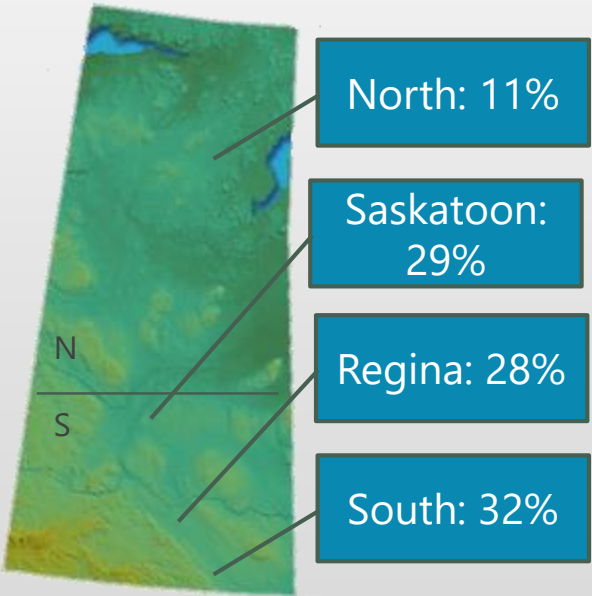
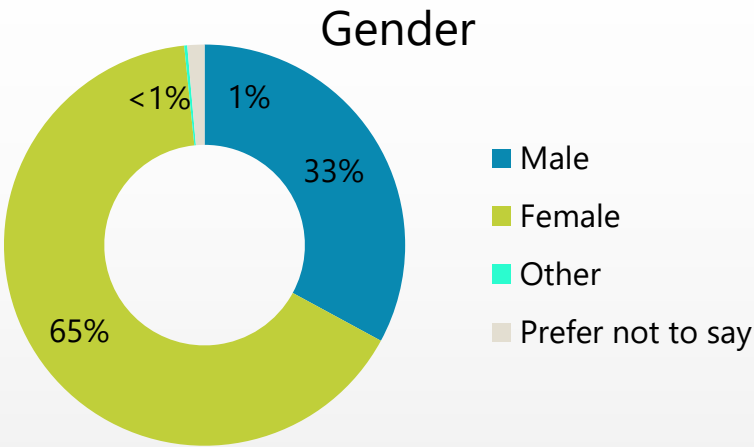
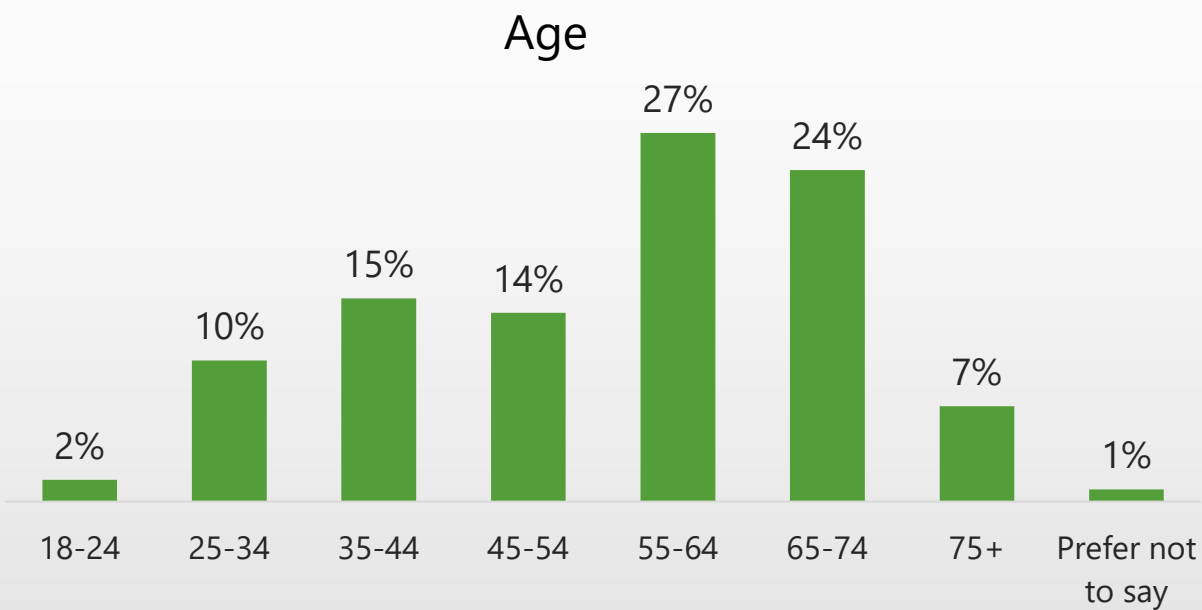


MySaskHealthRecord Citizen Survey

SEPTEMBER 2020



Respondent Distribution

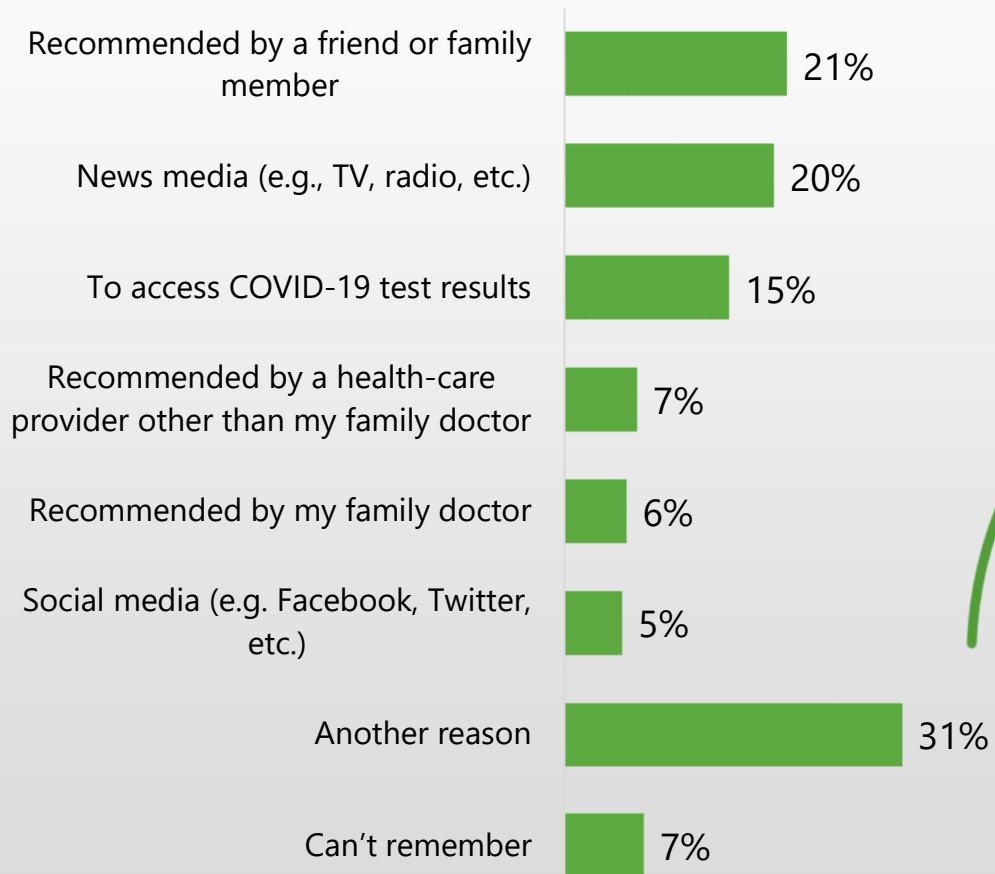


Indigenous persons: 3%	Prefer not to say
Self-identified minority: 6%	4%
Diagnosed chronic health condition: 45%	5%
	5%

Citizen Impressions & Experience

RESULTS

Reasons for Setting Up a MySaskHealthRecord Account



Open-ended responses suggest residents of Saskatchewan are motivated to take ownership of their health records and become active participants in their health care.

I wanted to see all of the test results and take more of an interest in my health.

To access tests results without needing to request it from my doctor.

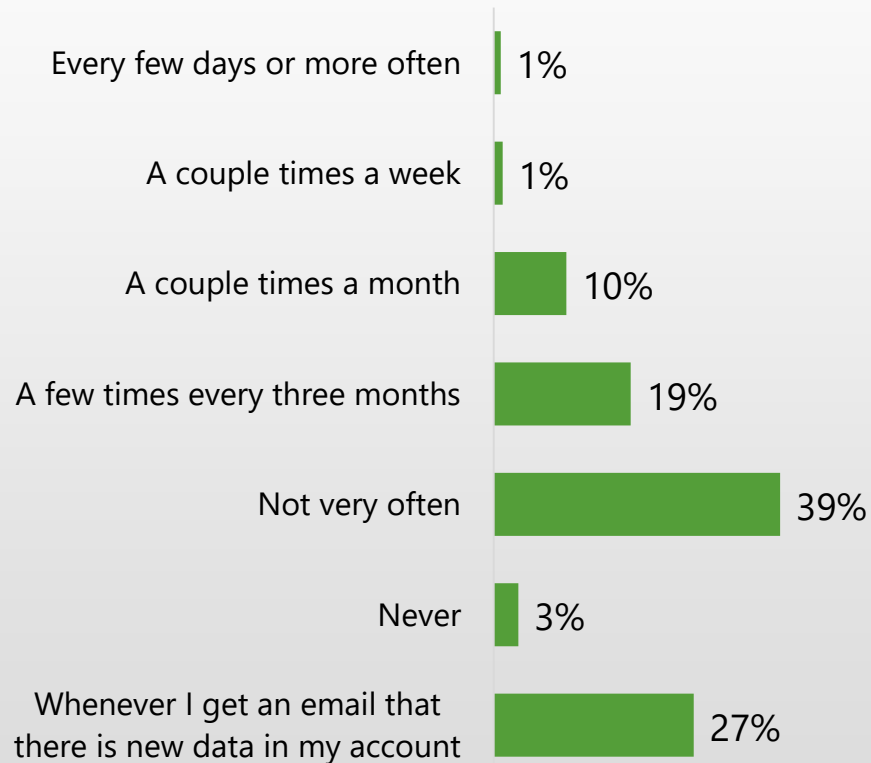
I get blood tests regularly and want to be able to check my own results.

I have always thought we should have access to our health information.

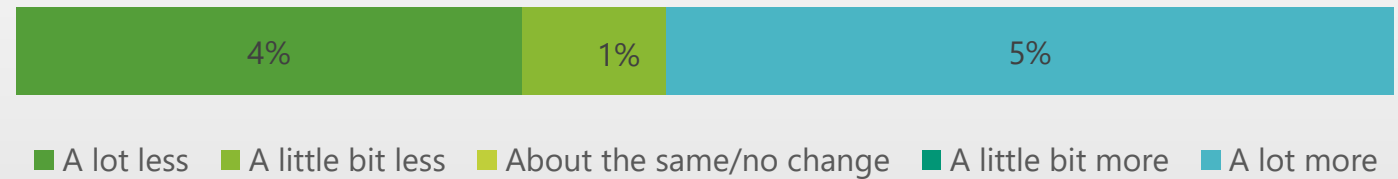
I like to be able to take responsibility for my own health.

1. What prompted you to set up a MySaskHealthRecord account? (Select all that apply) Base: All respondents, n=13,025.

MySaskHealthRecord Citizen Visitation Frequency

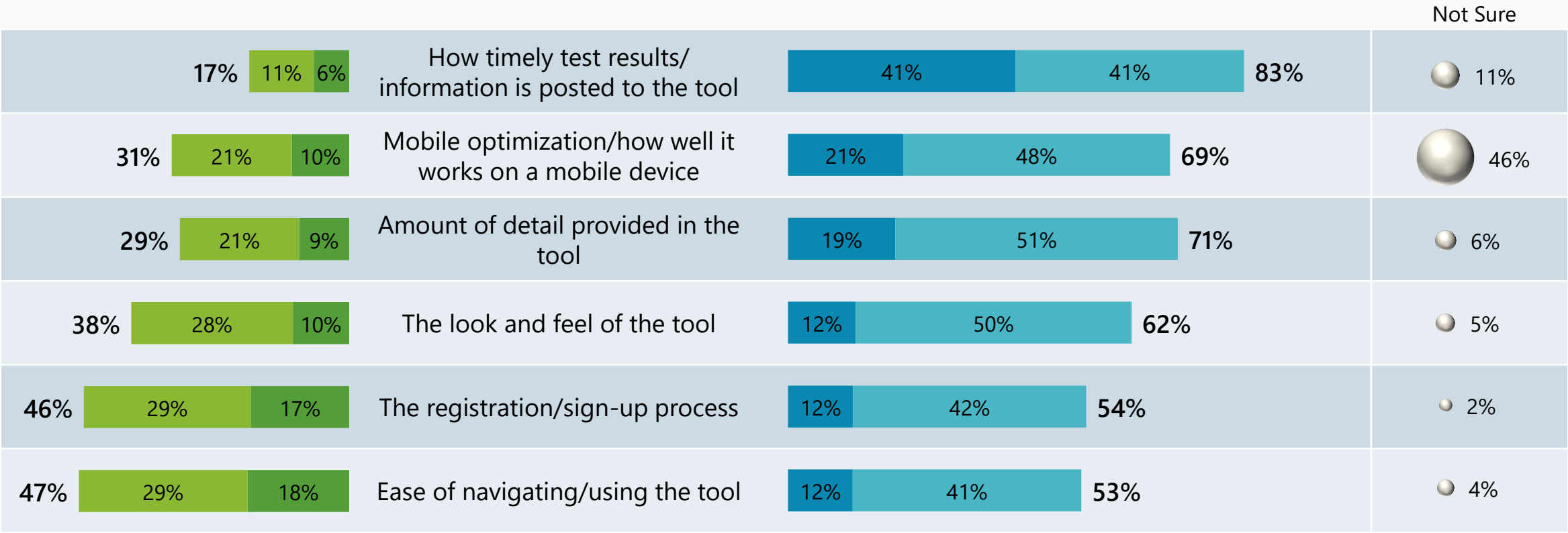


Change in Usage Resulting From COVID-19



2. How often do you typically log into your MySaskHealthRecord? Base: All respondents, n=13,025.
14. With COVID-19, have you been using MySaskHealthRecord more or less often? Base: All respondents, n=13,025.

Citizen Experience Ratings for MySaskHealthRecord



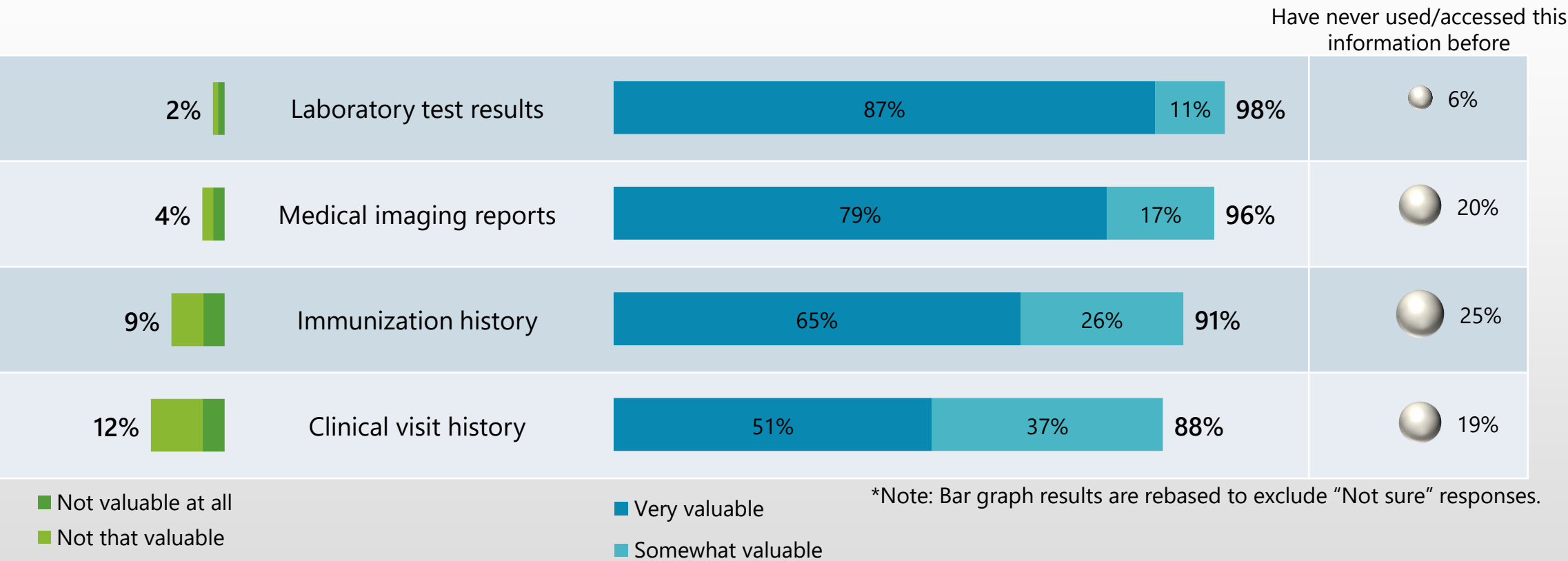
Poor
Fair

Excellent
Good

*Note: Bar graph results are rebased to exclude "Not sure" responses.

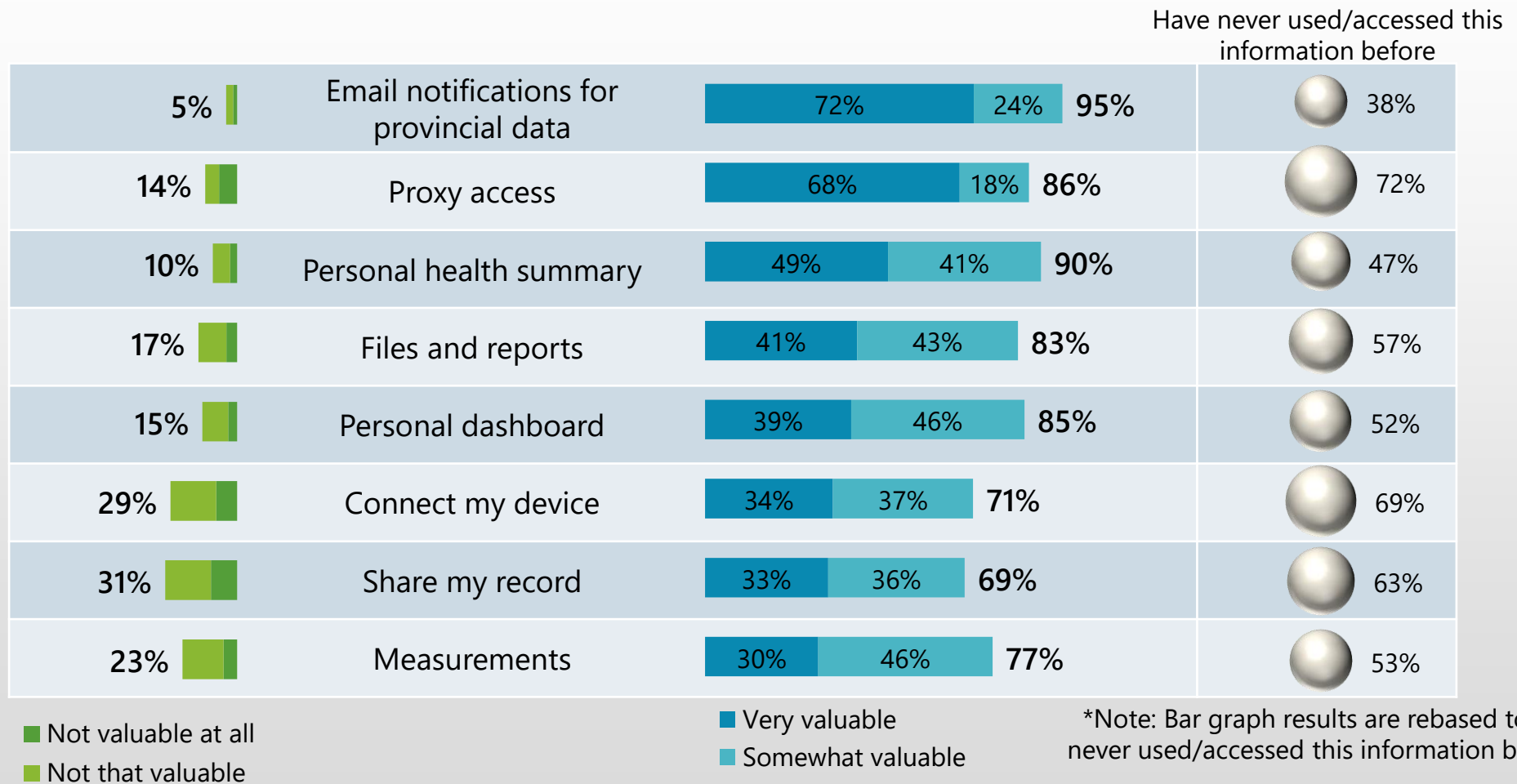
3. How would you rate MySaskHealthRecord in the following areas? Base: All respondents, n=13,025.

Perceived Value of MySaskHealthRecord Tools



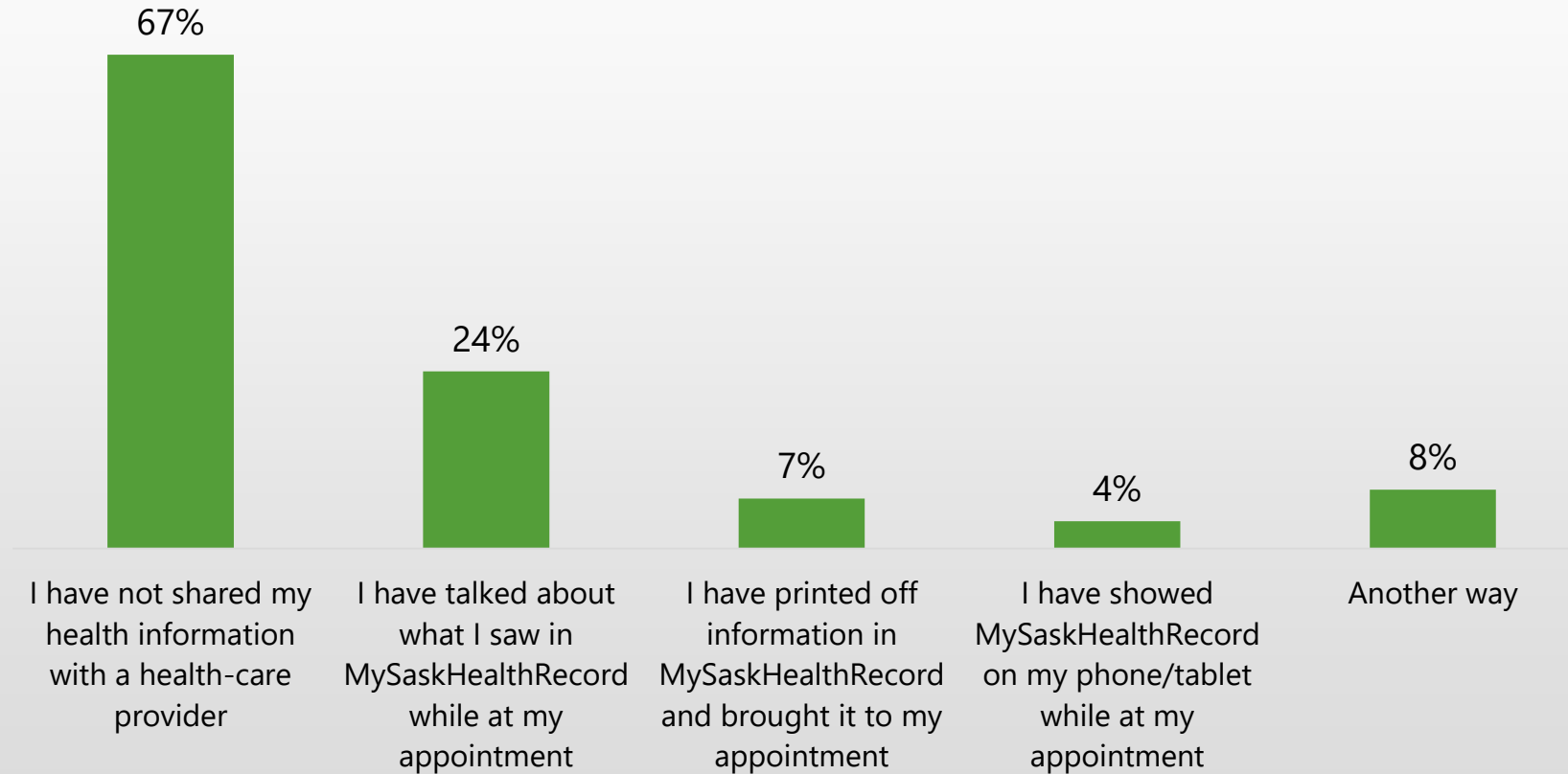
4. How valuable is the following **clinical information** within MySaskHealthRecord? Base: All respondents, n=13,025.

Perceived Value of MySaskHealthRecord Features



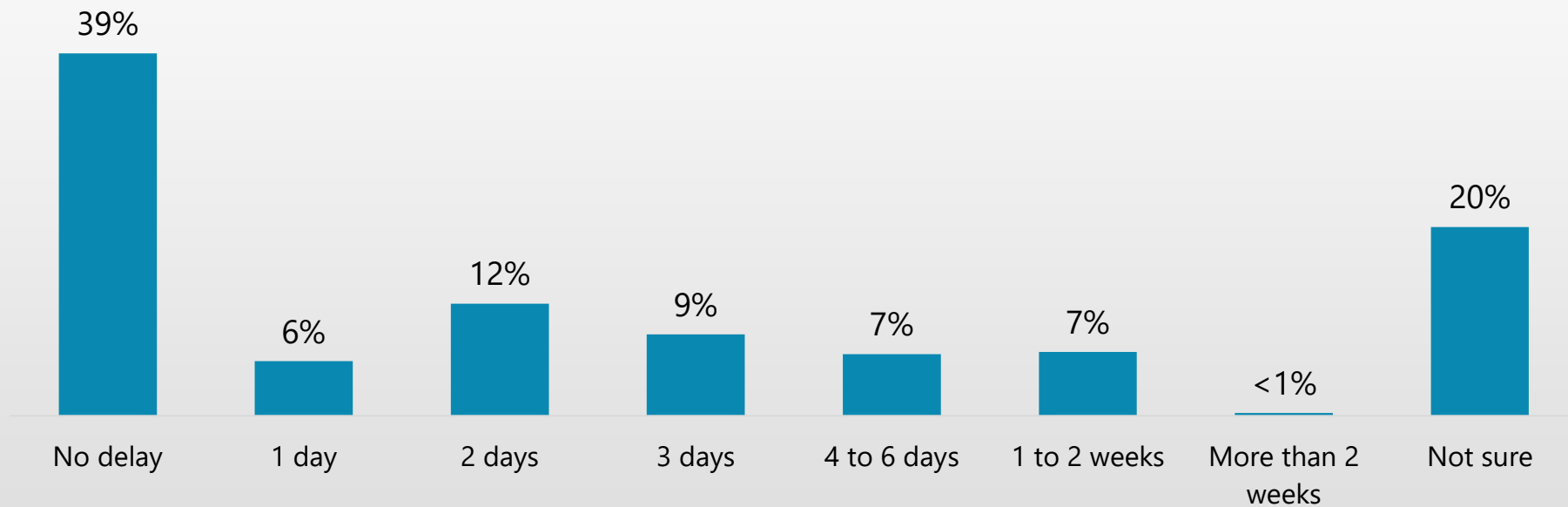
5. And how valuable are each of the following **features** within MySaskHealthRecord? Base: All respondents, n=13,025.

Sharing Record with Health-Care Provider



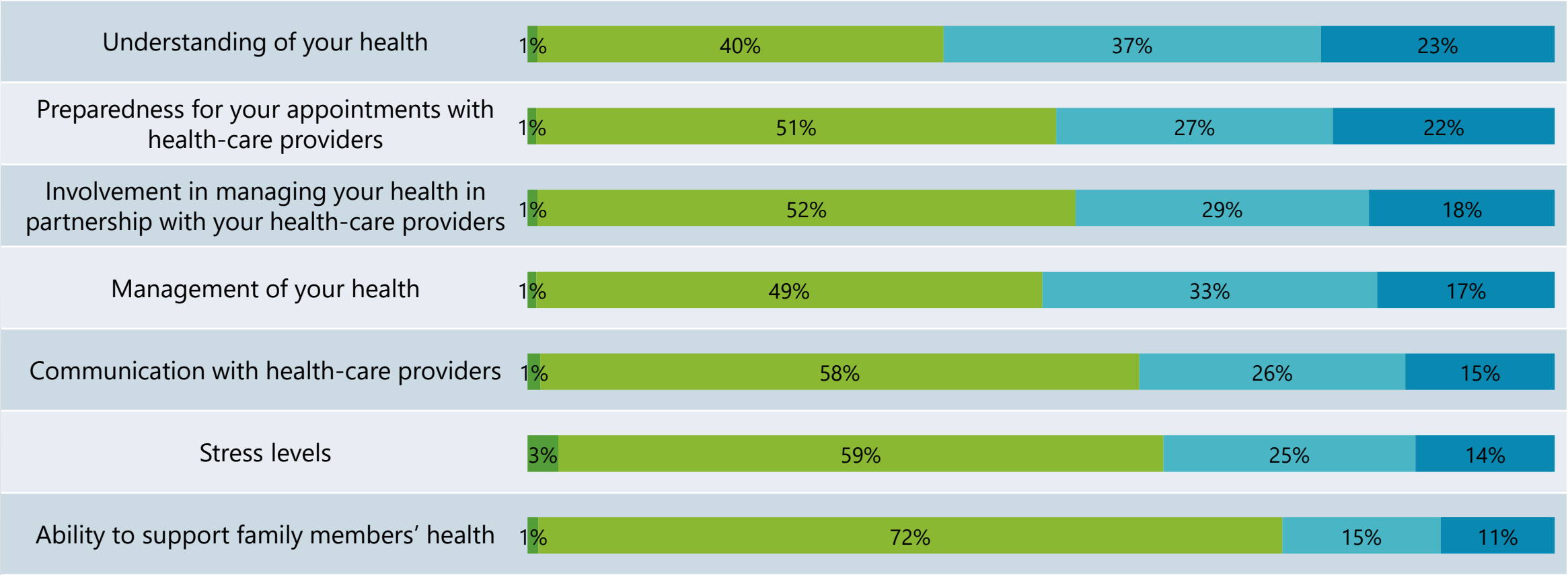
6. In which of the following ways have you shared your health information in MySaskHealthRecord with a health care provider? (Multi-select) Base: All respondents, n=13,025.

Suggested Delay for Provider to Review Results



7. There may be some sensitive test results that would benefit from a review by a health care provider prior to being made available in your MySaskHealthRecord account. What do you think is a reasonable amount of time for your provider to review your results before you are able to see them? Base: All respondents, n=13,025.

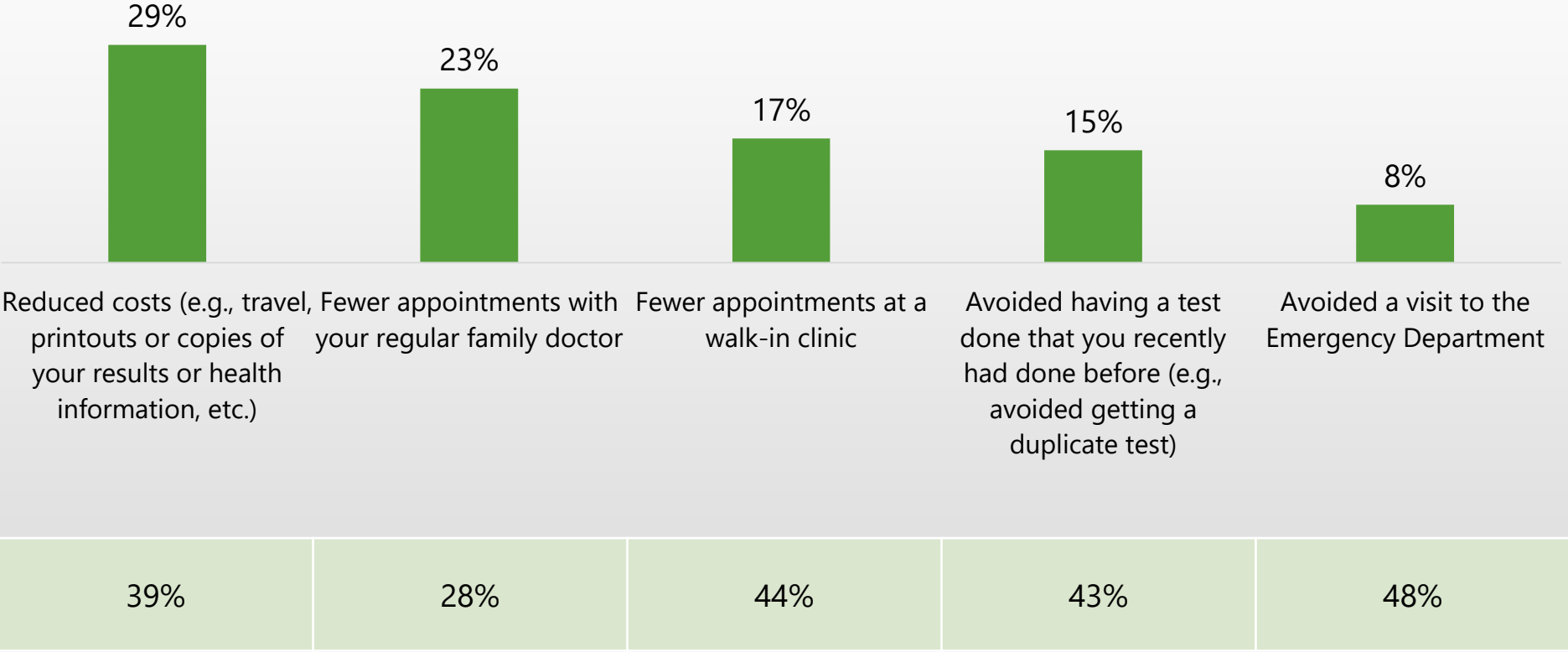
Citizen-Noted Changes in Health Management as a Result of Access to MySaskHealthRecord



■ Significantly or somewhat worse ■ No change ■ Somewhat improved ■ Significantly improved

8. Have you noticed a change in the following areas since having access to your health information through MySaskHealthRecord? (Multi-select) Base: All respondents, n=13,025.

Patient Outcomes as a Result of Access to MySaskHealthRecord

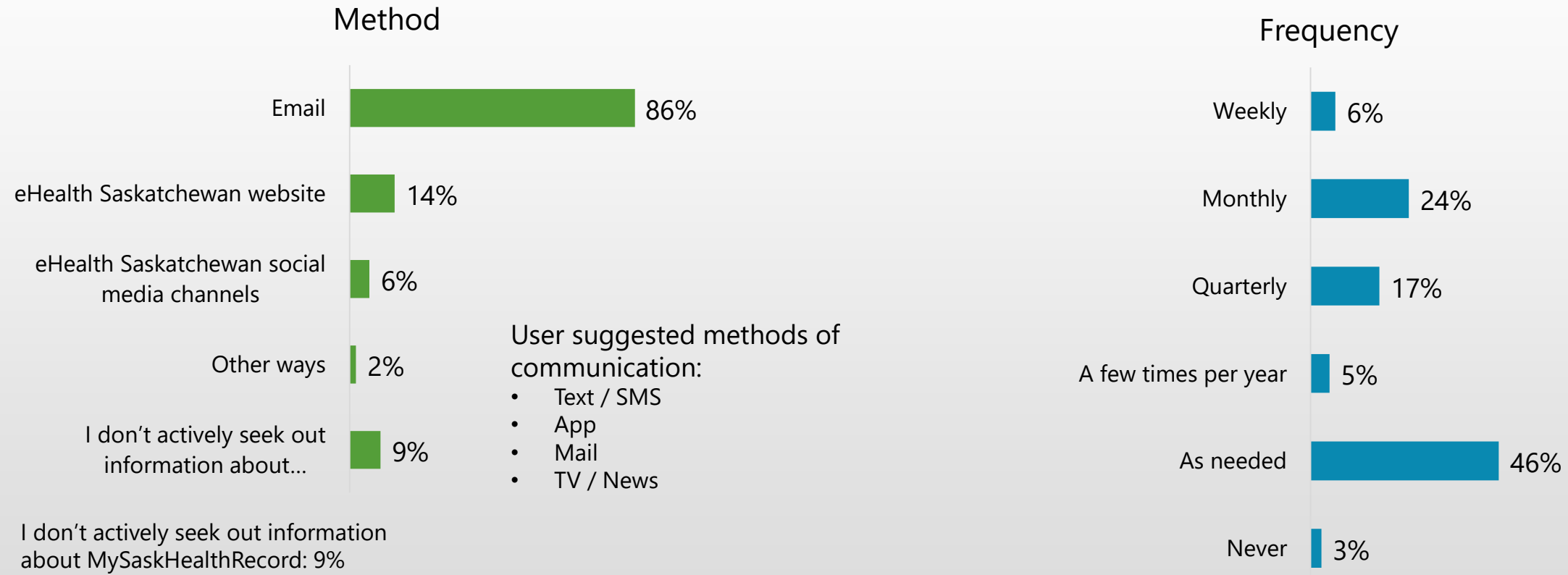


9. With access to your MySaskHealthRecord information, do you believe you experienced any of the following? (Multi-select) Base: All respondents, n=13,025.

Communications

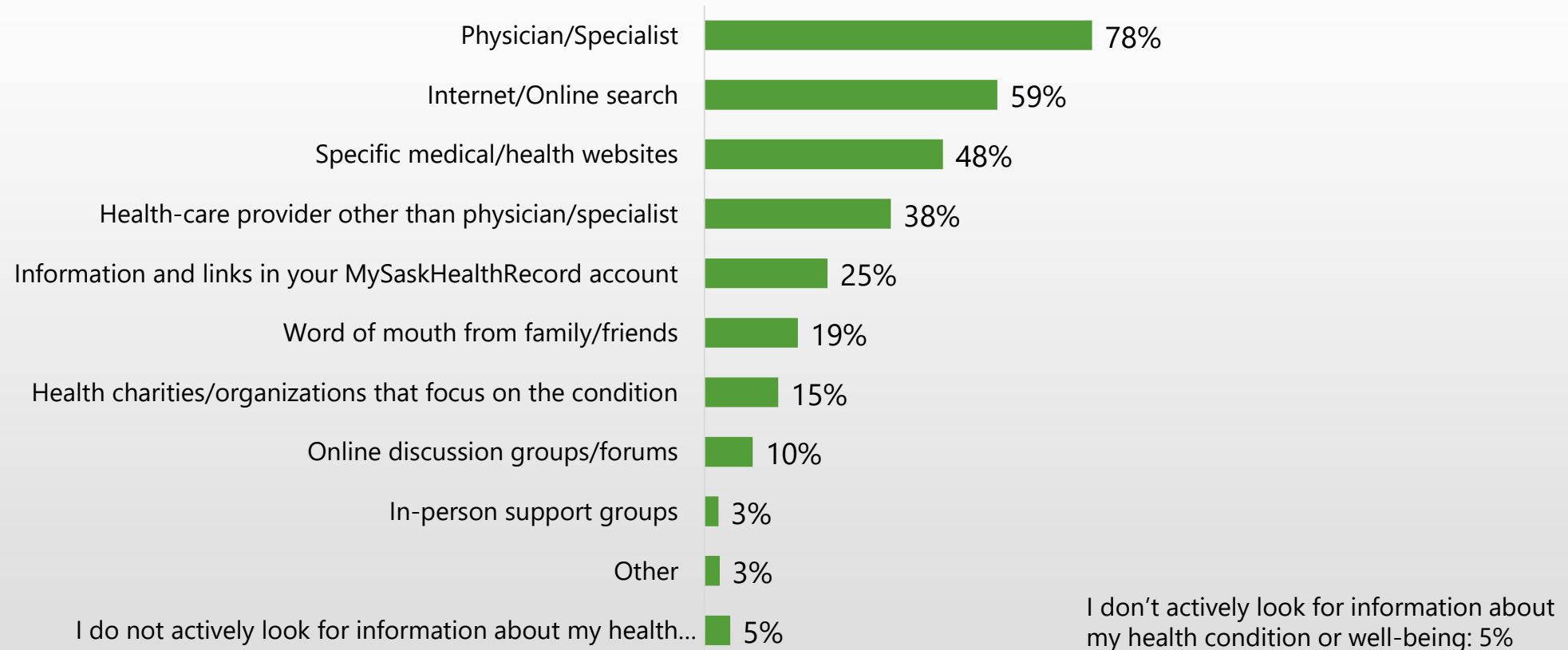
RESULTS

Communication Preferences



10. What methods of communication would you prefer to keep you informed about MySaskHealthRecord, such as when new features and functionalities are available? (Multi-select) Base: All respondents, n=13,025. 11. How often would you like to receive these updates on MySaskHealthRecord? Base: All respondents, n=13,025.

Sources of Health-Related Information



12. Thinking more broadly, which of the following methods or resources do you typically use to learn about your health condition(s) or wellbeing?
(Multi-select) Base: All respondents, n=13,025.