

**Question 4: Have you used a retail clinic in the past year?**

		<b>YES</b>	<b>NO</b>	<b>Count</b>
Ohio Residents		17.5%	82.5%	814
Sex	Male	15.8%	84.2%	394
	Female	19.1%	80.9%	420
Sex and Race Combined	African - American	22.4%	77.6%	80
	White male*	12.4%	87.6%	67
	White female*	6.1%	93.9%	52
Age	18 to 29	24.7%	75.3%	129
	30 to 45	18.2%	81.8%	175
	46 to 64	13.9%	86.1%	284
	65 and over	17.3%	82.7%	192
Education	Less than high school	21.2%	78.8%	93
	High school graduate	13.1%	86.9%	276
	Some college	16.4%	83.6%	240
	College graduate	24.0%	76.0%	193
Poverty Status	138% and below FPL	13.6%	86.4%	145
	Between 138% and 200% FPL	15.4%	84.6%	107
	Above 200% FPL	19.2%	80.8%	384
Party Identification	Democrat	19.6%	80.4%	293
	Independent	17.0%	83.0%	112
	Republican	17.5%	82.5%	323
Ideology	Liberal	24.3%	75.7%	134
	Moderate	16.9%	83.1%	283
	Conservative	16.6%	83.4%	282
Registered to Vote	Yes	19.0%	81.0%	686
	No	9.7%	90.3%	119
Insurance Status	Insured	17.7%	82.3%	728
	Not insured / Don't know	13.9%	86.1%	82
General Health Rating	Excellent / Very good	20.4%	79.6%	361
	Good	18.7%	81.3%	258
	Fair / Poor	10.6%	89.4%	195
Geographical Region	Northeast Ohio	15.6%	84.4%	324
	Northwest Ohio	11.5%	88.5%	96
	Central Ohio	19.9%	80.1%	143
	Southeast Ohio*	12.2%	87.8%	54
	Southwest Ohio	23.3%	76.7%	197
Rural or Urban County	Urban county	18.2%	81.8%	362
	Suburban county	20.9%	79.1%	223
	Rural, small city	13.0%	87.0%	229

**Question 5: In your most recent visit, what kind of services did you receive at this retail clinic? [ASKED ONLY OF THOSE WHO HAVE BEEN TO A RETAIL CLINIC IN THE PAST YEAR]**

	<b>AN ANNUAL CHECKUP OR SPORTS PHYSICAL</b>	<b>VACCINATIONS, INCLUDING A YEARLY FLU SHOT</b>	<b>ILLNESS</b>	<b>SOME OTHER TYPE OF SERVICE</b>	<b>DON'T KNOW</b>	<b>Count</b>
Ohio Residents	8.4%	36.9%	39.7%	13.6%	1.4%	139

**Question 6: What is the main reason you chose to use a retail clinic? [ASKED ONLY OF THOSE WHO HAVE BEEN TO A RETAIL CLINIC IN THE PAST YEAR]**

	<b>RETAIL CLINIC WAS CLOSE TO WHERE I LIVE</b>	<b>COULDN'T GET APPOINTMENT WITH REGULAR DOCTOR</b>	<b>CONVENIENT</b>	<b>RECEIVED CARE IN A TIMELY MANNER</b>	<b>EASIER TO SCHEDULE / DID NOT NEED TO MAKE APPOINTMENT</b>	<b>RETAIL CLINIC WAS COVERED BY INSURANCE</b>	<b>I DON'T HAVE HEALTH INSURANCE</b>
Ohio Residents	19.2%	8.7%	8.1%	2.6%	16.7%	1.7%	1.2%

**Question 6: What is the main reason you chose to use a retail clinic? [ASKED ONLY OF THOSE WHO HAVE BEEN TO A RETAIL CLINIC IN THE PAST YEAR]**

	<b>MORE AFFORDABLE</b>	<b>USE RETAIL CLINIC FOR VACCINATIONS</b>	<b>USE RETAIL CLINIC FOR PHARMACY</b>	<b>WENT TO RETAIL CLINIC FOR SPECIFIC SERVICE</b>	<b>USE RETAIL CLINIC FOR SPECIFIC ILLNESS</b>	<b>OTHER</b>	<b>DON'T KNOW</b>	<b>Count</b>
Ohio Residents	8.0%	6.7%	4.6%	1.3%	5.7%	15.2%	0.3%	141

**Question 10: Have you ever used live, real-time video telemedicine to interact with your health care provider?**

		YES	NO	DON'T KNOW	Count
Ohio Residents		3.8%	96.0%	0.1%	814
Sex	Male	4.1%	95.6%	0.3%	394
	Female	3.6%	96.4%		420
Sex and Race Combined	African - American		100.0%		80
	White male*	9.8%	90.2%		67
	White female*	3.8%	96.2%		52
Age	18 to 29	0.4%	99.6%		129
	30 to 45	7.1%	92.9%		175
	46 to 64	4.8%	95.2%		284
	65 and over	2.4%	97.1%	0.5%	191
Education	Less than high school		100.0%		93
	High school graduate	3.6%	96.0%	0.4%	276
	Some college	5.9%	94.1%		240
	College graduate	2.8%	97.2%		193
Poverty Status	138% and below FPL	4.0%	96.0%		145
	Between 138% and 200% FPL	7.0%	93.0%		107
	Above 200% FPL	3.1%	96.6%	0.3%	384
Party Identification	Democrat	3.3%	96.3%	0.4%	293
	Independent	1.1%	98.9%		112
	Republican	3.7%	96.3%		323
Ideology	Liberal	1.6%	97.7%	0.8%	133
	Moderate	3.1%	96.9%		283
	Conservative	4.9%	95.1%		282
Registered to Vote	Yes	3.3%	96.5%	0.2%	686
	No	7.2%	92.8%		119
Insurance Status	Insured	4.1%	95.8%	0.1%	728
	Not insured / Don't know	1.8%	98.2%		82
General Health Rating	Excellent / Very good	3.9%	96.1%		361
	Good	2.9%	97.1%		258
	Fair / Poor	4.9%	94.6%	0.5%	195
Geographical Region	Northeast Ohio	5.7%	94.0%	0.3%	324
	Northwest Ohio	7.5%	92.5%		95
	Central Ohio	2.0%	98.0%		143
	Southeast Ohio*		100.0%		54
	Southwest Ohio	1.4%	98.6%		197
Rural or Urban County	Urban county	4.9%	94.8%	0.3%	362
	Suburban county	1.6%	98.4%		223
	Rural, small city	4.3%	95.7%		229

**Question 11: Overall, how satisfied were you with your experience using telemedicine? [ASKED ONLY OF THOSE WHO HAVE USED TELEMEDICINE]**

	<b>VERY SATISFIED</b>	<b>FAIRLY WELL SATISFIED</b>	<b>NOT AT ALL SATISFIED</b>	<b>Count</b>
Ohio Residents*	64.8%	24.8%	10.3%	31

\*Note: Number of respondents is 75 or less. Additional caution should be taken when interpreting the findings of this subgroup because of the potential for larger variation.  
\*\*Number of respondents is less than 10. Data omitted.

**Question 12: How interested would you be in using real time video to interact with your health care provider in the future?**

		<b>VERY INTERESTED</b>	<b>SOMEWHAT INTERESTED</b>	<b>A LITTLE INTERESTED</b>	<b>NOT AT ALL INTERESTED</b>	<b>DON'T KNOW</b>	<b>Count</b>
Ohio Residents		16.3%	22.1%	17.3%	43.1%	1.2%	811
Sex	Male	13.0%	23.7%	14.6%	47.6%	1.1%	393
	Female	19.4%	20.7%	19.7%	38.9%	1.4%	418
Sex and Race Combined	African - American	19.5%	24.1%	12.6%	42.4%	1.4%	80
	White male*	21.5%	19.6%	20.0%	37.9%	1.0%	67
	White female*	12.6%	16.7%	26.2%	41.9%	2.6%	52
Age	18 to 29	15.3%	33.5%	25.5%	25.1%	0.7%	129
	30 to 45	26.2%	20.6%	16.1%	35.9%	1.2%	174
	46 to 64	17.0%	24.5%	18.6%	38.8%	1.1%	284
	65 and over	8.6%	12.6%	12.7%	64.2%	2.0%	189
Education	Less than high school	15.8%	14.8%	3.7%	65.6%		92
	High school graduate	12.4%	19.1%	22.4%	44.9%	1.2%	276
	Some college	20.0%	25.0%	14.2%	38.6%	2.2%	239
	College graduate	18.5%	26.7%	20.8%	33.8%	0.1%	192
Poverty Status	138% and below FPL	12.5%	25.2%	17.3%	43.0%	2.0%	145
	Between 138% and 200% FPL	28.2%	16.1%	18.7%	36.9%		107
	Above 200% FPL	16.9%	26.9%	19.6%	35.4%	1.2%	382
Party Identification	Democrat	16.2%	24.7%	20.0%	37.9%	1.2%	292
	Independent	20.3%	15.7%	17.8%	44.7%	1.4%	112
	Republican	15.0%	24.5%	16.1%	43.2%	1.2%	323
Ideology	Liberal	19.0%	26.8%	20.6%	33.5%		133
	Moderate	16.9%	22.9%	18.4%	40.7%	1.1%	283
	Conservative	15.3%	24.3%	16.2%	43.0%	1.2%	279
Registered to Vote	Yes	16.3%	22.8%	16.6%	43.4%	1.0%	683
	No	17.6%	18.3%	22.7%	39.7%	1.7%	119
Insurance Status	Insured	16.5%	22.8%	16.0%	43.6%	1.1%	725
	Not insured / Don't know	15.2%	15.1%	29.1%	39.5%	1.1%	82
General Health Rating	Excellent / Very good	18.6%	25.2%	18.5%	36.3%	1.5%	360
	Good	12.0%	20.6%	19.5%	47.4%	0.5%	258
	Fair / Poor	17.7%	18.6%	11.9%	50.0%	1.8%	193
Geographical Region	Northeast Ohio	17.7%	20.0%	15.2%	46.2%	0.9%	322
	Northwest Ohio	19.2%	19.9%	17.1%	42.4%	1.4%	95
	Central Ohio	15.4%	23.8%	15.1%	43.7%	2.1%	143
	Southeast Ohio*	14.1%	17.2%	14.6%	51.7%	2.5%	54
	Southwest Ohio	13.9%	26.9%	23.0%	35.6%	0.7%	196
Rural or Urban County	Urban county	17.0%	24.4%	18.1%	39.4%	1.1%	361
	Suburban county	18.9%	20.8%	17.6%	42.0%	0.6%	223
	Rural, small city	12.5%	19.8%	15.5%	50.1%	2.1%	227

**Question 12: How interested would you be in using real time video to interact with your health care provider in the future?**

		<b>VERY INTERESTED</b>	<b>SOMEWHAT INTERESTED</b>	<b>A LITTLE INTERESTED</b>	<b>NOT AT ALL INTERESTED</b>	<b>DON'T KNOW</b>	<b>Count</b>
Ever Used Telemedicine	Yes*	50.5%	11.0%	15.7%	22.9%		31
	No	14.9%	22.6%	17.3%	43.8%	1.3%	779
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Telemedicine Satisfaction	Very / Fairly Well Satisfied*	56.3%	12.2%	17.5%	14.0%		28
	Not Too / Not at All Satisfied**	**	**	**	**	**	3
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