all that apply.*

1. Limits on what parents can see or do
2. Request to have teen set up separate portal log-in
3. Message about child needing to authorize parent to see information
4. Message denying parent access to portal
5. Request for teen (not parent) to complete forms or provide information
6. None of the above

[if child age=13-18 and Q1=1]

Q9. At what age should providers limit parental access to teens’ patient portals?

1. Age 12
2. Age 13
3. Age 14
4. Age 15
5. Age 16
6. Age 17
7. Age 18

[if Q1=2 or 3]

Q10. Why have you not set up a patient portal for your [x]-year-old child? *Select all that apply.*

1. Not an option with child's provider
2. Technical problems/couldn't get it set up
3. Privacy concerns
4. Prefer other ways to communicate
5. No need for patient portal
6. Didn't know I needed to set something up
7. Other
8. None of the above

Q11. Overall, how satisfied are you with your ability to communicate with your [x]-year-old child's health care providers?

1. Very satisfied
2. Somewhat satisfied
3. Not satisfied

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*Co-Director: Sarah J. Clark, MPH
Co-Director: Susan J. Woolford, MD, MPH
Contributing Editor: Gary L. Freed, MD, MPH
Poll Manager: Dianne C. Singer, MPH
Data Analyst: Acham Gebremariam, MS
Publication Designer: Sara L. Schultz, MPS
Contact: <https://MottPoll.org>
Twitter: @CSMottPoll*