

MARKLE

HEALTH IN A NETWORKED LIFE

Markle Survey: 70 Percent of Public Says Patients Should Get Summaries After Doctor Visits

January 2011

Markle Survey on Health In a Networked Life

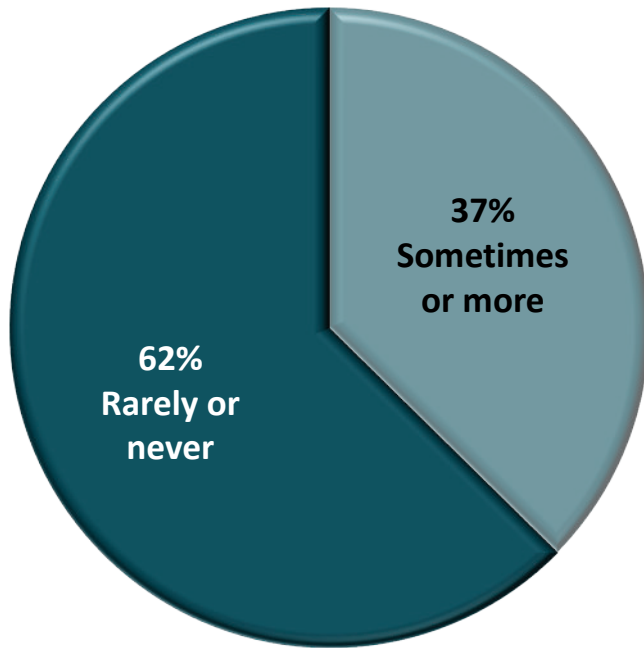
Key Findings

- **70 percent** of patients believe they should get a written or online summary after each doctor visit.
- Both patients and doctors indicate that such summaries are delivered infrequently today.
- **Only 36 percent** of the doctors agree that patients should get after-visit summaries.

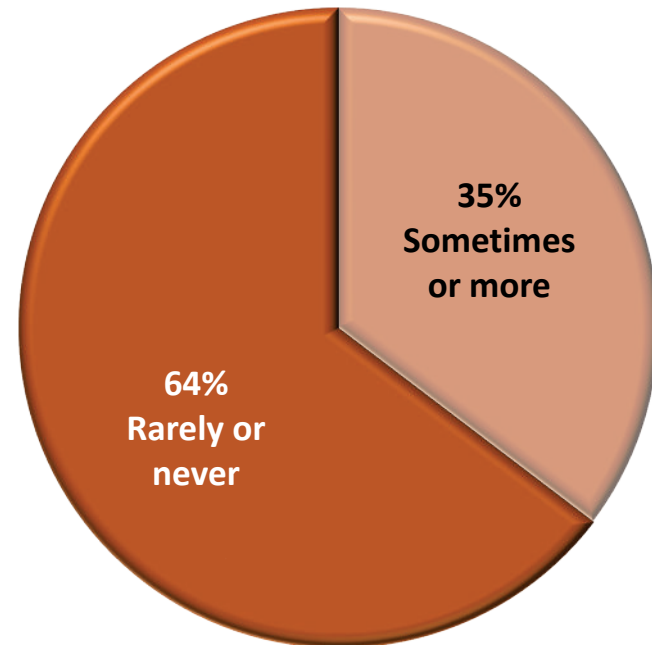
After-Visit Summary Frequency

How frequently do you receive | you deliver a written or electronic summary after a doctor visit?

The Public

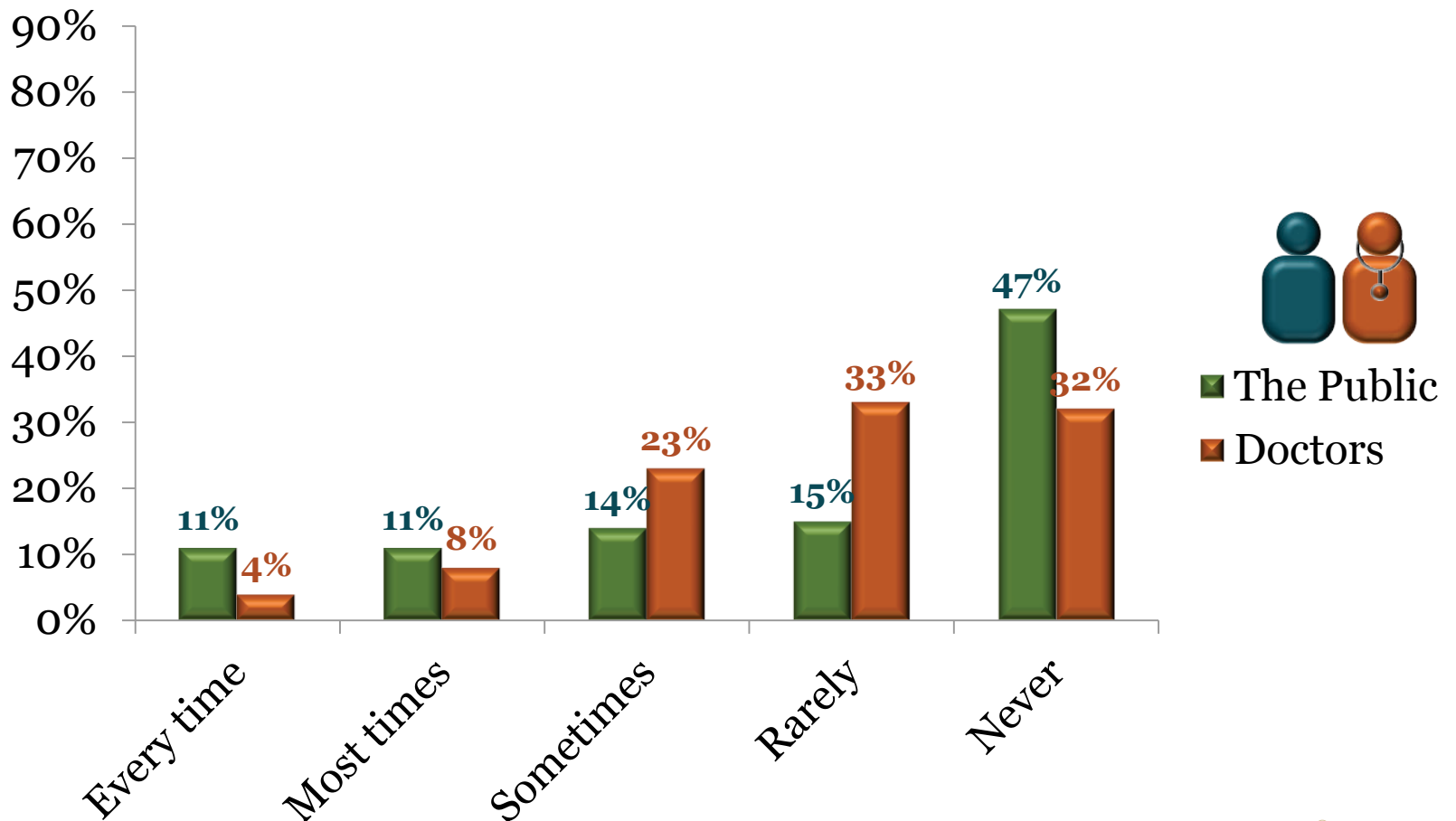


Doctors



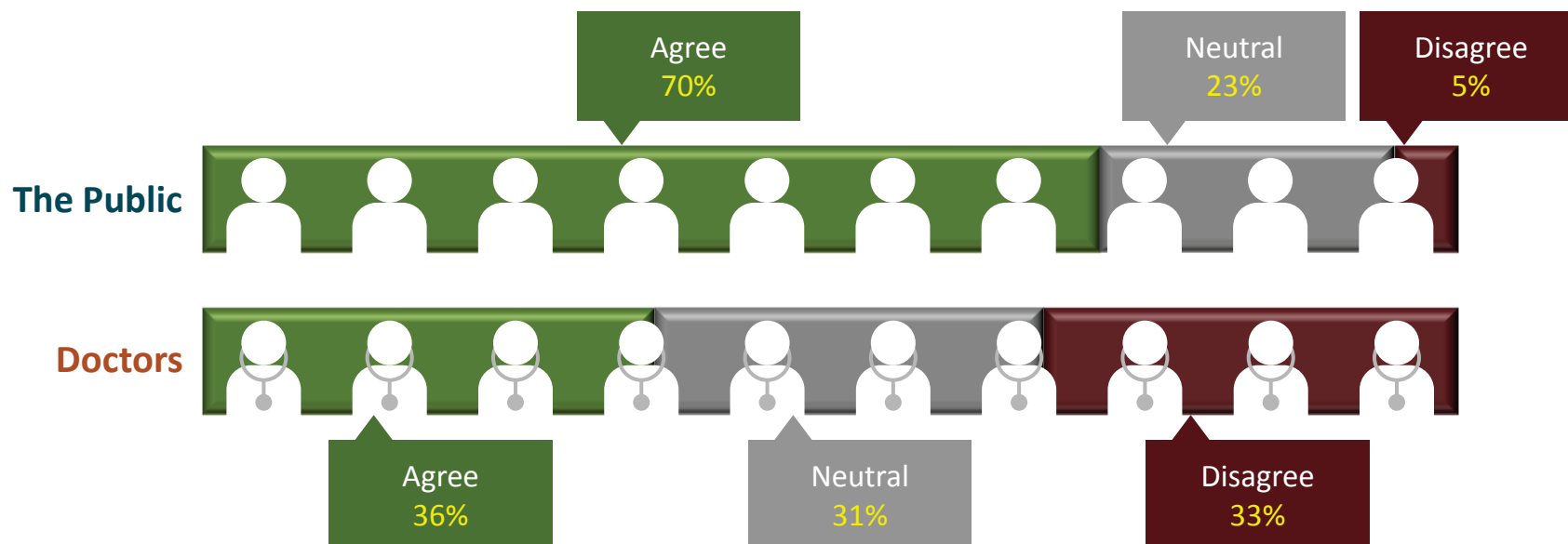
After-Visit Summary Frequency – Detailed Findings

How frequently do you receive | you deliver a written or electronic summary after a doctor visit?



After-Visit Summaries – Should Patients Get Them?

Patients should get a written or online summary after each doctor visit.



Observations

- 70 percent of the public and 36 percent of the doctors agree that patients should get after-visit summaries.
- Significant portions of both groups are undecided on this issue.

Methodology

- Markle commissioned two separate but coordinated surveys with largely parallel questions to be conducted independently by Knowledge Networks (KN).
- **General Population Sample:** An initial sample of 2,493 people was drawn randomly from KN's KnowledgePanel, a probability-based web panel designed to be representative of the U.S. non-institutionalized population age 18 and up, including both online and offline households (households are provided access to the Internet and hardware if needed). From the initial sample, 1,582 responded to this online survey—a completion rate of 63 percent. The survey was conducted August 10 through August 24, 2010.
- **Physician sample:** An initial sample of 2,867 physicians was drawn from Knowledge Networks Physicians Consulting Network, an online opt-in convenience panel consisting of physician members invited to join from reputable listed samples such as the AMA Masterfile and prescriber lists. From the initial sample, 779 physicians responded to this online survey—a completion rate of 27 percent. The physician survey was conducted August 10 through August 26, 2010. The panel generally reflects the U.S. physician population on known demographics, although it somewhat under-represents younger physicians and hospital-based physicians. The study sample consisted of 26 percent primary care doctors (defined as internal medicine, general practice or family practice) and 74 percent specialists.
- The general population sample can validly be projected to the U.S. population, with margin of error of +/- 3.0 percent. Although we believe the physician sample is a highly defensible reflection of U.S. physicians, because it was not drawn entirely by random we are not as comfortable projecting its results to all U.S. physicians. Because the sample is based on those who were invited to join from multiple sources without known probabilities of selection, estimates of theoretical sampling error cannot be calculated.