

# Impact of misinformation during the COVID-19 pandemic on trust towards healthcare systems

This survey has two purposes :

- To better understand the impact of COVID-19 on trust of patients towards healthcare professionals (nurses, doctors, pharmacists...) and health systems in general
- To determine the willingness of the general public to trust and/or use artificial intelligence to spot misinformation regarding health-related matters

Please note that this survey is anonymous so please answer as honestly as possible.

Thank you for taking the time to help us on this project!

Jean-Baptiste Poinot & Thomas Pietrobelli

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\* Indique une question obligatoire

## 1st part : general information

This part will enable us to better understand the pool of respondents.

1. What's your age group? \*

*Une seule réponse possible.*

- ☐ 0 - 18
- ☐ 18 - 25
- ☐ 26 - 35
- ☐ 35 - 49
- ☐ 50 - 64
- ☐ 65 +

2. What's your gender? \*

*Une seule réponse possible.*

- ☐ Female
- ☐ Male
- ☐ Other
- ☐ Prefer not to answer

3. Do you have a higher education degree (bachelor, master, PhD...)? \*

*Une seule réponse possible.*

☐ Yes

☐ No

4. Are you currently a student of the Data Science and Artificial Intelligence class? \*

*Une seule réponse possible.*

☐ Yes

☐ No

## **2nd part : Impact of COVID-19 on the trust towards healthcare professionals**

This section was built to understand your personal experience towards misinformation spreading during the COVID-19 pandemic and how it impacted your view and trust towards your healthcare providers (doctors, pharmacists, nurses...)

5. Do you believe that you've been exposed to medical misinformation (or fake news) during the COVID-19 crisis?

*Une seule réponse possible.*

☐ Yes

☐ No

6. How has medical misinformation during COVID-19 pandemic impacted the trust you put in your healthcare providers?

*Une seule réponse possible.*

1   2   3   4   5   6   7   8   9   10

No i ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ The tust I had has been greatly impacted (negatively)

7. How has medical misinformation during COVID-19 pandemic impacted the trust you put in your home country health system to deal with such a crisis?

*Une seule réponse possible.*

1 2 3 4 5 6 7 8 9 10

No i ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ The trust I had has been greatly impacted (negatively)

8. Have you ever discussed medical news linked to COVID-19 with your healthcare provider? \*

*Une seule réponse possible.*

☐ Yes

☐ No

9. How would you rate the trust you have towards your healthcare providers as of today? \*

*Une seule réponse possible.*

1 2 3 4 5 6 7 8 9 10

I never ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ I always trust my healthcare provider

10. Are you proactive when it comes to fact checking of medical news? \*

*Une seule réponse possible.*

☐ No, I never double check news

☐ I sometimes fact-check some news that seem weird or surprising

☐ I usually do a fact-checking of the news

☐ I always do research to fact-check news

11. What is the usual media platform that you use as a source of news? \*

*Plusieurs réponses possibles.*

- ☐ Social media (X, Instagram, Facebook...)
- ☐ 24-hours TV news
- ☐ Traditional TV news
- ☐ Newspapers
- ☐ Radio
- ☐ Autre : \_\_\_\_\_

12. In your opinion, who should be primarily responsible for debunking medical misinformation and fake news?

*Une seule réponse possible.*

- ☐ I am responsible for fact checking
- ☐ The government
- ☐ My healthcare providers
- ☐ The media
- ☐ Autre : \_\_\_\_\_

13. Would you be in favor of censoring and / or condemning media that spread misinformation related to healthcare?

*Une seule réponse possible.*

- ☐ Yes
- ☐ No

### **3rd part : Willingness to trust IA**

This section aims to get a sense of your view on artificial intelligence (AI) and your willingness to use it for health-related matters.

14. Would you trust Artificial Intelligence (AI) to spot medical misinformation or fake news online? \*

*Une seule réponse possible.*

- ☐ Yes
- ☐ Yes, but I would still do my own research
- ☐ No

15. Which is the main element that may restrain your trust in AI to spot medical misinformation or fake news online?

*Une seule réponse possible.*

- ☐ I don't fully understand how AI works, therefore I can't trust it
- ☐ I believe AI can spread fake news too
- ☐ We don't know where AI take information from
- ☐ I'd rather use traditional media that I trust
- ☐ I have no reason not to trust AI
- ☐ Autre : \_\_\_\_\_

16. Do you believe it's important to fight fake news and misinformation related to healthcare? \*

*Une seule réponse possible.*

	1	2	3	4	5	6	7	8	9	10	
Not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very important

17. Do you think it would be a good idea to make AI fact-checking software mandatory on everyone's phone and computer browsers?

*Une seule réponse possible.*

- ☐ Yes
- ☐ No

18. If you were offered, for free, a reliable AI software that automatically spots medical misinformation and fake news, would you use it?

*Une seule réponse possible.*

☐ Yes

☐ No

19. Which elements do you believe are the most necessary to trust such an AI ? (Please choose up to 2 answers)

*Plusieurs réponses possibles.*

☐ It's provided by a neutral entity (e.g., governmental agency...)

☐ I would need clear explanation on how it works

☐ I would need the AI to give me the sources that leads it to believe it's misinformation

☐ It would need to be approved by my healthcare provider

☐ Autre : \_\_\_\_\_

20. Have you ever used an AI software such as ChatGPT to get information on self-diagnosis or self-treatment?

*Une seule réponse possible.*

☐ Yes

☐ No

21. Would you trust AI over your healthcare provider for disease diagnosis if this AI was only working with medically verified sources?

*Une seule réponse possible.*

☐ Yes

☐ No

**Thank you very much for taking the time to answer this survey!**



