

FOR RELEASE NOVEMBER 26, 2013

# The Diagnosis Difference

*A portrait of the 45% of U.S. adults living with chronic health conditions*

**FOR FURTHER INFORMATION  
ON THIS REPORT:**

Susannah Fox, Associate Director  
Maeve Duggan, Research Assistant

202.419.4500

[www.pewresearch.org](http://www.pewresearch.org)

RECOMMENDED CITATION: Pew Research Center, November 2013, "The Diagnosis Difference"

## **About This Report**

Support for this study was provided by the California HealthCare Foundation, an independent philanthropy committed to improving the way health care is delivered and financed in California.

This report is a collaborative effort based on the input and analysis of the following individuals. Find related reports online at [pewresearch.org/url](http://pewresearch.org/url).

Susannah Fox, *Associate Director*

Maeve Duggan, *Research Assistant*

Lee Rainie, *Director*

Kristen Purcell, *Associate Director*

## **About Pew Research Center**

Pew Research Center is a nonpartisan fact tank that informs the public about the issues, attitudes and trends shaping America and the world. It does not take policy positions. It conducts public opinion polling, demographic research, media content analysis and other empirical social science research. The center studies U.S. politics and policy views; media and journalism; internet and technology; religion and public life; Hispanic trends; global attitudes and U.S. social and demo-graphic trends. All of the center's reports are available at [www.pewresearch.org](http://www.pewresearch.org). Pew Research Center is a subsidiary of The Pew Charitable Trusts.

Alan Murray, *President*

Jon Cohen, *Vice President, Research*

Elizabeth Mueller Gross, *Vice President*

Paul Taylor, *Executive Vice President, Special Projects*

Andrew Kohut, *Founding Director*

© Pew Research Center 2013

# Summary of Findings

## 45% of U.S. adults live with chronic health conditions

Forty-five percent of U.S. adults report that they live with one or more chronic conditions, such as high blood pressure, lung conditions, diabetes, heart disease, or cancer. They are more likely than other adults to be older, to have faced a medical emergency in the past year, and, as other studies have shown, to contribute to the explosion of health care costs in the U.S. <sup>1</sup>

In this study, the Pew Research Center explores how adults with chronic conditions gather, share, and create health information, both online and offline.

We provide evidence that many people with serious health concerns take their health decisions seriously – and are seriously social about gathering and sharing information, both online and offline.

## 72% of U.S. adults living with chronic conditions use the internet

People living with chronic conditions are significantly less likely than other adults to have internet access: 72%, compared with 89% of adults who report no chronic conditions.

This is partly tied to the fact that as a group they are older than the general population and have less education – both of which are associated with being offline. Still, the Pew Research Center has identified what we call a "diagnosis difference." Holding other variables constant (including age, income, education, ethnicity, and overall health status), living with a chronic disease has an independent, negative effect on someone's likelihood to use the internet.

## Living with a chronic condition is independently associated with key health-related activities

If someone living with a chronic condition has access to the internet, however, the diagnosis difference is tied to certain online behaviors. When controlling for age, income, education, ethnicity, and overall health status, internet users living with one or more conditions are *more likely* than other online adults to:

- Gather information online about medical problems, treatments, and drugs.
- Consult online reviews about drugs and other treatments.
- Read or watch something online about someone else's personal health experience.

---

<sup>1</sup> Hamilton Moses III, MD, et al. "The Anatomy of Health Care in the United States." (Journal of the American Medical Association: November 13, 2013) Available at: <http://jama.jamanetwork.com/article.aspx?articleid=1769890>

## People living with chronic conditions are more likely than others to fact check with a medical professional what they find online

Thirty-one percent of U.S. adults living with chronic conditions say they have gone online specifically to try to figure out what medical condition they or someone else might have. They are more likely than other “online diagnosers” to talk with a clinician about what they find:

- 60% of online diagnosers living with chronic conditions say they talked with a medical professional about the information they found online, compared with 48% of online diagnosers who report no conditions.
- About half of online diagnosers living with chronic conditions say that a clinician confirmed their suspicions, either completely or in part. About one in five say that a clinician offered a different opinion.

## Many of those tracking health indicators report it can have a significant impact

People living with chronic conditions are significantly more likely than other adults to track weight, diet, exercise, or health indicators like blood pressure, blood sugar, sleep patterns, or headaches. Eighty percent of adults living with two or more conditions do so, compared with 70% of those living with one condition and 61% of those who report no chronic conditions.

Trackers living with chronic conditions are also more likely than others to take formal notes, to track on a regular basis, and to share their notes with other people, particularly clinicians. Fully 72% of trackers living with chronic conditions say that keeping notes of any kind has had an impact on their health routine or the way they care for someone else, compared with 55% of trackers who report no conditions.

## Details about this study

The results reported here come from a nationwide survey of 3,014 adults living in the United States. Telephone interviews were conducted by landline (1,808) and cell phone (1,206, including 624 without a landline phone). The survey was conducted by Princeton Survey Research Associates International. Interviews were done in English and Spanish by Princeton Data Source from August 7 to September 6, 2012. Statistical results are weighted to correct known demographic discrepancies. The margin of sampling error for the complete set of weighted data is  $\pm 2.4$  percentage points. In this survey there are 1,498 respondents who are living with one or more chronic health conditions. Margin of error for results based on that group is  $\pm 3$  percentage points.

An extensive appendix contains stand-alone analysis of each group included in the survey: the general population, adults living with high blood pressure, adults living with lung conditions, adults living with diabetes, adults living with heart conditions, adults living with cancer, and adults living with other chronic health conditions. Since one in five U.S. adults is living with two or more conditions, we cannot compare the groups.

# Table of Contents

|   |         |
|---|---------|
| Summary of Findings                         | Page 3  |
| Part One: Who Lives with Chronic Conditions | Page 7  |
| Part Two: Sources of Health Information     | Page 12 |
| Part Three: Tracking for Health             | Page 19 |
| Appendix A: General population              | Page 22 |
| Appendix B: High Blood Pressure             | Page 24 |
| Appendix C: Lung Conditions                 | Page 32 |
| Appendix D: Diabetes                        | Page 39 |
| Appendix E: Heart Conditions                | Page 47 |
| Appendix F: Cancer                          | Page 55 |
| Appendix G: Other Chronic Conditions        | Page 59 |
| Survey Questions                            | Page 67 |
| Methods                                     | Page 93 |

# Part One: Who Lives with Chronic Conditions

## The diagnosis difference

Forty-five percent of U.S. adults report that they live with one or more chronic conditions, such as high blood pressure and diabetes, but also less-common conditions like lupus and cancer.<sup>2</sup> They are more likely than other adults to be older, to have faced a medical emergency in the past year, and, as other studies have shown, to contribute to the explosion of health care costs in the U.S.<sup>3</sup>

This national survey by the Pew Research Center, supported by the California HealthCare Foundation, explores how adults with chronic conditions gather, share, and create health information, both online and offline.

Chronic disease is statistically associated with advanced age and lower education, which are also strongly associated with low internet access, and indeed, that connection is reflected in this study. Fully 75% of U.S. adults age 65 and older are living with a chronic condition, for example, and that age group is the least likely to use the internet.<sup>4</sup>

However, chronic disease seems to play an independent role. Logistic regression analysis indicates a “diagnosis difference” that is tied to several aspects of health care and technology use. Holding other variables constant (including age, income, education, ethnicity, and overall health status), the fact that someone has a chronic condition is independently associated with being offline.

The diagnosis difference cuts another way, too. This study provides evidence that many people with serious health concerns take their health decisions seriously – and are seriously social about gathering and sharing information, both online and offline.

For example, the last time they had a serious health episode, people living with chronic conditions were more likely than the general population to tap into the help offered by health professionals, friends and family, and peer patients. Holding other key variables constant, living with a chronic condition increases the likelihood that someone will seek advice, information, or support from all three sources.

In addition, internet users living with one or more conditions are *more likely* than other online adults to:

---

<sup>2</sup> This estimate is in line with previous surveys by the Pew Research Center and other national studies. See: Centers for Disease Control and Prevention publications related to chronic disease. Available at:

<http://www.cdc.gov/chronicdisease/resources/publications/index.htm>

<sup>3</sup> Hamilton Moses III, MD, et al. “The Anatomy of Health Care in the United States.” (Journal of the American Medical Association: November 13, 2013) Available at:

<http://jama.jamanetwork.com/article.aspx?articleid=1769890>

<sup>4</sup> Pew Research Center, 2013, “Who’s Online.” Available at: [http://www.pewinternet.org/Static-Pages/Trend-Data-\(Adults\)/Whos-Online.aspx](http://www.pewinternet.org/Static-Pages/Trend-Data-(Adults)/Whos-Online.aspx)

- Gather information online about medical problems, treatments, and drugs.
- Consult online reviews about drugs and other treatments.
- Read or watch something online about someone else’s personal health experience.

Those observations hold when controlling for age, income, education, ethnicity, and overall health status—all of which are also associated with doing health-related activities online. This echoes the Pew Research Center’s previous work in this area, which showed that, once someone is online, having a chronic disease increases the probability that they will take advantage of social media to share what they know and learn from their peers.<sup>5</sup> Other examples of the diagnosis difference are noted throughout the report.

## The prevalence of high blood pressure, lung conditions, heart conditions, diabetes, cancer, and “other chronic conditions”

To define this population, we asked people if they are now living with the following health problems or conditions:

- 25% of U.S. adults say they are living with high blood pressure.
- 13% of U.S. adults say they are living with asthma, bronchitis, emphysema, or other lung conditions.
- 11% of U.S. adults say they are living with diabetes.
- 7% of U.S. adults say they are living with heart disease, heart failure, or heart attack.
- 3% of U.S. adults say they are living with cancer.
- 16% of U.S. adults say they are living with any other chronic problem or condition.<sup>6</sup>

We find that one in four U.S. adults (24%) say they are living with one condition. One in five U.S. adults (20%) say they are living with two or more chronic health conditions. This second group is considerably different from the rest of the population in terms of age, education, health status, and technology use.

The table below shows the distribution of health and disease in the population of U.S. adults as a whole.

---

<sup>5</sup> Susannah Fox and Kristen Purcell, “Chronic Disease and the Internet.” (Pew Research Center: March 24, 2010). Available at: <http://www.pewinternet.org/Reports/2010/Chronic-Disease.aspx>

<sup>6</sup> These findings are in line with Centers for Disease Control estimates for each condition or category of conditions, with the exception of high blood pressure, which the U.S. government estimates affects one in three adults. Details about each group are included in the Appendix. Comparisons among the groups are not possible since one in five U.S. adults report having two or more conditions.



## Chronic conditions

Among all U.S. adults (ages 18+) the % who have at least one chronic condition

|                             |                                | No chronic conditions | One chronic condition | 2+ chronic conditions |
|-----------------------------|--------------------------------|-----------------------|-----------------------|-----------------------|
| <b>All adults (N=3,014)</b> |                                | 55%                   | 24%                   | 20%                   |
| a                           | Men (n=1,337)                  | 59 <sup>b</sup>       | 24                    | 17                    |
| b                           | Women (n=1,677)                | 52                    | 25                    | 23 <sup>a</sup>       |
| <b>Race/ethnicity</b>       |                                |                       |                       |                       |
| a                           | White, Non-Hispanic (n=1,864)  | 53                    | 26 <sup>c</sup>       | 21 <sup>c</sup>       |
| b                           | Black, Non-Hispanic (n=497)    | 54                    | 22                    | 24 <sup>c</sup>       |
| c                           | Hispanic (n=427)               | 66 <sup>ab</sup>      | 18                    | 15                    |
| <b>Age</b>                  |                                |                       |                       |                       |
| a                           | 18-29 (n=478)                  | 80 <sup>bcd</sup>     | 16                    | 4                     |
| b                           | 30-49 (n=833)                  | 66 <sup>cd</sup>      | 21                    | 13 <sup>a</sup>       |
| c                           | 50-64 (n=814)                  | 40 <sup>d</sup>       | 32 <sup>ab</sup>      | 28 <sup>ab</sup>      |
| d                           | 65+ (n=830)                    | 25                    | 32 <sup>ab</sup>      | 43 <sup>abc</sup>     |
| <b>Education attainment</b> |                                |                       |                       |                       |
| a                           | No high school diploma (n=269) | 42                    | 22                    | 36 <sup>bcd</sup>     |
| b                           | High school grad (n=830)       | 51                    | 27                    | 23 <sup>d</sup>       |
| c                           | Some College (n=778)           | 59 <sup>ab</sup>      | 23                    | 18                    |
| d                           | College + (n=1,115)            | 62 <sup>ab</sup>      | 25                    | 13                    |
| <b>Household income</b>     |                                |                       |                       |                       |
| a                           | Less than \$30,000/yr (n=876)  | 49                    | 24                    | 27 <sup>cd</sup>      |
| b                           | \$30,000-\$49,999 (n=523)      | 53                    | 26                    | 21 <sup>cd</sup>      |
| c                           | \$50,000-\$74,999 (n=371)      | 68 <sup>ab</sup>      | 20                    | 13                    |
| d                           | \$75,000+ (n=680)              | 64 <sup>ab</sup>      | 27                    | 9                     |
| <b>Parent of minor</b>      |                                |                       |                       |                       |
| a                           | Parent (n=785)                 | 68 <sup>b</sup>       | 21                    | 11                    |
| b                           | Non-parent (n=2,223)           | 50                    | 26 <sup>a</sup>       | 25 <sup>a</sup>       |
| <b>Urbanity</b>             |                                |                       |                       |                       |
| a                           | Urban (n=1,095)                | 58 <sup>c</sup>       | 25                    | 18                    |
| b                           | Suburban (n=1,406)             | 55 <sup>c</sup>       | 24                    | 21                    |
| c                           | Rural (n=396)                  | 48                    | 26                    | 26 <sup>a</sup>       |

**Source:** Pew Internet Health Tracking Survey, August 07 – September, 06 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

When controlling for age, income, education, ethnicity, and overall health rating, having at least one chronic condition significantly increases the likelihood that someone will have faced a serious medical crisis, gone to the emergency room or been hospitalized unexpectedly, or experienced a significant change in their physical health in the past 12 months. For example, 26% of adults living with two or more conditions say they faced a serious medical emergency in the past year, compared with 12% of those who have one condition and just 4% of adults who report no chronic conditions.

## Personal health status

*% of those who have experienced the following health issues*

|  | No Chronic Conditions<br>N=1,516<br>(a) | 1 Chronic Condition<br>N=809<br>(b) | 2+ Chronic Conditions<br>N=689<br>(c) |
|--|---|-------------------------------------|---------------------------------------|
| <b>In the last 12 months, have you ...</b>   |   |                                     |                                       |
| Personally faced a serious medical emergency or crisis?  | 4                                       | 12 <sup>a</sup>                     | 26 <sup>ab</sup>                      |
| Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? | 14                                      | 19 <sup>a</sup>                     | 31 <sup>ab</sup>                      |
| Gone to the emergency room or been hospitalized unexpectedly   | 10                                      | 18 <sup>a</sup>                     | 34 <sup>ab</sup>                      |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

People living with chronic conditions are also more likely to be caring for other people. Forty-two percent of U.S. adults living with one or more chronic conditions are currently caring for a loved one, either an adult or child. By comparison, 37% of U.S. adults who do not have a chronic condition are caregivers.<sup>7</sup>

## Lower uptake of technology among people living with chronic conditions

People living with chronic health conditions continue to lag behind other U.S adults when it comes to information and communications technology adoption. Of those who are living with chronic health conditions, 72% say they have access to the internet. By comparison, 89% of those who report no significant health problems say they have access.

This 17-point gap echoes previous studies. In 2008, for example, Pew Research Center data showed that 62% of adults living with one or more chronic conditions used the internet, compared with 81% of adults

<sup>7</sup> Susannah Fox, Maeve Duggan, Kristen Purcell, "Family Caregivers Are Wired for Health." (Pew Research Center: June 20, 2013). Available at: <http://www.pewinternet.org/Reports/2013/Family-Caregivers.aspx>

reporting no health problems, a 19-point gap.<sup>8</sup>

Pew Research Center studies also show that education and age are strongly correlated with having internet access. Yet when age and education are held constant, living with a chronic disease independently increases the likelihood that someone will not have internet access.

The more conditions people are managing, the less likely they are to have internet access: 80% of adults living with one condition have internet access, compared with 61% of those living with 2+ conditions.

There is also a gap when it comes to cell phones: 78% of U.S. adults living with chronic health conditions said they own a cell phone at the time of the survey, compared with 91% of those who report no conditions. This ratio has not changed significantly since 2008, when 76% of adults living with chronic conditions reported that they own a cell phone, compared with 89% of those who do not have any chronic conditions.

Living with a chronic condition is not a significant factor in predicting someone's likelihood to own a cell phone. Statistical analysis shows that the gap is better explained by the fact that people with significant health challenges are more likely to be older, living in lower-income households, and reporting a lower level of formal education. Age, income, and education level are all strongly correlated with cell phone ownership.

---

<sup>8</sup> Fox and Purcell, 2010.

# Part Two: Sources of Health Information

Clinicians are a central resource, but friends, families, and peers play important roles, too

People living with chronic conditions are more likely than other adults to tap into every health information resource available to them, online and offline. When asked to think about the last time they had a serious health issue and to whom they turned for help:

- 81% of all adults living with **one or more chronic conditions** got information, care, or support from a doctor or other health care professional.
- 65% of all adults living with **one or more chronic conditions** got information or support from friends and family.
- 27% of all adults living with **one or more chronic conditions** got information or support from others who have the same health condition.

By comparison, people who report having no chronic conditions are significantly less likely to turn to each of these sources:

- 62% of all adults who report **no chronic conditions** got information, care, or support from a doctor or other health care professional.
- 56% of all adults who report **no chronic conditions** got information or support from friends and family.
- 23% of all adults who report **no chronic conditions** got information or support from others who have the same health condition.

When controlling for other demographic characteristics, such as age, education, ethnicity, and overall health rating, having a chronic condition significantly increases the likelihood someone got information or support from each of the three sources.

People who report having two or more conditions are more likely than those who report one condition to have called on a clinician or peer patient, as shown in the following table:

## Sources of Information, Care, and Support

Among all American adults 18+...

The last time you had a health issue, did you get information, care, or support from...



...a doctor or other health care professional.



...friends and family.



...others who have the same health condition.

Total Yes: **1 Chronic Condition**  
2+ Chronic Conditions

**78%**  
**83**

**65%**  
**67**

**25%**  
**31**

|            |                         |               |    |    |    |
|------------|-------------------------|---------------|----|----|----|
| <b>YES</b> | Online                  | 1 Condition   | 1  | 1  | 2  |
|            |                         | 2+ Conditions | -  | 1  | 2  |
|            | Offline                 | 1 Condition   | 66 | 44 | 15 |
|            |                         | 2+ Conditions | 77 | 53 | 24 |
|            | Both Online and Offline | 1 Condition   | 11 | 20 | 8  |
|            |                         | 2+ Conditions | 6  | 13 | 5  |
| <b>NO</b>  | Not a Source            | 1 Condition   | 21 | 35 | 74 |
|            |                         | 2+ Conditions | 15 | 32 | 67 |

Source: Pew Internet Health Tracking Survey, August 07 - September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

See Appendix for further details.

PEW RESEARCH CENTER

## Once online, people living with chronic conditions are likely to access health information of all kinds

Seven in ten internet users, no matter their diagnosis, say they have looked online for health information in the past year. Internet users living with multiple chronic conditions are significantly more likely than other internet users to have looked online for information about a specific disease or medical problem, a certain medical treatment, and drugs, as shown in the table below:

### Health topics

*The % of internet users in each group who have looked online for this type of information in the past 12 months*

| Have you looked online for information about ... | No Chronic Conditions<br>n=1,325<br>(a) | 1 Chronic Condition<br>n=630<br>(b) | 2+ Chronic Conditions<br>n=437<br>(c) |
|--|---|-------------------------------------|---------------------------------------|
| A specific disease or medical problem            | 52                                      | 59 <sup>a</sup>                     | 62 <sup>a</sup>                       |
| A certain medical treatment or procedure         | 41                                      | 42                                  | 53 <sup>ab</sup>                      |
| How to lose weight or how to control your weight | 27                                      | 25                                  | 27                                    |
| Health insurance (private, Medicare or Medicaid) | 24                                      | 25                                  | 29                                    |
| Food safety or recalls                           | 18                                      | 22                                  | 21                                    |
| Drug safety or recalls                           | 15                                      | 17                                  | 21 <sup>a</sup>                       |
| Caring for an aging relative or friend           | 14                                      | 15                                  | 14                                    |
| A drug you saw advertised                        | 13                                      | 19 <sup>a</sup>                     | 20 <sup>a</sup>                       |
| Medical test results                             | 13                                      | 17                                  | 18                                    |
| Pregnancy and childbirth                         | 13 <sup>c</sup>                         | 12 <sup>c</sup>                     | 6                                     |
| How to reduce your health care costs             | 10                                      | 13                                  | 12                                    |
| Any other health issue                           | 18                                      | 23 <sup>a</sup>                     | 26 <sup>a</sup>                       |
| <b>Yes to any of the above topics</b>            | <b>71</b>                               | <b>73</b>                           | <b>76</b>                             |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

Eight in ten U.S. adults who have sought health information online say they began their last inquiry at a general search engine like Google, Bing, or Yahoo. This has been a bedrock finding of the Pew Research Center, dating back to our first health survey in 2000, underlining the centrality of search in Americans' online lives.

Internet users living with two or more chronic conditions are somewhat less likely than those who report no conditions to say this however: 68%, compared with 80%. Internet users who report two or more chronic conditions are more likely than other people to say they started their most recent health search at a site that specializes in health information, like WebMD: 20% say that, compared with 12% of internet users who report no conditions.

In order to get a better idea of how people are navigating health online, we asked respondents to tell us in their own words which sites or services they use. Federal government health websites were popular among those living with chronic conditions, such as PubMed, CDC.gov, Medline, HHS.gov, and Medicare.gov. Health insurance websites, clinicians' websites, as well as some specific services like iTriage were also frequently mentioned by people living with chronic conditions.

Even search itself turns out to be a social activity. Half of all health searches online are performed on behalf of someone else, including among people living with chronic conditions who probably have quite a few of their own concerns. This is another bedrock finding of the Pew Research Center, dating to the year 2000, when we first began measuring Americans' use of the internet to gather health information. Fifty-three percent of online health information seekers living with one or more chronic conditions report that the last time they went online for health information it was related, at least in part, to someone else's medical situation. Forty-three percent of health information seekers living with chronic conditions say their last inquiry was about their own concerns, compared with 36% of those who report no conditions.

### Few pay for online content

Thirty percent of online health information seekers living with chronic conditions say they have been asked to pay for access to something they wanted to see online. Eighty percent of those who encountered a pay wall say they tried to find the information somewhere else; 17% gave up; and 2% paid the fee.

By comparison, 23% of online health information seekers who report no chronic conditions say they have been asked to pay for access to information they wanted to see – a significant difference compared with those living with chronic conditions. Again, the vast majority (86%) say they did not pay, but rather tried to find the same information somewhere else. Ten percent gave up and 3% paid.

### Sharing stories, finding other people who share the same health concerns

The internet enables people to not only gather health information, but to share it and even create it. We find that, in general, internet users living with chronic conditions are about as likely as those who report no health issues to say they have taken part in social activities related to health, as shown in the table below.

## The social life of health information

Among internet users in each group, the % who have interacted with their health online in the following ways

| In the past 12 months, have you...  | No chronic conditions | 1 chronic condition | 2+ chronic conditions |
|---|-----------------------|---------------------|-----------------------|
|   | (a)                   | (b)                 | (c)                   |
| Signed up to receive email updates or alerts about health or medical issues?  | 8                     | 15 <sup>a</sup>     | 14 <sup>a</sup>       |
| Read or watched someone else's commentary or experience about health or medical issues online?                      | 25                    | 29 <sup>c</sup>     | 21                    |
| Gone online to find others who might have health concerns similar to yours?   | 15                    | 19 <sup>c</sup>     | 13                    |
| Downloaded forms online or applied for health insurance online, including private insurance, Medicare, or Medicaid? | 11                    | 12                  | 13                    |
| Posted a health-related question online or shared your own personal health experience online in any way?            | 6                     | 9                   | 11 <sup>a</sup>       |
| <b>Used the internet to do any of these</b>   | <b>40</b>             | <b>45</b>           | <b>39</b>             |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

Internet users living with chronic conditions stand out from their peers in noteworthy ways: sharing questions online and reading or watching other people's health stories online. Of those who have posted health questions online, eight in ten say they were hoping to reach a general audience of friends and other internet users, compared with just one in ten who say they hoped to get feedback from a health professional. Peer advice trumps professional advice in certain situations, as previous research has shown.<sup>9</sup>

When we control other demographic factors, such as age, income, education, race, and overall health rating, we find that having a chronic condition significantly increases the likelihood that someone will take part in any of the following activities: downloading forms, posting comments, reading or watching someone else's commentary or experience about health, and signing up for email updates.

<sup>9</sup> Susannah Fox, "Peer-to-peer Health Care," (Pew Research Center: Feb. 28, 2011). Available at: <http://www.pewinternet.org/Reports/2011/P2PHealthcare.aspx>



## People living with chronic conditions are more likely than others to fact check what they find online with a medical professional

Thirty-one percent of U.S. adults living with one or more chronic conditions say they have gone online specifically to try to figure out what medical condition they or someone else might have. By comparison, 38% of U.S. adults who report no chronic conditions say they have done so. This difference is related to the fact that people living with chronic conditions are less likely than other adults to have internet access. When we look only at internet users, the two groups are equally likely to say they have gone online for a diagnostic check.

Among online diagnosers, people living with one or more chronic conditions are more likely than others to say that the information they found online lead them to think that it needed the attention of a doctor or other medical professional: 53%, compared with 41% of those living with no chronic conditions.

Among online diagnosers, people living with chronic conditions are also more likely to say they talked with a medical professional about the information they found online: 60% of online diagnosers with one or more chronic conditions did so, compared with 48% of those who report no conditions. And 48% of online diagnosers with one or more chronic conditions say that a medical professional confirmed their suspicions, either completely or in part. Twenty-one percent of online diagnosers with one or more conditions say a medical professional offered a different opinion, in contrast to the information found online. Twenty-seven percent of online diagnosers with one or more conditions say they did not visit a medical professional in order to get their opinion.

Again, the diagnosis difference likely plays a role: People with serious health concerns are likely to take their online research seriously.

## Health care reviews are not a mainstream information source

People who consult online health care reviews are in the minority—and the numbers shrink even more when we ask if people have contributed to such reviews. Expressed as a percentage of the total population, for example, just 11% of U.S. adults living with one or more chronic conditions have consulted online rankings or reviews of hospitals or other medical facilities. This is the same percentage of U.S. adults who report no conditions who have looked online at hospital rankings and reviews.

The table below shows the percentages of internet users in each group who have consulted or contributed to online rankings or reviews of health services or treatments.

## Health care reviews online

The % of internet users in each group who have interacted with their health online in the following ways

| Have you ever...  | No chronic conditions<br>(n=1,325)<br>(a) | 1 chronic condition<br>(n=630)<br>(b) | 2+ chronic conditions<br>(n=437)<br>(c) |
|---|---|---------------------------------------|---|
| Consulted online reviews of particular drugs or medical treatments            | 16  | 22 <sup>a</sup>                       | 19                                      |
| Consulted online rankings or reviews of doctors or other providers            | 17  | 19 <sup>c</sup>                       | 13                                      |
| Consulted online rankings or reviews of hospitals or other medical facilities | 13  | 16                                    | 15                                      |
| Posted your experiences with a particular drug or medical treatment online    | 2   | 3                                     | 4                                       |
| Posted a review online of a doctor  | 4   | 4                                     | 6                                       |
| Posted a review online of a hospital  | 2   | 3                                     | 4                                       |
| <b>Have used the internet to do any of these</b>                              | <b>30</b>                                 | <b>34</b>                             | <b>35</b>                               |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/-3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

# Part Three: Tracking for Health

## People with chronic conditions are highly likely to track their symptoms

Clinical research shows that tracking symptoms and other indicators is a low-cost, effective health intervention.<sup>10</sup> This is the first national survey measuring the extent of tracking among the people most likely to benefit – those living with chronic health conditions.

Seven in ten U.S. adults living with one chronic condition and fully 80% of people living with two or more conditions track a health indicator, for themselves or for someone else. By comparison, 61% of adults living with no conditions track some aspect of health. When controlling for age, income, education, ethnicity, and overall health status, living with chronic conditions increases the probability that someone will track a health indicator.

### Tracking health indicators

*The % of adults by chronic condition status who track health indicators for themselves or others*

| Do you happen to track...  | No chronic conditions<br>(n=1,516)<br>(a) | 1 chronic condition<br>(n=809)<br>(b) | 2+ chronic conditions<br>(n=689)<br>(c) |
|--|---|---------------------------------------|---|
| Your own weight, diet or exercise routine?   | 59  | 61                                    | 64                                      |
| Any other health indicators or symptoms like blood pressure, blood sugar, sleep patterns, headaches, or anything else? | 19  | 40 <sup>a</sup>                       | 62 <sup>ab</sup>                        |
| Any health indicators or symptoms for anyone besides yourself?   | 10  | 13 <sup>a</sup>                       | 16 <sup>a</sup>                         |
| <b>Any of the above</b>  | <b>61</b>                                 | <b>70<sup>a</sup></b>                 | <b>80<sup>ab</sup></b>                  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

Education and age also play a role. Being college-educated increases someone’s likelihood to track their weight, diet, or exercise routine. College-educated adults, however, are less likely to track other health indicators like blood pressure, blood sugar, sleep patterns, or headaches, possibly because they are less

<sup>10</sup> See, for example: “Premonitory symptoms in migraine: An electronic diary study,” by N.J. Giffin, et al. *Neurology* March 25, 2003 vol. 60 no. 6 935-940. Available at: <http://www.neurology.org/content/60/6/935.abstract>; “Type 1 diabetes: Treatments and drugs,” Mayo Clinic. Available at: <http://www.mayoclinic.com/health/type-1-diabetes/DS00329/DSECTION=treatments-and-drugs>; or “High blood pressure (hypertension): Treatments and drugs,” Mayo Clinic. Available at: <http://www.mayoclinic.com/health/high-blood-pressure/DS00100/DSECTION=treatments-and-drugs>.

likely to be living with a chronic disease or other health condition. Being younger (between the ages of 18 and 39) is also independently associated with a lower likelihood to track other health indicators.

Health trackers living with chronic conditions are likely to say they use formal means, such as paper and pencil or a medical device, to take note of changes:

- 41% of health trackers who report having one or more chronic conditions use pencil and paper.
- 14% of this group uses a medical device such as a glucometer.
- 4% of this group uses an app or other tool on their mobile device or phone.
- 4% of this group uses a computer program, like a spreadsheet.
- 1% of this group uses a website.

However, informal means are also popular: 43% of health trackers living with one or more chronic conditions say they just keep track in their heads.

Previous research shows that people who use more formal tracking methods are more likely to do so on a regular basis and more likely to say it has had an impact on their health.<sup>11</sup>

Indeed, 50% of trackers living with one or more conditions say they track on a regular basis, compared with 43% of trackers who report no conditions (a statistically significant difference). The gap widens among those with multiple conditions and when looking at the most frequent interval we asked about: 28% of trackers living with two or more conditions say they do so daily, compared with 11% of those with no conditions.

Forty-five percent of trackers living with one or more conditions say they keep track of health indicators only when something comes up or changes. By comparison, 54% of trackers who report no conditions say they keep track episodically.

Trackers living with chronic conditions are also more likely than others to say they share their notes with other people:

- 39% of trackers living with one or more condition share their notes, compared with 30% of those who report no conditions.
- Of that group, two-thirds living with chronic conditions share tracking notes with a health or medical professional: 64% do so, compared with 37% of those who report no conditions.

Seventy-two percent of trackers living with one or more conditions say tracking has had an impact on their health or the health of someone they care for, compared with 55% of trackers who report no conditions.

Half of trackers living with chronic conditions (51%) say that tracking has changed their overall approach to their own or someone else's health. Forty-eight percent of trackers living with chronic conditions say it has led them to ask a doctor new questions or to get a second opinion. Forty-three percent of trackers

---

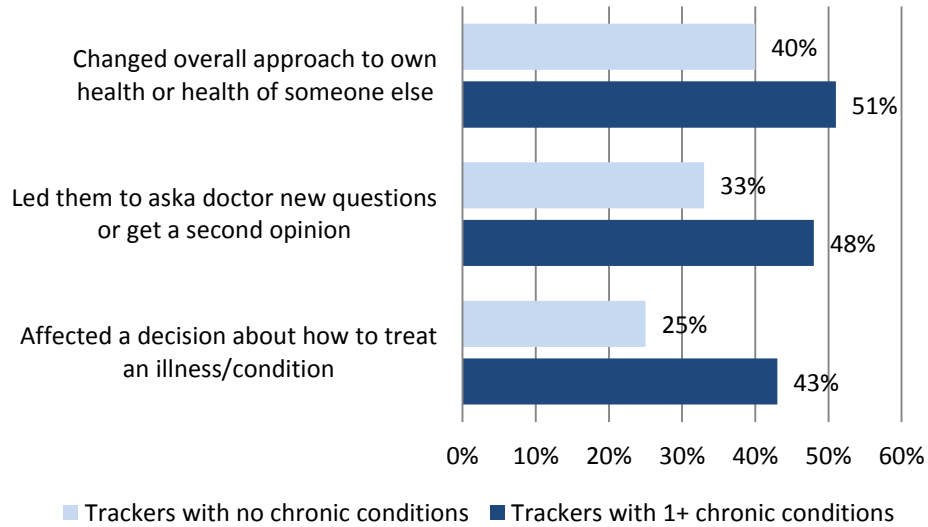
<sup>11</sup> Susannah Fox and Maeve Duggan, "Tracking for Health." (Pew Research Center: January 28, 2013) Available at: <http://www.pewinternet.org/Reports/2013/Tracking-for-Health.aspx>

living with chronic conditions say it has affected a health care decision. Comparisons with those who report no chronic conditions are displayed in the table below:

---

### Impact of tracking health

*Among trackers, the % who say tracking their health has had the following impacts, by chronic condition status*



**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

---

# Appendix A: General population

## Marital status

*% of those with chronic conditions by marital status*

|                       | No Chronic Conditions<br>(n=1,516)<br>(a) | 1 Chronic Condition<br>(n=809)<br>(b) | 2+ Chronic Conditions<br>(n=689)<br>(c) |
|-----------------------|---|---------------------------------------|---|
| Married               | 47  | 54 <sup>a</sup>                       | 48                                      |
| Living with a partner | 10 <sup>b</sup>                           | 7                                     | 7                                       |
| Divorced              | 8   | 9                                     | 14 <sup>ab</sup>                        |
| Separated             | 2   | 2                                     | 4 <sup>a</sup>                          |
| Widowed               | 2   | 9 <sup>a</sup>                        | 12 <sup>a</sup>                         |
| Never been married    | 28 <sup>bc</sup>                          | 17 <sup>c</sup>                       | 11                                      |
| Single (volunteered)  | 2   | 2                                     | 2                                       |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Employment status

*% of those with chronic conditions by employment status*

|                      | No Chronic Conditions<br>(n=1,516)<br>(a) | 1 Chronic Condition<br>(n=809)<br>(b) | 2+ Chronic Conditions<br>(n=689)<br>(c) |
|----------------------|---|---------------------------------------|---|
| Full time            | 52 <sup>bc</sup>                          | 39 <sup>c</sup>                       | 20                                      |
| Part time            | 15 <sup>bc</sup>                          | 10 <sup>c</sup>                       | 6                                       |
| Retired              | 8   | 25 <sup>a</sup>                       | 38 <sup>ab</sup>                        |
| Not employed for pay | 20  | 16                                    | 18                                      |
| Self/own business    | 2   | 4 <sup>ac</sup>                       | 1                                       |
| Disabled             | -   | 3 <sup>a</sup>                        | 16 <sup>ab</sup>                        |
| Student              | 1   | 2                                     | 1                                       |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

| The last time you had a health issue, did you get information, care, or support from... | Total yes               |                 |                  | Yes, online |     |     | Yes, offline |                 |                  | Yes, both online and offline |                  |     | Not a source     |                 |     |
|---|-------------------------|-----------------|------------------|-------------|-----|-----|--------------|-----------------|------------------|------------------------------|------------------|-----|------------------|-----------------|-----|
|   | # of chronic conditions | 0               | 1                | 2+          | 0   | 1   | 2+           | 0               | 1                | 2+                           | 0                | 1   | 2+               | 0               | 1   |
|   | (a)                     | (b)             | (c)              | (a)         | (b) | (c) | (a)          | (b)             | (c)              | (a)                          | (b)              | (c) | (a)              | (b)             | (c) |
| A doctor or other health care professional  | 62                      | 78 <sup>a</sup> | 83 <sup>ab</sup> | 1           | 1   | *   | 53           | 66 <sup>a</sup> | 77 <sup>ab</sup> | 8                            | 11 <sup>ac</sup> | 6   | 36 <sup>bc</sup> | 21 <sup>c</sup> | 15  |
| Friends and family  | 56                      | 65 <sup>a</sup> | 67 <sup>a</sup>  | 1           | 1   | 1   | 33           | 44 <sup>a</sup> | 53 <sup>ab</sup> | 22 <sup>c</sup>              | 20 <sup>c</sup>  | 13  | 43 <sup>bc</sup> | 35              | 32  |
| Others who have the same health condition   | 22                      | 25              | 31 <sup>ab</sup> | 2           | 2   | 2   | 12           | 15              | 24 <sup>ab</sup> | 8 <sup>c</sup>               | 8                | 5   | 75 <sup>c</sup>  | 74 <sup>c</sup> | 67  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

\* Asterisks indicate less than one percent of respondents gave the corresponding answer

# Appendix B: High Blood Pressure

## Demographics of those living with high blood pressure

% of all adults with high blood pressure, by demographic group

|                             |                                | Have high blood pressure |
|-----------------------------|--------------------------------|--------------------------|
| <b>All adults (N=3,014)</b> |                                | <b>25%</b>               |
| a                           | Men (n=1,337)                  | 23                       |
| b                           | Women (n=1,677)                | 27 <sup>a</sup>          |
| <b>Race/ethnicity</b>       |                                |                          |
| a                           | White, Non-Hispanic (n=1,864)  | 26 <sup>c</sup>          |
| b                           | Black, Non-Hispanic (n=497)    | 32 <sup>c</sup>          |
| c                           | Hispanic (n=427)               | 15                       |
| <b>Age</b>                  |                                |                          |
| a                           | 18-29 (n=478)                  | 4                        |
| b                           | 30-49 (n=833)                  | 14 <sup>a</sup>          |
| c                           | 50-64 (n=814)                  | 40 <sup>ab</sup>         |
| d                           | 65+ (n=830)                    | 50 <sup>abc</sup>        |
| <b>Education attainment</b> |                                |                          |
| a                           | No high school diploma (n=269) | 37 <sup>bcd</sup>        |
| b                           | High school grad (n=830)       | 28 <sup>cd</sup>         |
| c                           | Some College (n=778)           | 21                       |
| d                           | College + (n=1,115)            | 20                       |
| <b>Household income</b>     |                                |                          |
| a                           | Less than \$30,000/yr (n=876)  | 29 <sup>cd</sup>         |
| b                           | \$30,000-\$49,999 (n=523)      | 26 <sup>cd</sup>         |
| c                           | \$50,000-\$74,999 (n=371)      | 17                       |
| d                           | \$75,000+ (n=680)              | 17                       |
| <b>Parent of minor</b>      |                                |                          |
| a                           | Parent (n=785)                 | 15                       |
| b                           | Non-parent (n=2,223)           | 29 <sup>a</sup>          |
| <b>Urbanity</b>             |                                |                          |
| a                           | Urban (n=1,095)                | 21                       |
| b                           | Suburban (n=1,406)             | 26                       |
| c                           | Rural (n=396)                  | 34 <sup>ab</sup>         |

**Source:** Pew Internet Health Tracking Survey, August 07 – September, 06 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).



---

## Personal health status

*% of those who have high blood pressure vs. those who do not, who have experienced the following health issues*

|  | High blood pressure<br>(n=895)<br>(a) | No high blood pressure<br>(n=2,077)<br>(b) |
|--|---------------------------------------|--|
| <b>In the last 12 months, have you ...</b>   |                                       |  |
| Personally faced a serious medical emergency or crisis?  | 17 <sup>b</sup>                       | 8  |
| Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? | 22 <sup>b</sup>                       | 17   |
| Gone to the emergency room or been hospitalized unexpectedly   | 26 <sup>b</sup>                       | 14   |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---

## Marital status

*% of those who have high blood pressure vs. those who do not, by marital status*

|                       | High blood pressure<br>(n=895)<br>(a) | No high blood pressure<br>(n=2,077)<br>(b) |
|-----------------------|---------------------------------------|--|
| Married               | 53                                    | 48   |
| Living with a partner | 5                                     | 9 <sup>a</sup>                             |
| Divorced              | 13 <sup>b</sup>                       | 8  |
| Separated             | 3                                     | 2  |
| Widowed               | 14 <sup>b</sup>                       | 3  |
| Never been married    | 10                                    | 26 <sup>a</sup>                            |
| Single (volunteered)  | 2                                     | 2  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Employment status

*% of those who have high blood pressure vs. those who do not, by employment status*

|                      | High blood pressure<br>(n=895)<br>(a) | No high blood pressure<br>(n=2,077)<br>(b) |
|----------------------|---------------------------------------|--|
| Full time            | 27                                    | 48 <sup>a</sup>                            |
| Part time            | 7                                     | 14 <sup>a</sup>                            |
| Retired              | 36 <sup>b</sup>                       | 12   |
| Not employed for pay | 14                                    | 20 <sup>a</sup>                            |
| Self/own business    | 3                                     | 2  |
| Disabled             | 10 <sup>b</sup>                       | 2  |
| Student              | 1                                     | 1  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Health topics

**67% of U.S. adults living with high blood pressure are internet users.**

*Among internet users who have high blood pressure vs. those who do not, the % who have looked online for information about each of the following topics in the past 12 months*

| Have you looked online for information about ... | High blood pressure<br>(n=612)<br>(a) | No high blood pressure<br>(n=1,753)<br>(b) |
|--|---------------------------------------|--|
| A specific disease or medical problem            | 58                                    | 55   |
| A certain medical treatment or procedure         | 45                                    | 43   |
| How to lose weight or how to control your weight | 27                                    | 27   |
| Health insurance (private, Medicare or Medicaid) | 25                                    | 25   |
| Food safety or recalls                           | 19                                    | 19   |
| Drug safety or recalls                           | 16                                    | 16   |
| Caring for an aging relative or friend           | 15                                    | 14   |
| A drug you saw advertised                        | 19                                    | 15   |
| Medical test results                             | 17                                    | 14   |
| How to reduce your health care costs             | 12                                    | 11   |
| Pregnancy and childbirth                         | 5                                     | 14 <sup>a</sup>                            |
| Any other health issue                           | 23                                    | 20   |
| <b>Yes to any of the above topics</b>            | <b>72</b>                             | <b>72</b>                                  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

| The last time you had a health issue, did you get information, care, or support from... | Total yes       |     | Yes, online |     | Yes, offline    |     | Yes, both online and offline |                 | Not a source |                 |
|---|-----------------|-----|-------------|-----|-----------------|-----|------------------------------|-----------------|--------------|-----------------|
|   | Yes             | No  | Yes         | No  | Yes             | No  | Yes                          | No              | Yes          | No              |
|   | (a)             | (b) | (a)         | (b) | (a)             | (b) | (a)                          | (b)             | (a)          | (b)             |
| A doctor or other health care professional  | 84 <sup>b</sup> | 66  | 1           | 1   | 77 <sup>b</sup> | 56  | 6                            | 9 <sup>a</sup>  | 15           | 32 <sup>a</sup> |
| Friends and family  | 67 <sup>b</sup> | 58  | 1           | 1   | 53 <sup>b</sup> | 35  | 13                           | 22 <sup>a</sup> | 31           | 41 <sup>a</sup> |
| Others who have the same health condition   | 27              | 24  | 1           | 2   | 22 <sup>b</sup> | 13  | 4                            | 9 <sup>a</sup>  | 71           | 74              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## The social life of health information

**67% of U.S. adults living with high blood pressure are internet users.**

*Among internet users who have high blood pressure vs. those who do not, the % who have interacted with their health online in the following ways*

| In the past 12 months, have you...  | High blood pressure<br>(n=612)<br>(a) | No high blood pressure<br>(n=1,753)<br>(b) |
|---|---------------------------------------|--|
| Signed up to receive email updates or alerts about health or medical issues?  | 13                                    | 10   |
| Read or watched someone else's commentary or experience about health or medical issues online?                      | 19                                    | 28 <sup>a</sup>                            |
| Gone online to find others who might have health concerns similar to yours?   | 13                                    | 17   |
| Downloaded forms online or applied for health insurance online, including private insurance, Medicare, or Medicaid? | 12                                    | 12   |
| Posted a health-related question online or shared your own personal health experience online in any way?            | 8                                     | 8  |
| <b>Used the internet to do any of these</b>   | <b>37</b>                             | <b>43</b>                                  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Health care reviews online

**67% of U.S. adults living with high blood pressure are internet users.**

*The % of internet users who have high blood pressure vs. those who do not, who have interacted with their health online in the following ways*

| Have you ever...  | High blood pressure<br>(n=612)<br>(a) | No high blood pressure<br>(n=1,753)<br>(b) |
|---|---------------------------------------|--|
| Consulted online reviews of particular drugs or medical treatments            | 17                                    | 18   |
| Consulted online rankings or reviews of doctors or other providers            | 15                                    | 17   |
| Consulted online rankings or reviews of hospitals or other medical facilities | 13                                    | 14   |
| Posted your experiences with a particular drug or medical treatment online    | 4                                     | 2  |
| Posted a review online of a doctor  | 5                                     | 4  |
| Posted a review online of a hospital  | 3                                     | 2  |
| <b>Have used the internet to do any of these</b>                              | <b>32</b>                             | <b>32</b>                                  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/-3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Tracking health indicators

*The % of adults who have high blood pressure vs. those who do not, who track health indicators for themselves or others*

| Do you happen to track...  | High blood pressure<br>(n=895)<br>(a) | No high blood pressure<br>(n=2,077)<br>(b) |
|--|---------------------------------------|--|
| Your own weight, diet or exercise routine?   | 64                                    | 59   |
| Any other health indicators or symptoms like blood pressure, blood sugar, sleep patterns, headaches, or anything else? | 60 <sup>b</sup>                       | 24   |
| Any health indicators or symptoms for anyone besides yourself?   | 13                                    | 12   |
| <b>Any of the above</b>  | <b>80<sup>b</sup></b>                 | <b>65</b>                                  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

# Appendix C: Lung Conditions

## Demographics of those living with lung conditions

% of all adults with asthma or other lung conditions, by demographic group

|                             |                                | Have asthma or other lung conditions |
|-----------------------------|--------------------------------|--------------------------------------|
| <b>All adults (N=3,014)</b> |                                | <b>13%</b>                           |
| a                           | Men (n=1,337)                  | 12                                   |
| b                           | Women (n=1,677)                | 15                                   |
| <b>Race/ethnicity</b>       |                                |                                      |
| a                           | White, Non-Hispanic (n=1,864)  | 14                                   |
| b                           | Black, Non-Hispanic (n=497)    | 15                                   |
| c                           | Hispanic (n=427)               | 10                                   |
| <b>Age</b>                  |                                |                                      |
| a                           | 18-29 (n=478)                  | 11                                   |
| b                           | 30-49 (n=833)                  | 12                                   |
| c                           | 50-64 (n=814)                  | 15                                   |
| d                           | 65+ (n=830)                    | 16 <sup>a</sup>                      |
| <b>Education attainment</b> |                                |                                      |
| a                           | No high school diploma (n=269) | 22 <sup>cd</sup>                     |
| b                           | High school grad (n=830)       | 16 <sup>d</sup>                      |
| c                           | Some College (n=778)           | 12                                   |
| d                           | College + (n=1,115)            | 9                                    |
| <b>Household income</b>     |                                |                                      |
| a                           | Less than \$30,000/yr (n=876)  | 20 <sup>bcd</sup>                    |
| b                           | \$30,000-\$49,999 (n=523)      | 14 <sup>cd</sup>                     |
| c                           | \$50,000-\$74,999 (n=371)      | 6                                    |
| d                           | \$75,000+ (n=680)              | 7                                    |
| <b>Parent of minor</b>      |                                |                                      |
| a                           | Parent (n=785)                 | 11                                   |
| b                           | Non-parent (n=2,223)           | 14 <sup>a</sup>                      |
| <b>Urbanity</b>             |                                |                                      |
| a                           | Urban (n=1,095)                | 13                                   |
| b                           | Suburban (n=1,406)             | 13                                   |
| c                           | Rural (n=396)                  | 18 <sup>b</sup>                      |

**Source:** Pew Internet Health Tracking Survey, August 07 – September, 06 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).



## Personal health status

*% of those who have asthma or other lung conditions vs. those who do not, who have experienced the following health issues*

|  | Asthma or lung condition<br>(n=376)<br>(a) | No asthma or lung condition<br>(n=2,621)<br>(b) |
|--|--|---|
| <b>In the last 12 months, have you ...</b>   |  |   |
| Personally faced a serious medical emergency or crisis?  | 21 <sup>b</sup>                            | 9   |
| Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? | 33 <sup>b</sup>                            | 16  |
| Gone to the emergency room or been hospitalized unexpectedly   | 33 <sup>b</sup>                            | 14  |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Marital status

% of those who have asthma or other lung conditions vs. those who do not, by marital status

|                       | Asthma or lung condition<br>(n=376)<br>(a) | No asthma or lung condition<br>(n=2,621)<br>(b) |
|-----------------------|--|---|
| Married               | 41   | 50 <sup>a</sup>                                 |
| Living with a partner | 9  | 8   |
| Divorced              | 14   | 9   |
| Separated             | 4  | 2   |
| Widowed               | 7  | 6   |
| Never been married    | 21   | 22  |
| Single (volunteered)  | 4  | 2   |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Employment status

% of those who have asthma or other lung conditions vs. those who do not, by employment status

|                      | Asthma or lung condition<br>(n=376)<br>(a) | No asthma or lung condition<br>(n=2,621)<br>(b) |
|----------------------|--|---|
| Full time            | 27   | 45 <sup>a</sup>                                 |
| Part time            | 9  | 13 <sup>a</sup>                                 |
| Retired              | 24   | 17  |
| Not employed for pay | 23   | 18  |
| Self/own business    | 2  | 2   |
| Disabled             | 14 <sup>b</sup>                            | 3   |
| Student              | 1  | 1   |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Health topics

**69% of U.S. adults living with asthma or other lung conditions are internet users.**

*The % of internet users who have asthma or other lung conditions vs. those who do not, who have looked online for information about each of the following topics in the past 12 months*

| Have you looked online for information about ... | Asthma or lung condition<br>(n=268)<br>(a) | No asthma or lung condition<br>(n=2,109)<br>(b) |
|--|--|---|
| A specific disease or medical problem            | 57   | 55  |
| A certain medical treatment or procedure         | 41   | 44  |
| How to lose weight or how to control your weight | 21   | 28  |
| Health insurance (private, Medicare or Medicaid) | 33 <sup>b</sup>                            | 24  |
| Food safety or recalls                           | 26 <sup>b</sup>                            | 18  |
| Drug safety or recalls                           | 25 <sup>b</sup>                            | 15  |
| Caring for an aging relative or friend           | 14   | 14  |
| A drug you saw advertised                        | 22 <sup>b</sup>                            | 15  |
| Medical test results                             | 16   | 15  |
| How to reduce your health care costs             | 11   | 11  |
| Pregnancy and childbirth                         | 19 <sup>b</sup>                            | 11  |
| Any other health issue                           | 29 <sup>b</sup>                            | 19  |
| <b>Yes to any of the above topics</b>            | <b>73</b>                                  | <b>72</b>                                       |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note:** Percentages marked with a superscript letter (e.g., <sup>b</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

| The last time you had a health issue, did you get information, care, or support from... | Total yes       |     | Yes, online |     | Yes, offline    |     | Yes, both online and offline |     | Not a source |                 |
|---|-----------------|-----|-------------|-----|-----------------|-----|------------------------------|-----|--------------|-----------------|
|   | Yes             | No  | Yes         | No  | Yes             | No  | Yes                          | No  | Yes          | No              |
| Living with asthma/lung conditions  | (a)             | (b) | (a)         | (b) | (a)             | (b) | (a)                          | (b) | (a)          | (b)             |
| A doctor or other health care professional  | 77 <sup>b</sup> | 69  | *           | 1   | 67              | 61  | 10                           | 8   | 23           | 29 <sup>a</sup> |
| Friends and family  | 67 <sup>b</sup> | 59  | 1           | 1   | 47 <sup>b</sup> | 38  | 19                           | 20  | 33           | 39 <sup>a</sup> |
| Others who have the same health condition   | 26              | 25  | 2           | 2   | 18              | 15  | 6                            | 8   | 72           | 73              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

\*Asterisks indicate less than one percent of respondents answered in this way

## The social life of health information

**69% of U.S. adults living with asthma or other lung conditions are internet users.**

*Among internet users who have asthma or other lung conditions vs. those who do not, the % who have interacted with their health online in the following ways*

| In the past 12 months, have you...  | Asthma or lung condition<br>(n=268)<br>(a) | No asthma or lung condition<br>(n=2,109)<br>(b) |
|---|--|---|
| Signed up to receive email updates or alerts about health or medical issues?  | 15   | 10  |
| Read or watched someone else's commentary or experience about health or medical issues online?                      | 27   | 25  |
| Gone online to find others who might have health concerns similar to yours?   | 17   | 16  |
| Downloaded forms online or applied for health insurance online, including private insurance, Medicare, or Medicaid? | 15   | 11  |
| Posted a health-related question online or shared your own personal health experience online in any way?            | 11   | 7   |
| <b>Used the internet to do any of these</b>   | <b>46</b>                                  | <b>41</b>                                       |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Health care reviews online

**69% of U.S. adults living with asthma or other lung conditions are internet users.**

*The % of internet users who have asthma or other lung conditions vs. those who do not, who have interacted with their health online in the following ways*

| Have you ever...  | Asthma or lung condition<br>(n=268)<br>(a) | No asthma or lung condition<br>(n=2,109)<br>(b) |
|---|--|---|
| Consulted online reviews of particular drugs or medical treatments            | 24   | 17  |
| Consulted online rankings or reviews of doctors or other providers            | 14   | 17  |
| Consulted online rankings or reviews of hospitals or other medical facilities | 14   | 14  |
| Posted your experiences with a particular drug or medical treatment online    | 3  | 3   |
| Posted a review online of a doctor  | 5  | 4   |
| Posted a review online of a hospital  | 4  | 2   |
| <b>Have used the internet to do any of these</b>                              | <b>35</b>                                  | <b>32</b>                                       |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Tracking health indicators

*The % of adults who have asthma or other lung conditions vs. those who do not who track health indicators for themselves or others*

| Do you happen to track...  | Asthma or lung condition<br>(n=376)<br>(a) | No asthma or lung condition<br>(n=2,621)<br>(b) |
|--|--|---|
| Your own weight, diet or exercise routine?   | 63   | 60  |
| Any other health indicators or symptoms like blood pressure, blood sugar, sleep patterns, headaches, or anything else? | 47 <sup>b</sup>                            | 31  |
| Any health indicators or symptoms for anyone besides yourself?   | 20 <sup>b</sup>                            | 11  |
| <b>Any of the above</b>  | <b>75<sup>b</sup></b>                      | <b>68</b>                                       |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012.

N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

# Appendix D: Diabetes

## Demographics of those living with diabetes

% of all adults with diabetes, by demographic group

|                             |                                | Have diabetes     |
|-----------------------------|--------------------------------|-------------------|
| <b>All adults (N=3,014)</b> |                                | <b>11%</b>        |
| a                           | Men (n=1,337)                  | 10                |
| b                           | Women (n=1,677)                | 12                |
| <b>Race/ethnicity</b>       |                                |                   |
| a                           | White, Non-Hispanic (n=1,864)  | 10                |
| b                           | Black, Non-Hispanic (n=497)    | 14                |
| c                           | Hispanic (n=427)               | 13                |
| <b>Age</b>                  |                                |                   |
| a                           | 18-29 (n=478)                  | 2                 |
| b                           | 30-49 (n=833)                  | 6 <sup>a</sup>    |
| c                           | 50-64 (n=814)                  | 17 <sup>ab</sup>  |
| d                           | 65+ (n=830)                    | 24 <sup>abc</sup> |
| <b>Education attainment</b> |                                |                   |
| a                           | No high school diploma (n=269) | 20 <sup>cd</sup>  |
| b                           | High school grad (n=830)       | 13 <sup>d</sup>   |
| c                           | Some College (n=778)           | 10 <sup>d</sup>   |
| d                           | College + (n=1,115)            | 6                 |
| <b>Household income</b>     |                                |                   |
| a                           | Less than \$30,000/yr (n=876)  | 16 <sup>bcd</sup> |
| b                           | \$30,000-\$49,999 (n=523)      | 10 <sup>d</sup>   |
| c                           | \$50,000-\$74,999 (n=371)      | 7                 |
| d                           | \$75,000+ (n=680)              | 4                 |
| <b>Parent of minor</b>      |                                |                   |
| a                           | Parent (n=785)                 | 5                 |
| b                           | Non-parent (n=2,223)           | 14 <sup>a</sup>   |
| <b>Urbanity</b>             |                                |                   |
| a                           | Urban (n=1,095)                | 11                |
| b                           | Suburban (n=1,406)             | 11                |
| c                           | Rural (n=396)                  | 11                |

**Source:** Pew Internet Health Tracking Survey, August 07 – September, 06 2012.

N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Personal health status

*% of those who have diabetes vs. those who do not, who have experienced the following health issues*

|  | Diabetes<br>(n=374)<br>(a) | No<br>Diabetes<br>(n=2,617)<br>(b) |
|--|----------------------------|------------------------------------|
| In the last 12 months, have you ...  |                            |                                    |
| Personally faced a serious medical emergency or crisis?  | 23 <sup>b</sup>            | 9                                  |
| Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? | 27 <sup>b</sup>            | 17                                 |
| Gone to the emergency room or been hospitalized unexpectedly   | 32 <sup>b</sup>            | 15                                 |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).



---

## Marital status

*% of those who have diabetes vs. those who do not, by marital status*

|                       | Diabetes<br>(n=374)<br>(a) | No Diabetes<br>(n=2,617)<br>(b) |
|-----------------------|----------------------------|---------------------------------|
| Married               | 50                         | 49                              |
| Living with a partner | 8                          | 9                               |
| Divorced              | 13                         | 9                               |
| Separated             | 4                          | 2                               |
| Widowed               | 13 <sup>b</sup>            | 5                               |
| Never been married    | 10                         | 23 <sup>a</sup>                 |
| Single (volunteered)  | 1                          | 2                               |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---

## Employment status

*% of those who have diabetes vs. those who do not, by employment status*

|                      | Diabetes<br>(n=374)<br>(a) | No Diabetes<br>(n=2,617)<br>(b) |
|----------------------|----------------------------|---------------------------------|
| Full time            | 24                         | 45 <sup>a</sup>                 |
| Part time            | 6                          | 13 <sup>a</sup>                 |
| Retired              | 41 <sup>b</sup>            | 16                              |
| Not employed for pay | 14                         | 19                              |
| Self/own business    | 1                          | 2                               |
| Disabled             | 10 <sup>b</sup>            | 3                               |
| Student              | 1                          | 1                               |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---

## Health topics

**56% of U.S. adults living with diabetes are internet users.**

*The % of internet users who have diabetes vs. those who do not, who have looked online for information about each of the following topics in the past 12 months*

| Have you looked online for information about ... | Diabetes<br>n=223<br>(a) | No diabetes<br>n=2,150<br>(b) |
|--|--------------------------|-------------------------------|
| A specific disease or medical problem            | 60                       | 55                            |
| A certain medical treatment or procedure         | 50                       | 43                            |
| How to lose weight or how to control your weight | 28                       | 27                            |
| Health insurance (private, Medicare or Medicaid) | 31                       | 24                            |
| Food safety or recalls                           | 20                       | 19                            |
| Drug safety or recalls                           | 19                       | 16                            |
| Caring for an aging relative or friend           | 17                       | 14                            |
| A drug you saw advertised                        | 23 <sup>b</sup>          | 15                            |
| Medical test results                             | 22 <sup>b</sup>          | 14                            |
| How to reduce your health care costs             | 10                       | 11                            |
| Pregnancy and childbirth                         | 6                        | 12 <sup>a</sup>               |
| Any other health issue                           | 18                       | 21                            |
| <b>Yes to any of the above topics</b>            | <b>70</b>                | <b>72</b>                     |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

| The last time you had a health issue, did you get information, care, or support from... | Total yes       |     | Yes, online |     | Yes, offline    |     | Yes, both online and offline |                 | Not a source |                 |
|---|-----------------|-----|-------------|-----|-----------------|-----|------------------------------|-----------------|--------------|-----------------|
|   | Yes             | No  | Yes         | No  | Yes             | No  | Yes                          | No              | Yes          | No              |
| Living with diabetes  | (a)             | (b) | (a)         | (b) | (a)             | (b) | (a)                          | (b)             | (a)          | (b)             |
| A doctor or other health care professional  | 81 <sup>b</sup> | 69  | 1           | 1   | 74 <sup>b</sup> | 60  | 6                            | 9               | 17           | 29 <sup>a</sup> |
| Friends and family  | 60              | 60  | *           | 1   | 48 <sup>b</sup> | 38  | 12                           | 21 <sup>a</sup> | 37           | 39              |
| Others who have the same health condition   | 29              | 24  | *           | 2a  | 21 <sup>b</sup> | 15  | 7                            | 7               | 68           | 73              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

\* Asterisks indicate less than one percent of respondents gave the corresponding answer

## The social life of health information

**56% of U.S. adults living with diabetes are internet users.**

*Among internet users who have diabetes vs. those who do not, the % who have interacted with their health online in the following ways*

| In the past 12 months, have you...  | Diabetes<br>n=223<br>(a) | No diabetes<br>n=2,150<br>(b) |
|---|--------------------------|-------------------------------|
|   | (a)                      | (b)                           |
| Signed up to receive email updates or alerts about health or medical issues?  | 17 <sup>b</sup>          | 10                            |
| Read or watched someone else's commentary or experience about health or medical issues online?                      | 25                       | 26                            |
| Gone online to find others who might have health concerns similar to yours?   | 15                       | 16                            |
| Downloaded forms online or applied for health insurance online, including private insurance, Medicare, or Medicaid? | 10                       | 12                            |
| Posted a health-related question online or shared your own personal health experience online in any way?            | 14 <sup>b</sup>          | 7                             |
| <b>Used the internet to do any of these</b>   | <b>38</b>                | <b>39</b>                     |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>b</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Health care reviews online

**56% of U.S. adults living with diabetes are internet users.**

*The % of internet users who have diabetes vs. those who do not, who have interacted with their health online in the following ways*

| Have you ever...  | Diabetes<br>n=223 | No diabetes<br>n=2,150 |
|---|-------------------|------------------------|
|   | (a)               | (b)                    |
| Consulted online reviews of particular drugs or medical treatments            | 19                | 18                     |
| Consulted online rankings or reviews of doctors or other providers            | 13                | 17                     |
| Consulted online rankings or reviews of hospitals or other medical facilities | 13                | 14                     |
| Posted your experiences with a particular drug or medical treatment online    | 7 <sup>b</sup>    | 2                      |
| Posted a review online of a doctor  | 6                 | 4                      |
| Posted a review online of a hospital  | 3                 | 3                      |
| <b>Have used the internet to do any of these</b>                              | <b>32</b>         | <b>32</b>              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/-3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Tracking health indicators

*The % of adults who have diabetes vs. those who do not, who track health indicators for themselves or others*

| Do you happen to track...  | Diabetes<br>(n=374)<br><br>(a) | No<br>Diabetes<br>(n=2,617)<br><br>(b) |
|--|--------------------------------|--|
| Your own weight, diet or exercise routine?   | 64                             | 60                                     |
| Any other health indicators or symptoms like blood pressure, blood sugar, sleep patterns, headaches, or anything else? | 71 <sup>b</sup>                | 28                                     |
| Any health indicators or symptoms for anyone besides yourself?   | 16                             | 11                                     |
| <b>Any of the above</b>  | <b>87<sup>b</sup></b>          | <b>67</b>                              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

# Appendix E: Heart Conditions

## Demographics of those living with heart conditions

*% of all adults with heart conditions, by demographic group*

|                             |                                | Have a heart condition |
|-----------------------------|--------------------------------|------------------------|
| All adults (N=3,014)        |                                | 7%                     |
| a                           | Men (n=1,337)                  | 6                      |
| b                           | Women (n=1,677)                | 8                      |
| <b>Race/ethnicity</b>       |                                |                        |
| a                           | White, Non-Hispanic (n=1,864)  | 7                      |
| b                           | Black, Non-Hispanic (n=497)    | 7                      |
| c                           | Hispanic (n=427)               | 6                      |
| <b>Age</b>                  |                                |                        |
| a                           | 18-29 (n=478)                  | 2                      |
| b                           | 30-49 (n=833)                  | 3                      |
| c                           | 50-64 (n=814)                  | 10 <sup>ab</sup>       |
| d                           | 65+ (n=830)                    | 19 <sup>abc</sup>      |
| <b>Education attainment</b> |                                |                        |
| a                           | No high school diploma (n=269) | 11 <sup>d</sup>        |
| b                           | High school grad (n=830)       | 9 <sup>d</sup>         |
| c                           | Some College (n=778)           | 7                      |
| d                           | College + (n=1,115)            | 4                      |
| <b>Household income</b>     |                                |                        |
| a                           | Less than \$30,000/yr (n=876)  | 9 <sup>cd</sup>        |
| b                           | \$30,000-\$49,999 (n=523)      | 9 <sup>cd</sup>        |
| c                           | \$50,000-\$74,999 (n=371)      | 4                      |
| d                           | \$75,000+ (n=680)              | 4                      |
| <b>Parent of minor</b>      |                                |                        |
| a                           | Parent (n=785)                 | 3                      |
| b                           | Non-parent (n=2,223)           | 9 <sup>a</sup>         |
| <b>Urbanity</b>             |                                |                        |
| a                           | Urban (n=1,095)                | 6                      |
| b                           | Suburban (n=1,406)             | 8                      |
| c                           | Rural (n=396)                  | 7                      |

**Source:** Pew Internet Health Tracking Survey, August 07 – September, 06 2012.

N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---

## Personal health status

*% of those who have a heart condition vs. those who do not, who have experienced the following health issues*

|  | Heart condition<br>(n=260)<br>(a) | No heart condition<br>(n=2,733)<br>(b) |
|--|-----------------------------------|--|
| In the last 12 months, have you ...  |                                   |  |
| Personally faced a serious medical emergency or crisis?  | 31 <sup>b</sup>                   | 9                                      |
| Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? | 28 <sup>b</sup>                   | 18                                     |
| Gone to the emergency room or been hospitalized unexpectedly   | 40 <sup>b</sup>                   | 15                                     |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---



## Marital status

*% of those who have a heart condition vs. those who do not, by marital status*

|                       | Heart condition<br>(n=260)<br>(a) | No heart condition<br>(n=2,733)<br>(b) |
|-----------------------|-----------------------------------|--|
| Married               | 57                                | 49                                     |
| Living with a partner | 8                                 | 9                                      |
| Divorced              | 8                                 | 9                                      |
| Separated             | 4                                 | 2                                      |
| Widowed               | 14 <sup>b</sup>                   | 5                                      |
| Never been married    | 8                                 | 23 <sup>a</sup>                        |
| Single (volunteered)  | 1                                 | 2                                      |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Employment status

*% of those who have a heart condition vs. those who do not, by employment status*

|                      | Heart condition<br>(n=260)<br>(a) | No heart condition<br>(n=2,733)<br>(b) |
|----------------------|-----------------------------------|--|
| Full time            | 18                                | 45 <sup>a</sup>                        |
| Part time            | 5                                 | 13 <sup>a</sup>                        |
| Retired              | 44 <sup>b</sup>                   | 16                                     |
| Not employed for pay | 14                                | 19                                     |
| Self/own business    | 2                                 | 2                                      |
| Disabled             | 16 <sup>b</sup>                   | 3                                      |
| Student              | 0                                 | 1                                      |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Health topics

**59% of U.S. adults living with heart conditions are internet users.**

*The % of internet users who have a heart condition vs. those who do not, who have looked online for information about each of the following topics in the past 12 months*

| Have you looked online for information about ... | Heart condition<br>(n=149)<br>(a) | No heart condition<br>(n=2,228)<br>(b) |
|--|-----------------------------------|--|
| A specific disease or medical problem            | 64                                | 55                                     |
| A certain medical treatment or procedure         | 52                                | 43                                     |
| How to lose weight or how to control your weight | 27                                | 27                                     |
| Health insurance (private, Medicare or Medicaid) | 31                                | 24                                     |
| Food safety or recalls                           | 19                                | 19                                     |
| Drug safety or recalls                           | 22                                | 16                                     |
| Caring for an aging relative or friend           | 14                                | 14                                     |
| A drug you saw advertised                        | 18                                | 15                                     |
| Medical test results                             | 19                                | 15                                     |
| How to reduce your health care costs             | 12                                | 11                                     |
| Pregnancy and childbirth                         | 5                                 | 12 <sup>a</sup>                        |
| Any other health issue                           | 31 <sup>b</sup>                   | 20                                     |
| <b>Yes to any of the above topics</b>            | <b>75</b>                         | <b>72</b>                              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

| The last time you had a health issue, did you get information, care, or support from... | Total yes       |     | Yes, online |     | Yes, offline    |     | Yes, both online and offline |     | Not a source |                 |
|---|-----------------|-----|-------------|-----|-----------------|-----|------------------------------|-----|--------------|-----------------|
|   | Yes             | no  | Yes         | no  | Yes             | no  | Yes                          | no  | Yes          | no              |
|   | (a)             | (b) | (a)         | (b) | (a)             | (b) | (a)                          | (b) | (a)          | (b)             |
| Living with a heart condition   |                 |     |             |     |                 |     |                              |     |              |                 |
| A doctor or other health care professional  | 84 <sup>b</sup> | 69  | 1           | 1   | 77 <sup>b</sup> | 60  | 6                            | 8   | 15           | 29 <sup>a</sup> |
| Friends and family  | 75 <sup>b</sup> | 59  | 1           | 1   | 59 <sup>b</sup> | 38  | 15                           | 20  | 25           | 40 <sup>a</sup> |
| Others who have the same health condition   | 36 <sup>b</sup> | 24  | 1           | 2   | 30 <sup>b</sup> | 14  | 5                            | 8   | 63           | 74 <sup>a</sup> |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

\*Asterisks indicate less than one percent of respondents answered in this way

## The social life of health information

**59% of U.S. adults living with heart conditions are internet users.**

*Among internet users who have a heart condition vs. those who do not, the % who have interacted with their health online in the following ways*

| In the past 12 months, have you...  | Heart condition<br>(n=149)<br>(a) | No heart condition<br>(n=2,228)<br>(b) |
|---|-----------------------------------|--|
| Signed up to receive email updates or alerts about health or medical issues?  | 15                                | 10                                     |
| Read or watched someone else's commentary or experience about health or medical issues online?                      | 25                                | 26                                     |
| Gone online to find others who might have health concerns similar to yours?   | 13                                | 16                                     |
| Downloaded forms online or applied for health insurance online, including private insurance, Medicare, or Medicaid? | 12                                | 12                                     |
| Posted a health-related question online or shared your own personal health experience online in any way?            | 9                                 | 8                                      |
| <b>Used the internet to do any of these</b>   | <b>40</b>                         | <b>41</b>                              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Health care reviews online

**59% of U.S. adults living with heart conditions are internet users.**

*The % of internet users who have a heart condition vs. those who do not, who have interacted with their health online in the following ways*

| Have you ever...  | Heart condition<br>(n=149)<br>(a) | No heart condition<br>(n=2,228)<br>(b) |
|---|-----------------------------------|--|
| Consulted online reviews of particular drugs or medical treatments            | 21                                | 18                                     |
| Consulted online rankings or reviews of doctors or other providers            | 12                                | 17                                     |
| Consulted online rankings or reviews of hospitals or other medical facilities | 13                                | 14                                     |
| Posted your experiences with a particular drug or medical treatment online    | 6                                 | 2                                      |
| Posted a review online of a doctor  | 8                                 | 4                                      |
| Posted a review online of a hospital  | 6                                 | 2                                      |
| <b>Have used the internet to do any of these</b>                              | <b>35</b>                         | <b>32</b>                              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/-3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Tracking health indicators

*The % of adults who have a heart condition vs. those who do not, who track health indicators for themselves or others*

| Do you happen to track...  | Heart condition<br>(n=260)<br>(a) | No heart condition<br>(n=2,733)<br>(b) |
|--|-----------------------------------|--|
| Your own weight, diet or exercise routine?   | 67                                | 60                                     |
| Any other health indicators or symptoms like blood pressure, blood sugar, sleep patterns, headaches, or anything else? | 63 <sup>b</sup>                   | 30                                     |
| Any health indicators or symptoms for anyone besides yourself?   | 17 <sup>b</sup>                   | 12                                     |
| <b>Any of the above</b>  | <b>85<sup>b</sup></b>             | <b>67</b>                              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

# Appendix F: Cancer

## Demographics of those living with cancer

% of all adults with cancer, by demographic group

|                             |                                | Have cancer      |
|-----------------------------|--------------------------------|------------------|
| <b>All adults (n=3,014)</b> |                                | <b>3%</b>        |
| a                           | Men (n=1,337)                  | 2                |
| b                           | Women (n=1,677)                | 4 <sup>a</sup>   |
| <b>Race/ethnicity</b>       |                                |                  |
| a                           | White, Non-Hispanic (n=1,864)  | 4                |
| b                           | Black, Non-Hispanic (n=497)    | 3                |
| c                           | Hispanic (n=427)               | 2                |
| <b>Age</b>                  |                                |                  |
| a                           | 18-29 (n=478)                  | 1                |
| b                           | 30-49 (n=833)                  | 2                |
| c                           | 50-64 (n=814)                  | 4 <sup>ab</sup>  |
| d                           | 65+ (n=830)                    | 8 <sup>abc</sup> |
| <b>Education attainment</b> |                                |                  |
| a                           | No high school diploma (n=269) | 3                |
| b                           | High school grad (n=830)       | 4                |
| c                           | Some College (n=778)           | 3                |
| d                           | College + (n=1,115)            | 3                |
| <b>Household income</b>     |                                |                  |
| a                           | Less than \$30,000/yr (n=876)  | 2                |
| b                           | \$30,000-\$49,999 (n=523)      | 4                |
| c                           | \$50,000-\$74,999 (n=371)      | 4                |
| d                           | \$75,000+ (n=680)              | 3                |
| <b>Parent of minor</b>      |                                |                  |
| a                           | Parent (n=785)                 | 2                |
| b                           | Non-parent (n=2,223)           | 4 <sup>a</sup>   |
| <b>Urbanity</b>             |                                |                  |
| a                           | Urban (n=1,095)                | 3                |
| b                           | Suburban (n=1,406)             | 4                |
| c                           | Rural (n=396)                  | 2                |

**Source:** Pew Internet Health Tracking Survey, August 07 – September, 06 2012.

N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---

## Marital status

*% of those who have cancer vs. those who do not, by marital status*

|                       | Cancer<br>(n=116)<br>(a) | No cancer<br>(n=2,878)<br>(b) |
|-----------------------|--------------------------|-------------------------------|
| Married               | 59                       | 49                            |
| Living with a partner | 8                        | 9                             |
| Divorced              | 9                        | 9                             |
| Separated             | 1                        | 2                             |
| Widowed               | 9                        | 6                             |
| Never been married    | 11                       | 22 <sup>a</sup>               |
| Single (volunteered)  | 2                        | 2                             |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---

## Employment status

*% of those who have cancer vs. those who do not, by employment status*

|                      | Cancer<br>(n=116)<br>(a) | No cancer<br>(n=2,878)<br>(b) |
|----------------------|--------------------------|-------------------------------|
| Full time            | 22                       | 43 <sup>a</sup>               |
| Part time            | 5                        | 12 <sup>a</sup>               |
| Retired              | 38 <sup>b</sup>          | 18                            |
| Not employed for pay | 25                       | 18                            |
| Self/own business    | 1                        | 2                             |
| Disabled             | 8                        | 4                             |
| Student              | 0                        | 1                             |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

---



## Personal health status

*% of those who have cancer vs. those who do not, who have experienced the following health issues*

|  | Cancer<br>(n=116)<br>(a) | No cancer<br>(n=2,878)<br>(b) |
|--|--------------------------|-------------------------------|
| In the last 12 months, have you ...  |                          |                               |
| Personally faced a serious medical emergency or crisis?  | 25 <sup>b</sup>          | 10                            |
| Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? | 37 <sup>b</sup>          | 18                            |
| Gone to the emergency room or been hospitalized unexpectedly   | 24                       | 17                            |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

We are not able to report on this group's use of online health resources because the population is too small. However, we can report that 72% of U.S. adults living with cancer are internet users.

| The last time you had a health issue, did you get information, care, or support from... | Total yes       |     | Yes, online |     | Yes, offline    |     | Yes, both online and offline |     | Not a source |                 |
|---|-----------------|-----|-------------|-----|-----------------|-----|------------------------------|-----|--------------|-----------------|
|   | Yes             | No  | Yes         | No  | Yes             | No  | Yes                          | No  | Yes          | No              |
| Living with cancer  | (a)             | (b) | (a)         | (b) | (a)             | (b) | (a)                          | (b) | (a)          | (b)             |
| A doctor or other health care professional  | 88 <sup>b</sup> | 70  | 1           | 1   | 69              | 61  | 18 <sup>b</sup>              | 8   | 10           | 29 <sup>a</sup> |
| Friends and family  | 75 <sup>b</sup> | 60  | 1           | 1   | 62 <sup>b</sup> | 39  | 13                           | 20  | 24           | 39              |
| Others who have the same health condition   | 46 <sup>b</sup> | 24  | 1           | 2   | 34 <sup>b</sup> | 15  | 11                           | 7   | 53           | 74 <sup>a</sup> |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

\*Asterisks indicate less than one percent of respondents answered in this way.

## Tracking health indicators

*The % of adults who have cancer vs. those who do not, who track health indicators for themselves or others*

| Do you happen to track...  | Cancer<br>(n=116) | No cancer<br>(n=2,878) |
|--|-------------------|------------------------|
|  | (a)               | (b)                    |
| Your own weight, diet or exercise routine?   | 64                | 60                     |
| Any other health indicators or symptoms like blood pressure, blood sugar, sleep patterns, headaches, or anything else? | 40                | 33                     |
| Any health indicators or symptoms for anyone besides yourself?   | 16 <sup>b</sup>   | 11                     |
| <b>Any of the above</b>  | <b>72</b>         | <b>69</b>              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

# Appendix G: Other Chronic Conditions

## Demographics of those living with other conditions

% of all adults with a chronic condition other than those specified, by demographic group

|                             |                                | Other conditions  |
|-----------------------------|--------------------------------|-------------------|
| <b>All adults (n=3,014)</b> |                                | <b>16%</b>        |
| a                           | Men (n=1,337)                  | 14                |
| b                           | Women (n=1,677)                | 18 <sup>a</sup>   |
| <b>Race/ethnicity</b>       |                                |                   |
| a                           | White, Non-Hispanic (n=1,864)  | 18 <sup>b</sup>   |
| b                           | Black, Non-Hispanic (n=497)    | 12                |
| c                           | Hispanic (n=427)               | 15                |
| <b>Age</b>                  |                                |                   |
| a                           | 18-29 (n=478)                  | 5                 |
| b                           | 30-49 (n=833)                  | 15 <sup>a</sup>   |
| c                           | 50-64 (n=814)                  | 23 <sup>ab</sup>  |
| d                           | 65+ (n=830)                    | 23 <sup>ab</sup>  |
| <b>Education attainment</b> |                                |                   |
| a                           | No high school diploma (n=269) | 24 <sup>bcd</sup> |
| b                           | High school grad (n=830)       | 15                |
| c                           | Some College (n=778)           | 16                |
| d                           | College + (n=1,115)            | 14                |
| <b>Household income</b>     |                                |                   |
| a                           | Less than \$30,000/yr (n=876)  | 21 <sup>cd</sup>  |
| b                           | \$30,000-\$49,999 (n=523)      | 16                |
| c                           | \$50,000-\$74,999 (n=371)      | 10                |
| d                           | \$75,000+ (n=680)              | 12                |
| <b>Parent of minor</b>      |                                |                   |
| a                           | Parent (n=785)                 | 10                |
| b                           | Non-parent (n=2,223)           | 19 <sup>a</sup>   |
| <b>Urbanity</b>             |                                |                   |
| a                           | Urban (n=1,095)                | 16                |
| b                           | Suburban (n=1,406)             | 15                |
| c                           | Rural (n=396)                  | 21                |

**Source:** Pew Internet Health Tracking Survey, August 07 – September, 06 2012.

N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Personal health status

*% of those with a chronic condition other than those specified vs. those who do not who have experienced the following health issues*

|  | Other conditions<br>(n=544)<br>(a) | No other conditions<br>(n=2,453)<br>(b) |
|--|------------------------------------|---|
| In the last 12 months, have you ...  |                                    |   |
| Personally faced a serious medical emergency or crisis?  | 25 <sup>b</sup>                    | 8                                       |
| Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? | 33 <sup>b</sup>                    | 15                                      |
| Gone to the emergency room or been hospitalized unexpectedly   | 33 <sup>b</sup>                    | 14                                      |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Marital status

% of those with a chronic condition other than those specified vs. those who do not, by marital status

|                       | Other conditions<br>(n=544) | No other<br>conditions<br>(n=2,453) |
|-----------------------|-----------------------------|-------------------------------------|
|                       | (a)                         | (b)                                 |
| Married               | 48                          | 49                                  |
| Living with a partner | 10                          | 8                                   |
| Divorced              | 13 <sup>b</sup>             | 9                                   |
| Separated             | 3                           | 2                                   |
| Widowed               | 10                          | 5                                   |
| Never been married    | 14                          | 24 <sup>a</sup>                     |
| Single (volunteered)  | 1                           | 2                                   |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Employment status

% of those with a chronic condition other than those specified vs. those who do not, by employment status

|                      | Other conditions<br>(n=544) | No other<br>conditions<br>(n=2,453) |
|----------------------|-----------------------------|-------------------------------------|
|                      | (a)                         | (b)                                 |
| Full time            | 27                          | 46 <sup>a</sup>                     |
| Part time            | 7                           | 13 <sup>a</sup>                     |
| Retired              | 28 <sup>b</sup>             | 16                                  |
| Not employed for pay | 18                          | 19                                  |
| Self/own business    | 1                           | 2                                   |
| Disabled             | 17 <sup>b</sup>             | 1                                   |
| Student              | 1                           | 1                                   |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

## Health topics

**70% of U.S. adults living with a chronic condition other than those specified in the report are internet users.**

*The % of internet users with a chronic condition other than those specified vs. those who do not who have looked online for information about each of the following topics in the past 12 months*

| Have you looked online for information about ... | Other chronic conditions<br>(n=394)<br>(a) | No other conditions<br>(n=1,986)<br>(b) |
|--|--|---|
| A specific disease or medical problem            | 68 <sup>b</sup>                            | 53                                      |
| A certain medical treatment or procedure         | 54 <sup>b</sup>                            | 42                                      |
| How to lose weight or how to control your weight | 28   | 27                                      |
| Health insurance (private, Medicare or Medicaid) | 26   | 25                                      |
| Food safety or recalls                           | 24   | 19                                      |
| Drug safety or recalls                           | 22 <sup>b</sup>                            | 15                                      |
| Caring for an aging relative or friend           | 17   | 14                                      |
| A drug you saw advertised                        | 20   | 15                                      |
| Medical test results                             | 20   | 14                                      |
| How to reduce your health care costs             | 12   | 11                                      |
| Pregnancy and childbirth                         | 7  | 13 <sup>a</sup>                         |
| Any other health issue                           | 30 <sup>b</sup>                            | 19                                      |
| <b>Yes to any of the above topics</b>            | <b>79<sup>b</sup></b>                      | <b>71</b>                               |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note:** Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

| The last time you had a health issue, did you get information, care, or support from... | Total yes       |     | Yes, online |     | Yes, offline    |     | Yes, both online and offline |     | Not a source |                 |
|---|-----------------|-----|-------------|-----|-----------------|-----|------------------------------|-----|--------------|-----------------|
|   | Yes             | No  | Yes         | No  | Yes             | No  | Yes                          | No  | Yes          | No              |
| Living with other conditions  | (a)             | (b) | (a)         | (b) | (a)             | (b) | (a)                          | (b) | (a)          | (b)             |
| A doctor or other health care professional  | 86 <sup>b</sup> | 67  | *           | 1   | 75 <sup>b</sup> | 59  | 10                           | 8   | 14           | 31 <sup>a</sup> |
| Friends and family  | 68 <sup>b</sup> | 59  | 1           | 1   | 50 <sup>b</sup> | 37  | 18                           | 20  | 31           | 40 <sup>a</sup> |
| Others who have the same health condition   | 29              | 24  | 2           | 2   | 18              | 15  | 8                            | 7   | 69           | 74              |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

\*Asterisks indicate less than one percent of respondents answered in this way

## The social life of health information

**70% of U.S. adults living with a chronic condition other than those specified in the report are internet users.**

*Among internet users with a chronic condition other than those specified vs. those who do not, the % who have interacted with their health online in the following ways*

| In the past 12 months, have you...  | Other chronic conditions<br>(n=394)<br>(a) | No other conditions<br>(n=1,986)<br>(b) |
|---|--|---|
| Signed up to receive email updates or alerts about health or medical issues?  | 16 <sup>b</sup>                            | 10                                      |
| Read or watched someone else's commentary or experience about health or medical issues online?                      | 28   | 25                                      |
| Gone online to find others who might have health concerns similar to yours?   | 19   | 15                                      |
| Downloaded forms online or applied for health insurance online, including private insurance, Medicare, or Medicaid? | 13   | 11                                      |
| Posted a health-related question online or shared your own personal health experience online in any way?            | 14 <sup>b</sup>                            | 7                                       |
| <b>Used the internet to do any of these</b>   | <b>45</b>                                  | <b>41</b>                               |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.



## Health care reviews online

**70% of U.S. adults living with a chronic condition other than those specified in the report are internet users.**

*The % of internet users with a chronic condition other than those specified vs. those who do not, who have interacted with their health online in the following ways*

| Have you ever...  | Other chronic conditions<br>(n=394)<br>(a) | No other conditions<br>(n=1,986)<br>(b) |
|---|--|---|
| Consulted online reviews of particular drugs or medical treatments            | 25 <sup>b</sup>                            | 17                                      |
| Consulted online rankings or reviews of doctors or other providers            | 18   | 17                                      |
| Consulted online rankings or reviews of hospitals or other medical facilities | 21 <sup>b</sup>                            | 13                                      |
| Posted your experiences with a particular drug or medical treatment online    | 3  | 3                                       |
| Posted a review online of a doctor  | 5  | 4                                       |
| Posted a review online of a hospital  | 4  | 2                                       |
| <b>Have used the internet to do any of these</b>                              | <b>40<sup>b</sup></b>                      | <b>31</b>                               |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/-3 percentage points for results based on all internet users.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

## Tracking health indicators

The % of adults with a chronic condition other than those specified vs. those who do not, who track health indicators for themselves or others

| Do you happen to track...  | Other conditions<br>(n=544)<br>(a) | No other conditions<br>(n=2,453)<br>(b) |
|--|------------------------------------|---|
| Your own weight, diet or exercise routine?   | 63                                 | 60                                      |
| Any other health indicators or symptoms like blood pressure, blood sugar, sleep patterns, headaches, or anything else? | 51 <sup>b</sup>                    | 29                                      |
| Any health indicators or symptoms for anyone besides yourself?   | 16 <sup>b</sup>                    | 11                                      |
| <b>Any of the above</b>  | <b>77<sup>b</sup></b>              | <b>67</b>                               |

**Source:** Pew Internet Health Tracking Survey, August 07 – September 06, 2012. N=3,014 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. Margin of error is +/- 2 percentage points for results based on all adults.

**Note(s):** Rows marked with a superscript letter (<sup>a</sup>) indicate a statistically significant difference between that column and the column designated by that superscript letter. Statistical significance is determined inside the specific section covering each row and column grouping in that row.

# Survey Questions

## Health Tracking Survey 2012

Revised Topline

11/27/2012

Data for August 7–September 6, 2012

Princeton Survey Research Associates International for  
the Pew Research Center's Internet & American Life Project

Sample: n=3,014 national adults, age 18 and older, including 1,206 cell phone interviews

Interviewing dates: 08.07.2012 – 09.06.2012

Margin of error is plus or minus 2 percentage points for results based on total [n=3,014]

Margin of error is plus or minus 3 percentage points for results based on internet users [n=2,392]

Margin of error is plus or minus 3 percentage points for results based on cell phone owners [n=2,581]

Margin of error is plus or minus 3 percentage points for results based on online health seekers [n=1,741]

Margin of error is plus or minus 4 percentage points for results based on caregivers [n=1,171]

**Q1** Overall, how would you rate the quality of life for you and your family today? Would you say it is excellent, very good, good, fair or poor?

|                           | EXCELLENT | VERY GOOD | GOOD | FAIR | POOR | DON'T KNOW <sup>12</sup> | REFUSED |
|---------------------------|-----------|-----------|------|------|------|--------------------------|---------|
| Current                   | 17        | 26        | 32   | 19   | 5    | *                        | *       |
| April 2012 <sup>i</sup>   | 20        | 27        | 33   | 15   | 5    | *                        | *       |
| Feb 2012 <sup>ii</sup>    | 16        | 27        | 34   | 17   | 5    | *                        | 1       |
| Dec 2011 <sup>iii</sup>   | 17        | 26        | 34   | 17   | 5    | *                        | 1       |
| August 2011 <sup>iv</sup> | 17        | 26        | 33   | 17   | 6    | *                        | *       |
| May 2011 <sup>v</sup>     | 19        | 26        | 32   | 16   | 7    | 1                        | *       |
| Sept 2010 <sup>vi</sup>   | 17        | 26        | 34   | 16   | 6    | *                        | *       |
| May 2010 <sup>vii</sup>   | 18        | 27        | 34   | 16   | 5    | *                        | *       |
| Sept 2009 <sup>viii</sup> | 16        | 26        | 35   | 17   | 5    | *                        | *       |
| April 2009 <sup>ix</sup>  | 17        | 26        | 34   | 16   | 5    | *                        | 1       |
| Dec 2008 <sup>x</sup>     | 15        | 26        | 34   | 19   | 5    | *                        | 1       |

<sup>12</sup> For this question and many others throughout the topline, results for "Don't know" often reflect combined "Don't know" and "Refused" percentages. DK and REF are reported separately where available.

**INTUSE** Do you use the internet, at least occasionally?

**EMLOCC** Do you send or receive email, at least occasionally?

**INTMOB** Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?<sup>13</sup>

|                                | USES INTERNET | DOES NOT USE INTERNET |
|--------------------------------|---------------|-----------------------|
| Current                        | 81            | 19                    |
| August 2012 <sup>xi</sup>      | 85            | 15                    |
| April 2012                     | 82            | 18                    |
| February 2012                  | 80            | 20                    |
| December 2011                  | 82            | 18                    |
| August 2011                    | 78            | 22                    |
| May 2011                       | 78            | 22                    |
| January 2011 <sup>xii</sup>    | 79            | 21                    |
| December 2010 <sup>xiii</sup>  | 77            | 23                    |
| November 2010 <sup>xiv</sup>   | 74            | 26                    |
| September 2010                 | 74            | 26                    |
| May 2010                       | 79            | 21                    |
| January 2010 <sup>xv</sup>     | 75            | 25                    |
| December 2009 <sup>xvi</sup>   | 74            | 26                    |
| September 2009                 | 77            | 23                    |
| April 2009                     | 79            | 21                    |
| December 2008                  | 74            | 26                    |
| November 2008 <sup>xvii</sup>  | 74            | 26                    |
| August 2008 <sup>xviii</sup>   | 75            | 25                    |
| July 2008 <sup>xix</sup>       | 77            | 23                    |
| May 2008 <sup>xx</sup>         | 73            | 27                    |
| April 2008 <sup>xxi</sup>      | 73            | 27                    |
| January 2008 <sup>xxii</sup>   | 70            | 30                    |
| December 2007 <sup>xxiii</sup> | 75            | 25                    |
| September 2007 <sup>xxiv</sup> | 73            | 27                    |
| February 2007 <sup>xxv</sup>   | 71            | 29                    |
| December 2006 <sup>xxvi</sup>  | 70            | 30                    |
| November 2006 <sup>xxvii</sup> | 68            | 32                    |
| August 2006 <sup>xxviii</sup>  | 70            | 30                    |
| April 2006 <sup>xxix</sup>     | 73            | 27                    |
| February 2006 <sup>xxx</sup>   | 73            | 27                    |

---

<sup>13</sup> The definition of an internet user varies from survey to survey. From January 2005 thru February 2012, an internet user is someone who uses the internet at least occasionally or sends/receives email at least occasionally (two-part definition with question wording “Do you use the internet, at least occasionally?” OR “Do you send or receive email, at least occasionally?”). Prior to January 2005, an internet user is someone who goes online to access the internet or to send and receive email (question wording “Do you ever go online to access the Internet or World Wide Web or to send and receive email?”).

**SMPH** Some cell phones are called “smartphones” because of certain features they have. Is your cell phone a smartphone, such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?<sup>14</sup>

Based on cell phone owners

|   | CURRENT   |                      | APRIL 2012 | FEB 2012  | MAY 2011  |
|---|-----------|----------------------|------------|-----------|-----------|
| % | 53        | Yes, smartphone      | 46         | 45        | 33        |
|   | 40        | No, not a smartphone | 44         | 46        | 53        |
|   | 6         | Not sure/Don't know  | 10         | 8         | 14        |
|   | *         | Refused              | *          | *         | *         |
|   | [n=2,581] |                      | [n=1,954]  | [n=1,961] | [n=1,914] |

**CELL1** Please tell me if you ever use your cell phone to do any of the following things. Do you ever use your cell phone to [INSERT ITEMS; ALWAYS ASK a-b FIRST in order; RANDOMIZE c-f]?<sup>15</sup>

Based on cell phone owners

|                          | YES | NO | DON'T KNOW | REFUSED |
|--------------------------|-----|----|------------|---------|
| a. Send or receive email |     |    |            |         |
| Current [N=2,581]        | 50  | 50 | *          | 0       |
| April 2012 [N=1,954]     | 44  | 56 | *          | *       |
| August 2011 [N=1,948]    | 42  | 58 | *          | 0       |
| May 2011 [N=1,914]       | 38  | 62 | 0          | *       |
| December 2010 [N=1,982]  | 38  | 62 | *          | *       |

**CELL1 continued...**

| YES | NO | DON'T KNOW | REFUSED |
|-----|----|------------|---------|
|-----|----|------------|---------|

<sup>14</sup> Prior to the current survey, question wording was slightly different: “Some cell phones are called ‘smartphones’ because of certain features they have. Is your cell phone a smartphone or not, or are you not sure?”

<sup>15</sup> In May 2011, the question was asked of all Form B cell phone owners and Form A cell phone owners who said in CELL7 that they do more than make calls on their phone. The percentages shown here are based on all cell phone users, counting as “no” Form A cell phone owners who said in CELL7 they use their phones only for making calls. Prior to May 2011, question was asked of all cell phone owners. Prior to January 2010, question wording was “Please tell me if you ever use your cell phone or Blackberry or other device to do any of the following things. Do you ever use it to [INSERT ITEM]?” In January 2010, question wording was “Please tell me if you ever use your cell phone or Blackberry or other handheld device to do any of the following things. Do you ever use it to [INSERT ITEMS]?” For January 2010, December 2009, and September 2009, an answer category “Cell phone can’t do this” was available as a volunteered option; “No” percentages for those trends reflect combined “No” and “Cell phone can’t do this” results.

|                                      |    |    |   |    |
|--------------------------------------|----|----|---|----|
| b. Send or receive text messages     |    |    |   |    |
| Current                              | 80 | 20 | * | 0  |
| April 2012                           | 79 | 21 | * | *  |
| August 2011                          | 76 | 24 | * | *  |
| May 2011                             | 73 | 27 | 0 | 0  |
| December 2010                        | 74 | 26 | * | *  |
| November 2010                        | 71 | 28 | * | 0  |
| September 2010                       | 74 | 26 | * | 0  |
| May 2010                             | 72 | 28 | 0 | 0  |
| January 2010                         | 69 | 31 | * | 0  |
| December 2009                        | 68 | 32 | * | 0  |
| September 2009                       | 65 | 35 | * | 0  |
| April 2009                           | 65 | 35 | * | 0  |
| December 2007                        | 58 | 42 | 0 | -- |
| c. Take a picture                    |    |    |   |    |
| Current                              | 82 | 18 | * | *  |
| April 2012                           | 82 | 18 | 0 | 0  |
| May 2011                             | 73 | 27 | * | 0  |
| May 2010                             | 76 | 24 | * | *  |
| d. Access the internet <sup>16</sup> |    |    |   |    |
| Current                              | 56 | 44 | 0 | 0  |
| April 2012                           | 53 | 46 | * | *  |
| August 2011                          | 48 | 52 | * | 0  |
| May 2011                             | 44 | 56 | 0 | 0  |
| December 2010                        | 42 | 58 | * | *  |
| November 2010                        | 39 | 61 | * | *  |

---

<sup>16</sup> In December 2007, item wording was "Access the internet for news, weather, sports, or other information"

|   |    |    |   |   |
|---|----|----|---|---|
| September 2010  | 39 | 61 | * | 0 |
| e. Look for health or medical information online <sup>17</sup>            |    |    |   |   |
| Current   | 31 | 69 | * | * |
| April 2012  | 24 | 76 | * | 0 |
| September 2010  | 17 | 83 | * | 0 |
| f. Check your bank account balance or do any online banking <sup>18</sup> |    |    |   |   |
| Current   | 29 | 70 | * | * |
| April 2012  | 24 | 75 | * | 0 |
| May 2011  | 18 | 81 | 0 | 8 |

**Q2** Switching topics... In general, how would you rate your own health — excellent, good, only fair, or poor?

|   | CURRENT |            | SEPT 2010 | DEC 2008 | AUGUST 2006 | DECEMBER 2002 |
|---|---------|------------|-----------|----------|-------------|---------------|
| % | 28      | Excellent  | 30        | 29       | 33          | 35            |
|   | 52      | Good       | 49        | 51       | 47          | 48            |
|   | 16      | Only fair  | 16        | 14       | 14          | 12            |
|   | 4       | Poor       | 5         | 5        | 4           | 4             |
|   | *       | Don't know | *         | *        | 1           | 1             |
|   | *       | Refused    | *         | *        | --          | --            |

**Q3** Are you now living with any of the following health problems or conditions? First, [INSERT ITEM; RANDOMIZE a-e; ITEM f ALWAYS LAST]? And what about... [INSERT ITEM]? [IF NECESSARY: Are you now living with [INSERT ITEM]?]

YES NO DON'T KNOW REFUSED

<sup>17</sup> In April 2012, question was asked of cell phone owners who use the internet or email on their cell phone or download apps to their cell phone [N=953]; results are re-percentage on all cell phone owners. In September 2010, question was a standalone question with the following question wording: "Do you ever use your cell phone to look up health or medical information?"

<sup>18</sup> In April 2012, question was asked of Form A cell phone owners who use the internet or email on their cell phone or download apps to their cell phone [N=953]; results are re-percentage on all Form A cell phone owners.

|  |    |    |   |   |
|--|----|----|---|---|
| a. Diabetes or sugar diabetes  |    |    |   |   |
| Current  | 11 | 88 | * | * |
| September 2010   | 11 | 89 | * | * |
| December 2008  | 10 | 90 | * | 1 |
| b. High blood pressure   |    |    |   |   |
| Current  | 25 | 74 | 1 | * |
| September 2010   | 24 | 75 | 1 | * |
| December 2008  | 23 | 76 | 1 | 1 |
| c. Asthma, bronchitis, emphysema, or other lung conditions                   |    |    |   |   |
| Current  | 13 | 86 | * | * |
| September 2010   | 12 | 88 | * | * |
| December 2008  | 12 | 87 | * | 1 |
| d. Heart disease, heart failure or heart attack                              |    |    |   |   |
| Current  | 7  | 92 | * | * |
| September 2010   | 6  | 94 | * | * |
| December 2008  | 7  | 92 | 1 | 1 |
| e. Cancer  |    |    |   |   |
| Current  | 3  | 96 | * | * |
| September 2010   | 2  | 97 | * | * |
| December 2008  | 3  | 96 | 1 | 1 |
| f. Any other chronic health problem or condition I haven't already mentioned |    |    |   |   |
| Current  | 16 | 83 | * | * |
| September 2010   | 17 | 82 | * | 1 |

**Q4** In the last 12 months, have you personally...[INSERT ITEMS IN ORDER]?

..... YES ..... NO ..... DON'T KNOW ..... REFUSED .....



|  |    |    |   |   |
|--|----|----|---|---|
| a. Faced a serious medical emergency or crisis <sup>19</sup>   |    |    |   |   |
| Current  | 11 | 89 | * | * |
| September 2010   | 12 | 88 | * | * |
| b. Gone to the emergency room or been hospitalized unexpectedly  |    |    |   |   |
| Current  | 17 | 83 | * | * |
| c. Experienced any significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking <sup>20</sup> |    |    |   |   |
| Current  | 18 | 81 | * | * |
| September 2010   | 17 | 83 | * | * |

**Q5** Thinking about the LAST time you had a serious health issue or experienced any significant change in your physical health... Did you get information, care or support from... [INSERT ITEM; RANDOMIZE]? [IF YES AND INTERNET USER: Did you interact with them ONLINE through the internet or email, OFFLINE by visiting them in person or talking on the phone, or BOTH online and offline?]<sup>21</sup>

|   | YES,<br>ONLINE | YES,<br>OFFLINE | YES, BOTH | NO, NOT A<br>SOURCE | DON'T<br>KNOW | REFUSED |
|---|----------------|-----------------|-----------|---------------------|---------------|---------|
| a. A doctor or other health care professional |                |                 |           |                     |               |         |
| Current                                       | 1              | 61              | 8         | 28                  | 1             | 1       |
| September 2010                                | 1              | 66              | 4         | 29                  | *             | *       |
| b. Friends and family                         |                |                 |           |                     |               |         |
| Current                                       | 1              | 39              | 20        | 39                  | *             | 1       |

<sup>19</sup> In September 2010, question was asked as a standalone question. For December 2008 and earlier, trend question wording was: “And in the last 12 months, have you or has someone close to you faced a serious medical emergency or crisis?”

<sup>20</sup> In September 2010, question was asked as a standalone question with the following question wording: “And in the last 12 months, have you experienced any other significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking?”

<sup>21</sup> September 2010 question wording was slightly different: “Thinking about the LAST time you had a health issue, did you get information, care or support from... [INSERT; RANDOMIZE]? [IF YES AND INTERNET USER: Did you interact with them ONLINE through the internet or email, OFFLINE by visiting them in person or talking on the phone, or BOTH online and offline?]”

|  |   |    |    |    |   |   |
|--|---|----|----|----|---|---|
| September 2010                               | 1 | 42 | 12 | 44 | 1 | * |
| c. Others who have the same health condition |   |    |    |    |   |   |
| Current                                      | 2 | 15 | 7  | 73 | 1 | 1 |
| September 2010                               | 1 | 16 | 4  | 77 | 2 | * |

[READ TO ALL:] On another topic...

**CARE2** In the past 12 months, have you provided UNPAID care to an adult relative or friend 18 years or older to help them take care of themselves? Unpaid care may include help with personal needs or household chores. It might be managing a person's finances, arranging for outside services, or visiting regularly to see how they are doing. This person need not live with you.

[IF R ASKS IF GIVING MONEY COUNTS, ASK:] Aside from giving money, do you provide any other type of unpaid care to help them take care of themselves, such as help with personal needs, household chores, arranging for outside services, or other things?

|   | CURRENT |            | SEPT 2010 |
|---|---------|------------|-----------|
| % | 36      | Yes        | 27        |
|   | 64      | No         | 72        |
|   | *       | Don't know | *         |
|   | *       | Refused    | *         |

**CARE3** Do you provide this type of care to just one adult, or do you care for more than one adult?

Based on those who provide unpaid care to adults

|   | CURRENT   |                                 | SEPT 2010 |
|---|-----------|---------------------------------|-----------|
| % | 66        | One adult only                  | 66        |
|   | 34        | Provide care to multiple adults | 33        |
|   | *         | Don't know                      | *         |
|   | *         | Refused                         | *         |
|   | [n=1,085] |                                 | [n=790]   |

**CARE4** [ASK IF PROVIDE UNPAID CARE TO ONE ADULT:] Is this person your parent or your mother-in-law or father-in-law, or not?<sup>22</sup>

**CARE5** [ASK IF PROVIDE UNPAID CARE TO MULTIPLE ADULTS, DON'T KNOW OR REFUSED:] Are any of the adults you care for your parent or your mother-in-law or father-in-law, or not?<sup>23</sup>

Based on those who provide unpaid care to adults

|   | CURRENT   |   | SEPT 2010 |
|---|-----------|---|-----------|
| % | 47        | Yes, parent or mother-in-law/father-in-law      | 38        |
|   | 53        | No, not a parent or mother-in-law/father-in-law | 62        |
|   | *         | Don't know                                      | *         |
|   | *         | Refused   | *         |
|   | [n=1,085] |   | [n=790]   |

**CARE6** In the past 12 months, have you provided UNPAID care to any CHILD under the age of 18 because of a medical, behavioral, or other condition or disability? This could include care for ongoing medical conditions or serious short-term conditions, emotional or behavioral problems, or developmental problems, including mental retardation.

|   | CURRENT |            | SEPT 2010 |
|---|---------|------------|-----------|
| % | 8       | Yes        | 5         |
|   | 92      | No         | 94        |
|   | *       | Don't know | *         |
|   | *       | Refused    | *         |

**CARE7** Do you manage medications for the people you help care for, such as checking to be sure they are taken properly or refilling prescriptions, or is this not something you do for them?

Based on all caregivers [N=1,171]

|   | CURRENT |                                   |
|---|---------|-----------------------------------|
| % | 39      | Yes, manage medications           |
|   | 61      | No, not something R does for them |
|   | *       | Don't know                        |

<sup>22</sup> September 2010 question wording was slightly different: "Is this person a parent of yours, or not?"

<sup>23</sup> September 2010 question wording was slightly different: "Are any of the adults you care for a parent of yours, or not?"

0 Refused

**CARE8** When managing their medication, do you use any online or mobile tools, such as websites or apps, to research or keep track of medications?

Based on caregivers who manage medications [N=468]

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 18             | Yes        |
|   | 82             | No         |
|   | 0              | Don't know |
|   | *              | Refused    |

**CARE9a** Overall, would you say the internet has been HELPFUL or NOT HELPFUL in your ability to provide care and support for the person you are taking care of?

Based on caregivers who are also internet users [N=1,003]

|   | <u>CURRENT</u> |             |
|---|----------------|-------------|
| % | 59             | Helpful     |
|   | 36             | Not helpful |
|   | 3              | Don't know  |
|   | 2              | Refused     |

**CARE9b** And overall, has the internet been HELPFUL or NOT HELPFUL in your ability to cope with the stress of being a caregiver?

Based on caregivers who are also internet users [N=1,003]

|   | <u>CURRENT</u> |             |
|---|----------------|-------------|
| % | 52             | Helpful     |
|   | 43             | Not helpful |
|   | 3              | Don't know  |
|   | 3              | Refused     |

**Q6** Now, we'd like to know if you've looked for information ONLINE about certain health or medical issues, either for yourself or someone else. Specifically, in the last 12 months, have you looked online for information about... [INSERT FIRST ITEM; ASK a-b FIRST IN ORDER THEN RANDOMIZE c-k; ITEM L ALWAYS LAST]? In the last 12 months, have you looked online for information about... [INSERT NEXT ITEM]?<sup>24</sup>

Based on all internet users [N=2,392]

|  | YES, HAVE<br>DONE THIS | NO, HAVE NOT<br>DONE THIS | DON'T KNOW | REFUSED |
|--|------------------------|---------------------------|------------|---------|
| a. A specific disease or medical problem                               |                        |                           |            |         |
| Current  | 55                     | 44                        | *          | *       |
| b. A certain medical treatment or procedure                            |                        |                           |            |         |
| Current  | 43                     | 56                        | *          | *       |
| c. Health insurance, including private insurance, Medicare or Medicaid |                        |                           |            |         |
| Current  | 25                     | 75                        | *          | *       |
| d. Pregnancy and childbirth  |                        |                           |            |         |
| Current  | 12                     | 88                        | 0          | *       |
| e. Food safety or recalls  |                        |                           |            |         |
| Current  | 19                     | 80                        | *          | *       |
| f. Drug safety or recalls  |                        |                           |            |         |
| Current  | 16                     | 84                        | *          | *       |
| g. Medical test results  |                        |                           |            |         |
| Current  | 15                     | 85                        | *          | *       |
| h. How to lose weight or how to control your weight                    |                        |                           |            |         |
| Current  | 27                     | 73                        | *          | *       |
| i. How to reduce your health care costs                                |                        |                           |            |         |
| Current  | 11                     | 89                        | *          | *       |
| j. Caring for an aging relative or friend                              |                        |                           |            |         |
| Current  | 14                     | 86                        | *          | *       |

<sup>24</sup> Prior to the current survey, question wording was: "Now, we'd like to ask if you've looked for information ONLINE about certain health or medical issues. Specifically, have you ever looked online for... [INSERT ITEM]?" List of items may vary from survey to survey. The phrase "in the last 12 months" was added in the 2012 survey.

|    |                             |           |    |   |   |
|----|-----------------------------|-----------|----|---|---|
| k. | A drug you saw advertised   |           |    |   |   |
|    | Current                     | 16        | 84 | * | * |
| l. | Any other health issue      |           |    |   |   |
|    | Current                     | 20        | 79 | * | * |
|    | Total yes to any item above | <b>72</b> |    |   |   |
|    | Total no to all items       | <b>28</b> |    |   |   |

**Q7** Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation?

Based on online health seekers

|   | CURRENT   |                | SEPT 2010 | DEC 2008  | AUGUST 2006 | DEC 2002  |
|---|-----------|----------------|-----------|-----------|-------------|-----------|
| % | 39        | Own            | 36        | 41        | 36          | 37        |
|   | 39        | Someone else's | 48        | 43        | 48          | 49        |
|   | 15        | Both (VOL.)    | 11        | 9         | 8           | 8         |
|   | 3         | Don't know     | 4         | 4         | 8           | 7         |
|   | 3         | Refused        | 2         | 2         | --          | --        |
|   | [n=1,741] |                | [n=1,655] | [n=1,356] | [n=1,594]   | [n=1,017] |

**Q8** Still thinking about the LAST time you went online to look for health information... How did you begin looking? Did you start... [READ 1-4 IN ORDER]

Based on online health seekers [N=1,741]

|   | CURRENT |   |
|---|---------|---|
| % | 77      | At a search engine such as Google, Bing or Yahoo  |
|   | 13      | At a site that specializes in health information, like WebMD                                |
|   | 2       | At a more general site like Wikipedia, that contains information on all kinds of topics, OR |
|   | 1       | At a social network site like Facebook?   |
|   | 3       | (VOL.) Other (SPECIFY)  |
|   | 2       | (VOL.) Don't know   |
|   | 2       | (VOL.) Refused  |

There is no Question Q9.

**Q10** When looking for health information online, have you ever been asked to PAY for access to something you wanted to see on the internet?

Based on online health seekers [N=1,741]

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 26             | Yes        |
|   | 73             | No         |
|   | 1              | Don't know |
|   | *              | Refused    |

**Q11** The last time you were asked to PAY to access health content online, what did you do? Did you... [READ 1-3; READ CATEGORIES IN REVERSE ORDER FOR HALF THE SAMPLE]

Based on online health seekers who have been asked to pay for health content online [N=456]

|   | <u>CURRENT</u> |   |
|---|----------------|---|
| % | 2              | Pay for access                                  |
|   | 83             | Try to find the same information somewhere else |
|   | 13             | Give up   |
|   | 1              | (VOL.) Other                                    |
|   | *              | (VOL.) Don't know                               |
|   | *              | (VOL.) Refused                                  |

**Q12** Have you ever gone online specifically to try to figure out what medical condition you or someone else might have?

Based on online health seekers [N=1,741]

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 59             | Yes        |
|   | 40             | No         |
|   | *              | Don't know |
|   | *              | Refused    |



**Q13** Did the information you found online lead you to think that this was a condition that needed the attention of a doctor or other medical professional, or that it was something you could take care of at home?

Based on online health seekers who have gone online to figure out what medical condition they or someone else might have [N=1,003]

|   | <u>CURRENT</u> |                            |
|---|----------------|----------------------------|
| % | 46             | Needed attention of doctor |
|   | 38             | Could take care of at home |
|   | 11             | Both/in-between (VOL.)     |
|   | 4              | Don't know                 |
|   | 1              | Refused                    |

**Q14** Did you happen to talk with a medical professional about what you found online?

Based on online health seekers who have gone online to figure out what medical condition they or someone else might have [N=1,003]

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 53             | Yes        |
|   | 46             | No         |
|   | 1              | Don't know |
|   | 1              | Refused    |

**Q15** Did a medical professional confirm what you thought the condition was with a medical diagnosis, did they offer a different medical opinion or diagnosis, or did you not visit a doctor or other medical professional for a diagnosis?

Based on online health seekers who have gone online to figure out what medical condition they or someone else might have [N=1,003]

|   | <u>CURRENT</u> |  |
|---|----------------|--|
| % | 41             | Yes, confirmed   |
|   | 18             | No, did not confirm/offered different diagnosis                |
|   | 35             | Did not visit a doctor or medical professional for a diagnosis |
|   | 2              | Confirmed part but not all of R's diagnosis (VOL.)             |
|   | 1              | Medical professional was unable to diagnose (VOL.)             |

1 Don't know

1 Refused

**Q16** Apart from looking for information online, there are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of online health-related activities you may or may not have done in the last 12 months. Just tell me if you happened to do each one, or not. (First,) in the last 12 months, have you... [INSERT ITEM; RANDOMIZE]? In the last 12 months, have you...[INSERT ITEM]?

|   | YES | NO | DON'T KNOW | REFUSED |
|---|-----|----|------------|---------|
| a. Signed up to receive email updates or alerts about health or medical issues<br>Current internet users [N=2,392]                              | 11  | 89 | *          | *       |
| b. Read or watched someone else's commentary or personal experience about health or medical issues online<br>Current internet users             | 26  | 74 | *          | *       |
| c. Gone online to find others who might have health concerns similar to yours<br>Current internet users   | 16  | 84 | *          | *       |
| d. Downloaded forms online or applied for health insurance online, including private insurance, Medicare, or Medicaid<br>Current internet users | 12  | 88 | *          | 0       |

**Q17** Still thinking just about the last 12 months, have you posted a health-related question online or shared your own personal health experience online in any way?

Based on all internet users [N=2,392]

|   | CURRENT |            |
|---|---------|------------|
| % | 8       | Yes        |
|   | 92      | No         |
|   | *       | Don't know |
|   | 0       | Refused    |

**Q18** And what was it that you posted or shared online? Was it a specific QUESTION about your health, a COMMENT or STORY about your personal health experience, or BOTH a question and a comment?

Based on internet users who have posted about a health topic or shared a health experience online [N=173]

|   | <u>CURRENT</u> |  |
|---|----------------|--|
| % | 19             | Specific health question                           |
|   | 40             | Comments/Stories about personal health experiences |
|   | 38             | Both   |
|   | 2              | Neither/Something else (VOL.)                      |
|   | 1              | Don't know   |
|   | 0              | Refused  |

**Q19** And the LAST time you posted or shared health material online, did you post it somewhere specifically to get feedback from a health professional, or did you post it somewhere it would be read by a more general audience of friends or other internet users?

Based on internet users who have posted about a health topic or shared a health experience online [N=173]

|   | <u>CURRENT</u> |                               |
|---|----------------|-------------------------------|
| % | 11             | Health professional           |
|   | 78             | More general audience         |
|   | 4              | Both (VOL.)                   |
|   | 5              | Neither/Something else (VOL.) |
|   | 1              | Don't know                    |
|   | 0              | Refused                       |

**Q20** Thinking again about health-related activities you may or may not do online, have you... [INSERT ITEM; RANDOMIZE]? (Next,) have you...[INSERT ITEM]?<sup>25</sup>

YES
NO
DON'T KNOW
REFUSED

<sup>25</sup> Current question was asked of all internet users. September 2010 trend question was also asked of all internet users, with items asked in rotated order. December 2008 trend question was asked of online health seekers, with the following question wording: "There are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. Have you... [INSERT ITEM; ROTATE]?"

|    |   |    |    |   |   |
|----|---|----|----|---|---|
| a. | Consulted online rankings or reviews of doctors or other providers <sup>26</sup>            |    |    |   |   |
|    | Current internet users [N=2,392]  | 17 | 83 | * | * |
|    | Sept 2010 internet users [N=2,065]  | 16 | 84 | 0 | * |
| b. | Consulted online rankings or reviews of hospitals or other medical facilities <sup>27</sup> |    |    |   |   |
|    | Current internet users  | 14 | 86 | * | 0 |
|    | Sept 2010 internet users  | 15 | 85 | 0 | * |
| c. | Consulted online reviews of particular drugs or medical treatments                          |    |    |   |   |
|    | Current internet users  | 18 | 82 | 1 | * |
|    | Sept 2010 internet users  | 24 | 76 | * | * |
| d. | Posted a review online of a doctor  |    |    |   |   |
|    | Current internet users  | 4  | 96 | 0 | 0 |
|    | Sept 2010 internet users  | 4  | 95 | 0 | * |
| e. | Posted a review online of a hospital  |    |    |   |   |
|    | Current internet users  | 3  | 97 | * | * |
|    | Sept 2010 internet users  | 3  | 97 | 0 | * |
| f. | Posted your experiences with a particular drug or medical treatment online                  |    |    |   |   |
|    | Current internet users  | 3  | 97 | * | 0 |
|    | Sept 2010 internet users  | 4  | 96 | 0 | * |

---

<sup>26</sup> December 2008 trend item wording was “Consulted rankings or reviews online of doctors or other providers”

<sup>27</sup> December 2008 trend item wording was “Consulted rankings or reviews online of hospitals or other medical facilities”

[READ TO CELL PHONE OWNERS:] Now thinking about how you might use your cell phone to help manage your health...

**Q21** Do you receive any TEXT updates or alerts about health or medical issues, such as from your doctors or pharmacists?

Based on cell phone owners who text message [N=1,896]

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 9              | Yes        |
|   | 91             | No         |
|   | *              | Don't know |
|   | *              | Refused    |

**Q22** On your cell phone, do you happen to have any software applications or "apps" that help you track or manage your health, or not?

Based on cell phone owners

|   | <u>CURRENT</u> |            | <u>SEPT 2010</u> |
|---|----------------|------------|------------------|
| % | 11             | Yes        | 9                |
|   | 88             | No         | 90               |
|   | 1              | Don't know | 1                |
|   | *              | Refused    | *                |
|   | [n=2,581]      |            | [n=2,485]        |

**Q23** What kind of health apps do you currently have on your phone? [IF NECESSARY, CLARIFY: What health issue or topic do your apps deal with?] [DO NOT READ; PRECODED OPEN-END]

Based on those who have health apps on their cell phone [N=254]

|   | <u>CURRENT</u> |   |
|---|----------------|---|
| % | 38             | Exercise, fitness, pedometer or heart rate monitoring (includes specific types of exercise like running, ab workouts, yoga, etc.) |
|   | 31             | Diet, food, calorie counter   |
|   | 12             | Weight  |
|   | 7              | Period or menstrual cycle   |
|   | 5              | Blood pressure  |
|   | 4              | WebMD   |
|   | 3              | Pregnancy   |
|   | 2              | Blood sugar or diabetes   |
|   | 2              | Medication management (tracking, alerts, etc.)  |
|   | *              | Mood  |
|   | *              | Sleep   |
|   | 14             | Other (SPECIFY)   |
|   | 6              | Don't know  |
|   | *              | Refused   |

*Note: Total may exceed 100% due to multiple responses.*

**Q24** Now thinking about your health overall... Do you currently keep track of your own weight, diet, or exercise routine, or is this not something you currently do?

|   | <u>CURRENT</u> |                                    |
|---|----------------|------------------------------------|
| % | 60             | Yes, keep track                    |
|   | 39             | No, not something R currently does |
|   | *              | Don't know                         |
|   | *              | Refused                            |

**Q25** How about any other health indicators or symptoms? Do you happen to track your own blood pressure, blood sugar, sleep patterns, headaches, or any other indicator?

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 33             | Yes        |
|   | 67             | No         |
|   | *              | Don't know |
|   | *              | Refused    |

**CARE10** Turning again to the UNPAID care you provide to family, friends or others... Do you happen to keep track of any health indicators or symptoms for any of the people you care for?

Based on all caregivers [N=1,171]

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 31             | Yes        |
|   | 69             | No         |
|   | *              | Don't know |
|   | *              | Refused    |

**Q26** Thinking about the health indicator you pay the MOST attention to, either for yourself or someone else, how do you keep track of changes? Do you use... [READ 1-6]

Based on those who track a health indicator for themselves or others [N=2,183]

|   | <u>CURRENT</u> |   |
|---|----------------|---|
| % | 34             | Paper, like a notebook or journal                   |
|   | 5              | A computer program, like a spreadsheet              |
|   | 1              | A website or other online tool                      |
|   | 7              | An app or other tool on your phone or mobile device |
|   | 8              | A medical device, like a glucose meter              |
|   | 49             | Or do you keep track just in your head?             |
|   | 2              | (VOL.) Other (SPECIFY)                              |
|   | 2              | (VOL.) Don't know                                   |
|   | 1              | (VOL.) Refused                                      |

*Note: Total may exceed 100% due to multiple responses.*



**Q27** How often do you update your records or notes about this health indicator? Do you do this on a regular basis, or only when something comes up or changes?

Based on those who track a health indicator for themselves or others [N=2,183]

|   | <u>CURRENT</u> |   |
|---|----------------|---|
| % | 46             | Regular basis                           |
|   | 49             | Only when something comes up or changes |
|   | 2              | Don't know                              |
|   | 2              | Refused                                 |

**Q27a** Do you update this information... [READ 1-6]

Based on those who track a health indicator for themselves or others on a regular basis [N=1,053]

|   | <u>CURRENT</u> |                        |
|---|----------------|------------------------|
| % | 13             | Several times a day    |
|   | 23             | About once a day       |
|   | 15             | 3-5 days a week        |
|   | 23             | 1-2 days a week        |
|   | 16             | Once or twice a month  |
|   | 9              | Less than once a month |
|   | 1              | (VOL.) Don't know      |
|   | 1              | (VOL.) Refused         |

**Q28** Do you share these health tracking records or notes with anyone, either online or offline?

Based on those who track a health indicator for themselves or others [N=2,183]

|   | <u>CURRENT</u> |            |
|---|----------------|------------|
| % | 34             | Yes        |
|   | 65             | No         |
|   | *              | Don't know |
|   | *              | Refused    |

**Q29** Who do you share this information with? [PRECODED OPEN-END]

Based on those who share health tracking records or notes with others [N=761]

|   | CURRENT |   |
|---|---------|---|
| % | 52      | Health or medical professional (includes doctor, nurse, therapist, physician's assistant) |
|   | 22      | Respondent's spouse/partner   |
|   | 11      | Other Family member/Family relationship   |
|   | 8       | Friend  |
|   | 7       | Respondent's parent   |
|   | 7       | Respondent's child  |
|   | 5       | Respondent's brother/sister/sibling   |
|   | 1       | Member of Group: Church, community association, volunteer group                           |
|   | *       | Personal trainer or health coach  |
|   | 5       | Other (SPECIFY)   |
|   | *       | Don't know  |
|   | 0       | Refused   |

*Note: Total may exceed 100% due to multiple responses.*

**Q30** In which of the following ways, if any, has tracking this health indicator affected your own health care routine or the way you care for someone else? (First,) has it... [INSERT ITEM; RANDOMIZE]?

Based on those who track a health indicator for themselves or others [N=2,183]

|  | YES | NO | DON'T KNOW | REFUSED |
|--|-----|----|------------|---------|
| a. Affected a decision about how to treat an illness or condition  | 34  | 64 | 2          | 1       |
| b. Changed your overall approach to maintaining your health or the health of someone you help take care of | 46  | 53 | 1          | 1       |
| c. Led you to ask a doctor new questions, or to get a second opinion from another doctor                   | 40  | 59 | *          | 1       |

[READ TO ALL:] A few last questions for statistical purposes only...

**INS1** Now I would like to ask you about any health insurance you CURRENTLY have that helps pay for the cost of health care. I'm going to read a list of a few types of health insurance, and I'd like you to tell me which of these you have, if any. (First,) are you now PERSONALLY covered by [INSERT ITEMS IN ORDER]?

[IF RESPONDENT NOT SURE WHICH INSURANCE IS INCLUDED: Please think about insurance plans that cover the costs of doctor and hospital bills IN GENERAL, and NOT those that cover ONLY dental or eye care or the costs of caring for specific diseases.]

[IF RESPONDENTS TRY TO TELL TYPE THEY HAVE INSTEAD OF GOING THROUGH THE LIST: I'm sorry but I have to ask about each type of insurance for the survey. Just tell me 'no' if you don't have this type.]

|  | YES | NO | DON'T KNOW | REFUSED |
|--|-----|----|------------|---------|
| a. Private health insurance offered through an employer or union [IF "NO": This could be insurance through a current job, a former job, your job or someone else's job.] | 51  | 47 | 1          | 1       |
| b. A private health insurance plan that you bought yourself  | 17  | 82 | 1          | 1       |
| c. Medicaid, [IF STATE CALIFORNIA: Medi-Cal], or some other type of state medical assistance for low-income people   | 14  | 85 | 1          | *       |
| d. Medicare, the government program that pays health care bills for people over age 65 and for some disabled people  | 21  | 78 | 1          | *       |
| <i>Item E: Based on those who are not insured through private health insurance, Medicaid, or Medicare [N=526]</i>  |     |    |            |         |
| e. Health insurance through ANY other source, including military or veteran's coverage   | 12  | 87 | *          | 1       |

**INS2** Medicare is health insurance coverage most people receive when they turn 65 and are eligible for Social Security. This includes different kinds of health plans offered THROUGH the Medicare program — like the plans called H-M-Os. Are you now covered by Medicare or by ANY Medicare plan?

Based on those age 65 and older who are not covered by Medicare [N=82]

|   | CURRENT |                 |
|---|---------|-----------------|
| % | 38      | Yes, covered    |
|   | 56      | No, not covered |
|   | 3       | Don't know      |
|   | 3       | Refused         |

**INS3** Does this mean you personally have NO health insurance now that would cover your doctor or hospital bills?

Based on those who are not covered by any health insurance or are undesignated [N=450]

|   | <u>CURRENT</u> |                                      |
|---|----------------|--------------------------------------|
| % | 91             | I do NOT have health insurance       |
|   | 7              | I HAVE some kind of health insurance |
|   | 1              | Don't know                           |
|   | 2              | Refused                              |

**SUMMARY OF INSURANCE STATUS (BASED ON INS1, INS2, INS3)**

|   | <u>CURRENT</u> |             |
|---|----------------|-------------|
| % | 82             | Insured     |
|   | 18             | Not insured |

*The remaining demographic questions are not reported in this topline.*

# Methods

The 2012 Health Survey, sponsored by the Pew Research Center and the California HealthCare Foundation, obtained telephone interviews with a nationally representative sample of 3,014 adults living in the United States. Telephone interviews were conducted by landline (1,808) and cell phone (1,206, including 624 without a landline phone). The survey was conducted by Princeton Survey Research Associates International. Interviews were done in English and Spanish by Princeton Data Source from August 7 to September 6, 2012. Statistical results are weighted to correct known demographic discrepancies. The margin of sampling error for the complete set of weighted data is  $\pm 2.4$  percentage points.

Details about design and data collection procedures, as well as survey results, can be found at:

[http://www.pewinternet.org/Shared-Content/Data-Sets/2012/September-2012--Health-Tracking-\(prelim\).aspx](http://www.pewinternet.org/Shared-Content/Data-Sets/2012/September-2012--Health-Tracking-(prelim).aspx)

---

<sup>i</sup> April 2012 trends based on the Spring Tracking Survey 2012, conducted March 15–April 3, 2012 [N=2,254, including 903 cell phone interviews].

<sup>ii</sup> February 2012 trends based on the Winter Tracking Survey 2012, conducted January 20–February 19, 2012 [N=2,253, including 901 cell phone interviews].

<sup>iii</sup> December 2011 trends based on the Gates Reading Habits Survey 2011, conducted November 16–December 21, 2011 among those age **16 or older** [n=2,986 people age 16+, including an oversample of 317 e-Reader only owners, 300 tablet computer only owners and 119 e-Reader/tablet computer owners].

<sup>iv</sup> August 2011 trends based on the August Tracking Survey 2011, conducted July 25 – August 26, 2011 [n=2,260, including 916 cell phone interviews].

<sup>v</sup> May 2011 trends based on the Spring Tracking Survey 2011, conducted April 26 – May 22, 2011 [N=2,277, including 755 cell phone interviews].

<sup>vi</sup> September 2010 trends based on the September Health Tracking Survey 2010, conducted August 9 – September 13, 2010 [N=3,001, including 1,000 cell phone interviews].

<sup>vii</sup> May 2010 trends based on the Spring Change Assessment 2010 survey, conducted April 29 – May 30, 2010 [N=2,252, including 744 cell phone interviews].

<sup>viii</sup> September 2009 trends based on the September Tracking 2009 survey, conducted August 18 – September 14, 2009 [N=2,253, including 560 cell phone interviews].

<sup>ix</sup> April 2009 trends based on the Spring 2009 Tracking survey, conducted March 26–April 19, 2009 [N=2,253, including 561 cell phone interviews].

<sup>x</sup> December 2008 trends based on the Fall Tracking survey, conducted November 19–December 20, 2008 [N=2,253, including 502 cell phone interviews]. Trends do not include California oversample.

<sup>xi</sup> August 2012 trends based on the Civic Engagement Tracking Survey 2012, conducted July 16–August 7, 2012 [N=2,253, including 900 cell phone interviews].

<sup>xii</sup> January 2011 trends based on the Pew Internet Project/Project for Excellence in Journalism/Knight Foundation “Local News survey,” conducted January 12–25, 2011 [N=2,251, including 750 cell phone interviews].

<sup>xiii</sup> December 2010 trends based on the Social Side of the Internet survey, conducted November 23–December 21, 2010 [N=2,303, including 748 cell phone interviews].

<sup>xiv</sup> November 2010 trends based on the Post-Election Tracking Survey 2010, conducted November 3–24, 2010 [N=2,257, including 755 cell phone interviews].

<sup>xv</sup> January 2010 trends based on the Online News survey, conducted December 28, 2009 – January 19, 2010 [N=2,259, including 562 cell phone interviews].

- 
- <sup>xvi</sup> December 2009 trends based on the Fall Tracking "E-Government" survey, conducted November 30 – December 27, 2009 [N=2,258, including 565 cell phone interviews].
- <sup>xvii</sup> November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254].
- <sup>xviii</sup> August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251].
- <sup>xix</sup> July 2008 trends based on the Personal Networks and Community survey, conducted July 9-August 10, 2008 [N=2,512, including 505 cell phone interviews]
- <sup>xx</sup> May 2008 trends based on the Spring Tracking 2008 survey, conducted April 8-May 11, 2008 [N=2,251].
- <sup>xxi</sup> April 2008 trends based on the Networked Workers survey, conducted March 27-April 14, 2008. Most questions were asked only of full- or part-time workers [N=1,000], but trend results shown here reflect the total sample [N=2,134].
- <sup>xxii</sup> January 2008 trends based on the Networked Families survey, conducted December 13, 2007-January 13, 2008 [N=2,252].
- <sup>xxiii</sup> December 2007 trends based on the Annual Gadgets survey, conducted October 24-December 2, 2007 [N=2,054, including 500 cell phone interviews].
- <sup>xxiv</sup> September 2007 trends based on the Consumer Choice survey, conducted August 3-September 5, 2007 [N=2,400, oversample of 129 cell phone interviews].
- <sup>xxv</sup> February 2007 trends based on daily tracking survey conducted February 15-March 7, 2007 [N=2,200].
- <sup>xxvi</sup> December 2006 trends based on daily tracking survey, conducted November 30 - December 30, 2006 [N=2,373].
- <sup>xxvii</sup> November 2006 trends based on Post-Election tracking survey, conducted Nov. 8-Dec. 4, 2006 [N=2,562]. This includes an RDD sample [N=2,362] and a cell phone only sample [N=200]. Results reflect combined samples, where applicable.
- <sup>xxviii</sup> August 2006 trends based on daily tracking survey, conducted August 1-31, 2006 [N=2,928].
- <sup>xxix</sup> April 2006 trends based on the Annual Gadgets survey, conducted Feb. 15-Apr. 6, 2006 [N=4,001].
- <sup>xxx</sup> February 2006 trends based on the Exploratorium Survey, conducted Jan. 9-Feb. 6, 2006 [N=2,000].