Supplementary Material

Preferred format and strategies for seeking and trusting online health information: a survey of cardiology outpatient attendees across three New Zealand hospitals

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Supporting on-line health information needs
Survey

We are interested in your experiences using the internet to search for health information and invite you to participate in a survey

1.   Have you ever used the internet (or asked someone else to look for you)?

- o Yes
- o No

2.   In the past 12 months, have you used the internet (or asked someone else to look for you) for one of the following things?

(Tick all options that apply to you)

- o Looked for health-related information for yourself
- o Looked for health-related information for others
- o Gone onto Facebook
- o Gone to an on-line support group
- o Used social media like Twitter or Instagram or Snapchat
- o Communicated with a health professional on-line (eg messaged your doctor or nurse)
- o None of the above

3.   On average, how often would you look for (or ask someone else to look for you) any health-related information via the internet?

- o Once a week or more
- o Once a month
- o About once every 3 months
- o About once a year
- o Never

4.   Why would you look for health information on-line? (Tick all options you agree with)

- o   To help diagnose a health worry
- o   To save me from going to the doctor
- o   Privacy
- o   It's fast and convenient
- o   To learn about a health condition
- o   Because I didn't get enough information from my doctor
- o   Other…please write in box below

5.   Based on your experience looking for health information on the internet, do you agree with any of these statements? (Tick all options you agree with)

- o   It takes a lot of effort
- o   I feel frustrated during the search trying to find the right information
- o   I normally find what I'm looking for
- o   I am concerned about the quality of the information
- o   The information I found was hard to understand or confusing
- o   The information I found was not very useful for me and my health conditions (e.g. not personalised enough)
- o   Other experience …please write in box below

6.   What health-related topics would you look for on-line? (Tick all options that you agree with)

- o   Information about symptoms to help me decide if I need to go to the doctor
- o   Health conditions
- o   To learn more about treatment or medications after going to the doctor or hospital clinic

- o Diagnose myself or a family member
- o Self-help information
- o Tests or operations
- o Side effects of medication
- o Information about diet, smoking, weight, alcohol, fitness or being active
- o People's stories or support groups
- o To find a service
- o Scientific articles or research
- o Other, please write in box below

7. When looking for health-related information, what would you find most useful?

- o Information you can read like fact sheets
- o Information in different languages
- o Slideshows
- o Short videos
- o Discussion groups with people with the same health issue as me
- o Websites or 'apps' that I can interact with (e.g. if I put in my information it will give me back information that is tailored for me)
- o Other, please write in box below

8. Do you think internet information is trustworthy? Tick the option you agree with;

- o Agree- internet information is trustworthy
- o Somewhat agree- usually trustworthy
- o Somewhat disagree- usually untrustworthy
- o Disagree- internet information is not trustworthy at all

9.   Would you like your doctor or nurse (or other health professional) to recommend where to look for health information on the internet?

- o   Yes

- o   No

10.   When you find information on-line, what things would help you decide you can trust it? (Tick all options you agree with)

- o   The site was easy to use

- o   The advice came from a knowledgeable source

- o   The advice appeared to be prepared by an expert

- o   The advice appeared to be impartial and independent

- o   The reasoning behind the advice was explained to me

- o   The site was recommended by a doctor or nurse or other health professional that I go to

- o   Other reason please write in box below

11.   What age group are you in?

- o   Age less than 25

- o   25-44

- o   45-64

- o   65-74

- o   75 and over

12.   Are you

- o   Female

- o   Male

13.   Which ethnic group do you belong to? Mark the space or spaces that apply to you.

- o New Zealand European
- o Māori
- o Samoan
- o Cook Island Māori
- o Tongan
- o Niuean
- o Chinese
- o Indian
- o Other (such as Dutch, Japanese, Tokelauan). Please state:

Thank you!

Statement of approval: This research was approved by the health and disability ethics committee (HDEC) on 10/06/2016 for three years. Reference Number 16/NTA/69

Supplementary Table 1- Format preference by prioritised ethnicity

	Prioritised ethnicity								Total
	Māori		Pacific		Other		NZ European		
	n	col %	n	col %	n	col %	n	col %	N
FactSheets	70	74	43	66	51	71	299	87	463
Videos	31	33	31	48	25	35	91	26	178
Discussion groups	28	29	25	38	18	25	64	19	135