Chatbot survey 2

Survey Flow

EmbeddedData
   PROLIFIC_PIDValue will be set from Panel or URL.
   STUDY_IDValue will be set from Panel or URL.
   SESSION_IDValue will be set from Panel or URL.
   rdValue will be set from Panel or URL.

Branch: New Branch
   If
      If PROLIFIC_PID Is Empty
      Or STUDY_ID Is Empty
      Or SESSION_ID Is Empty

   Standard: No Prolific ID detected (1 Question)

Block: Consent (4 Questions)

Branch: New Branch
   If
      If I am age 18 or older. Yes Is Not Selected
      Or I have read and understand the information above. Yes Is Not Selected
      Or I want to participate in this research and continue with the survey. Yes Is Not
Selected

   EndSurvey: Advanced

Standard: Intro (1 Question)

BlockRandomizer: 1 - Evenly Present Elements

   Group: Prototype 3

      EmbeddedData
         prototype_version = 3

      Standard: Prototype 3 (2 Questions)

   Group: Prototype 4

      EmbeddedData
         prototype_version = 4

      Standard: Prototype 4 (2 Questions)

Standard: Task completion (1 Question)
Standard: Followup questions after task: Would or would not use (5 Questions)
Standard: Reading questions (2 Questions)
**Standard: Followup questions after task: Understandings of privacy details (10
Questions)**
Standard: Almost done (2 Questions)

Standard: Reason for partnership (1 Question)

Branch: New Branch
    If
        If prototype_version Is Equal to 3

    Block: Prototype 3 not subject to HIPAA (1 Question)

Branch: New Branch
    If
        If prototype_version Is Equal to 4

    Standard: Prototype 4 not subject to HIPAA (2 Questions)

Standard: Followup questions after task: HIPAA (5 Questions)
Standard: Final open-ended question (1 Question)
Standard: Device/healthcare questions (2 Questions)
Standard: Demographics (8 Questions)

Page Break ——————————————————————————————————

Q127 Warning: Prolific ID information was not properly detected. This should have happened automatically if you entered this study from Prolific. If you believe you are seeing this message in error, please send us a message through Prolific. If you continue, you will not be paid.

If you are a researcher taking this survey to test it, you can ignore this message.

Q2 […]

Online Consent for Participation in Research   **Title: Feedback on Online Healthcare Information Tools**   This survey is part of a research study conducted by […] and is funded by […].   Purpose The purpose of this research is to study how people interact with, feel about, and understand an online tool being created for a health insurance website.   Procedures   In this survey, you will be asked questions about your experience with and understanding of a healthcare tool's interface. You may also be asked general questions about your experience with health insurance tools. The survey should take about 15 minutes to complete.   Participant Requirements   Participation in this study is limited to individuals age 18 and older. Participants must reside in the United States, must be able to read and write English, and must be able to open and view images and text on the screen of a tablet, desktop, or laptop computer.   Risks Risks may include the risk of breach of confidentiality. The other risks associated with participation in this study are similar to those ordinarily encountered in daily life or during other online activities.   Benefits There may be no personal benefit from your participation in the study, but the knowledge received may be of value to humanity.   Compensation & Costs Participants will receive $3.75 as compensation for participation in this online study. There will be no cost to you if you participate in this study.   Future Use of Information This study does not collect any personally identifiable information about you. In the future, we may use the data for our future research studies, or we may distribute the data to other researchers for their research studies. We would do this without getting additional informed consent from you. Sharing of data with other researchers will only be done in such a manner that you will not be identified.   Confidentiality The data captured for the research does not include any personally identifiable information about you other than your Prolific ID. Your IP address will not be captured.   Right to Ask Questions & Contact Information If you have any questions about this study, desire additional information, or wish to withdraw your participation after beginning the survey, please contact the Principal Investigator, […].   If you have questions pertaining to your rights as a research participant; or to report concerns to this study, you should contact [institutional IRB]. Voluntary Participation Your participation in this research is voluntary. You may discontinue participation at any time during the research activity. You may print a copy of this consent form for your records.

Q3 I am age 18 or older.

○ Yes (1)

○ No (2)

Q4 I have read and understand the information above.

○ Yes (1)

○ No (2)

- -

Q5 I want to participate in this research and continue with the survey.

○ Yes (1)

○ No (2)

End of Block: Consent

Start of Block: Intro

Q28 HealthCo is a fictional health insurance company. You will be viewing a prototype of HealthCo's website. "Prototype" means that it mostly looks like a real website and that you will be able to click or scroll on some important parts of the website to interact with it. However, it's still being tested, and not all of the parts work yet.

HealthCo has a chatbot on their website that can answer questions about health insurance coverage.

End of Block: Intro

Start of Block: Prototype 3

`JS`

Q54 *Please imagine yourself in the following scenario: You have health insurance from the company HealthCo.   Your ankle has been hurting for a while. You would like to visit a doctor to get it checked out and you are trying to figure out how much of the cost of that visit your health insurance will cover.   You would like to find the chatbot on HealthCo's website and use it to ask that question.*

Open the link below to visit a prototype of HealthCo's website, and try to find the chatbot and use it to ask your question.

 Return to this page when you see a "Task Complete" message.

If you get stuck, please keep trying different options to complete the task for at least one minute before giving up. If you can't find a way to complete the task, return to this page.

Click here to open HealthCo's website (This link will open in a new tab)

Q118 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

End of Block: Prototype 3

Start of Block: Prototype 4

JS

Q55 *Please imagine yourself in the following scenario: You have health insurance from the company HealthCo. Your ankle has been hurting for a while. You would like to visit a doctor to get it checked out and you are trying to figure out how much of the cost of that visit your health insurance will cover. You would like to find the chatbot on HealthCo's website and use it to ask that question.*

Open the link below to visit a prototype of HealthCo's website, and try to find the chatbot and use it to ask your question.

 Return to this page when you see a "Task Complete" message.

 If you get stuck, please keep trying different options to complete the task for at least one minute before giving up. If you can't find a way to complete the task, return to this page.

Click here to open HealthCo's website (This link will open in a new tab)

Q119 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Q97 Did you see the pink "Task Complete" box, meaning that you successfully agreed to the chatbot legal information and enabled the chatbot?

○ Yes, I saw the box (1)

○ No, I got stuck and couldn't figure out how to get there (2)

○ No, I had a technical problem (Please describe) (3)

_____

Q20 We'll stop here and talk about your experience with the process of finding and agreeing to use the chatbot.
Please do not reveal any information in your responses that is identifiable and private. When typing answers to open-ended questions, please do not include personal information such as names, email addresses, your health information, or anyone else's health information.

- -

Q21 Based on the information you saw, would you use this chatbot in real life?

○ Yes (1)

○ No (2)

○ Not sure (3)

- -

Display This Question:

If Based on the information you saw, would you use this chatbot in real life? = Yes

✱

Q22 Please explain why you would use the chatbot.

_____

_____

_____

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✳

Q23 Please explain why you would not use the chatbot.

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✳

Q24 Please explain why you are not sure if you would use the chatbot.

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_____

Q57 How much did you read of the information provided during the consent process?

○ I did not read any of it (1)

○ I only read the titles or headlines (2)

○ I skimmed it (3)

○ I read most of it (4)

○ I read all of it (5)

Q58 When you see legal documents like this related to healthcare, how much of them do you usually read?

○ I never see legal documents related to healthcare (1)

○ I do not read them at all (2)

○ I read titles/headlines (3)

○ I skim them (4)

○ I read most of them (5)

○ I read all of them (6)

Q102 Please make sure you have closed the HealthCo website tab before answering the next set of questions.

Q120 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)

Q36 What data do you think could be stored as a result of someone using this chatbot? (Check all that apply)

☐   Basic information such as name and date of birth (1)

☐   Medical information such as medical conditions and dates of past medical appointments (2)

☐   Financial or bank information (3)

☐   Information about the user's computer and internet connection, such as IP address (4)

☐   Social media profile information (5)

☐   Information about what the user types into the chatbot (6)

☐   GPS location (7)

☐   Other (Please describe) (8)

_____

☐   ⊗No data would be stored (9)

Q37 If you used the chatbot, who or what companies would get copies of the data discussed above? (Check all that apply)

☐ My doctor(s) or other healthcare provider(s) (1)

☐ HealthCo (2)

☐ Amazon Web Services (3)

☐ Facebook (4)

☐ Google Cloud (5)

☐ Other (Please describe) (6)

_____

☐ ⊗ No people or companies would have these records (7)

Skip To: Q40 If If you used the chatbot, who or what companies would get copies of the data discussed above? (Che... = No people or companies would have these records

Q38 If you used the chatbot, who would be able to look at copies of your chatbot data without additional permission? (Check all that apply)

- [ ] My doctor or people at my doctor's office (1)

- [ ] HealthCo employees (2)

- [ ] Amazon Web Services employees (3)

- [ ] Facebook employees (4)

- [ ] Google Cloud employees (5)

- [ ] Other (Please describe) (6)

- [ ] ⊗ No one would look at the data (7)

X→

Q40 If you used the chatbot, what do you think your chatbot-related data would be used for? (Check all that apply)

- [ ] Giving chatbot answers (9)

- [ ] Improving the chatbot (2)

- [ ] Personalizing the chatbot to me (3)

- [ ] Customer service (10)

- [ ] Research / aggregate metrics about customers (1)

- [ ] Advertising (4)

- [ ] Building a profile about me (5)

- [ ] Selling it to other companies (6)

- [ ] Sharing it with other companies (without selling it for money) (7)

- [ ] Other (Please describe) (8)

_____

- -

Display This Question:

If If you used the chatbot, what do you think your chatbot-related data would be used for? (Check al...
= Selling it to other companies

✱

Q41 Who or what companies do you think data would be sold to?

_____

- -

*

Q42 Who or what companies do you think data would be shared with?

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Page Break

Q63 How do you think the answers shown to you by the chatbot would be created?

○ Automatically generated by a computer program (1)

○ Typed by a human (2)

○ Other (Please describe) (3)

_____

✳

Q43 What is your understanding of why a legal agreement is necessary to use this chatbot?

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Q111 Almost done! We just have a few final questions about what you have seen today, and then a few demographic questions.

JS

Q126 Part 2: hidden text entry: records timestamp on submit

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✳

Q47 What is your understanding of why HealthCo has partnered with Google Cloud for this chatbot?

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_____

✳

Q106 What does the following sentence mean to you?

"Data stored by Google Cloud is not subject to HIPAA."

_____

_____

_____

_____

_____

✳

Q130 What does the following sentence mean to you?

"Data stored by Google Cloud is not subject to federal healthcare privacy laws."

_____

_____

_____

*

Q128 When the information provided mentioned "federal healthcare privacy laws," what laws do you think it was referring to?

_____

_____

_____

_____

_____

Q44 What is HIPAA?

○ A U.S. federal law that prevents anyone or any company from sharing health data without the patient's permission (9)

○ A U.S. federal law that established the American Health Benefits Exchange (8)

○ A U.S. federal law that regulates how healthcare data can be shared (7)

○ A U.S. federal law that requires that emergency rooms treat all patients regardless of whether they can pay (5)

○ I don't know (6)

Page Break ————————————————————————————————

Q110 If HIPAA defines a piece of information as Protected Health Information, what does that mean?

○ That no person or company can share it without the patient's permission (8)

○ That a healthcare provider can only share it with another person or organization under certain conditions (1)

○ That a healthcare provider can't share it with a third-party company even with the patient's permission (2)

○ That I can't share that data with anyone without my doctor's permission (6)

○ I don't know (5)

Q45 Is data about your use of this chatbot always subject to HIPAA?

○ Yes (1)

○ No (2)

○ I don't know (3)

JS

Q121 Part 1: hidden text entry: records timestamp on submit

_____

✳

Q114 Under what circumstances would data about your use of the chatbot not be subject to HIPAA?

_____

Q48 If you have any other thoughts or feedback about this process or the information you viewed, please let us know here.

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_____

Q49 What device do you use most frequently to access the internet?

○ iPhone (1)

○ Android smartphone (2)

○ Other smartphone (3)

○ iPad (4)

○ Other tablet (5)

○ Desktop computer (6)

○ Laptop computer (7)

○ Other type of device (please describe) (8)

_____

Q51 How often do you use a health insurance company's website or app to get health insurance information?

○ At least once a month (1)

○ Less than once a month, but at least once a year (2)

○ Less than once a year (3)

○ I have never used a health insurance company's website or app (4)

End of Block: Device/healthcare questions

Start of Block: Demographics

✱

Q10 What is your age in years?

_____

Q12 What is your gender identity? (You may select more than one option.)

☐ Man (1)

☐ Woman (2)

☐ Agender (3)

☐ Non-binary (4)

☐ Genderqueer (5)

☐ Not sure (6)

☐ Not listed above (you may describe if you wish) (7)

_____

☐ ⊗ Prefer not to respond (8)

Q14 How do you describe your race or ethnic identity? (You may select more than one option.)

☐ White (1)

☐ Black or African American (2)

☐ American Indian or Alaska Native (3)

☐ Asian (4)

☐ Native Hawaiian or Pacific Islander (5)

☐ Not listed above (you may describe if you wish) (6)

_____

☐ ⊗Prefer not to respond (7)

- -

Q16 Do you identify as Hispanic and/or Latino/Latina/Latinx?

○ Yes (1)

○ No (2)

○ Prefer not to respond (3)

- -

Q18 What is the highest level of school you have completed or the highest degree you have received?

○ Less than high school degree (1)

○ High school graduate (high school diploma or equivalent including GED) (2)

○ Some college but no degree (3)

○ Associate degree in college (2-year) (4)

○ Bachelor's degree in college (4-year) (5)

○ Master's degree (6)

○ Research doctorate (PhD or similar) (7)

○ Professional doctorate (JD, MD, or similar) (8)

○ Prefer not to respond (9)

- -

Q20 Do you have a formal education in any of the following fields?

("Formal education" could mean a completed degree or certificate, or classes or trainings you took towards a degree or certificate.)

☐　Computer-related fields (e.g., computer science, computer engineering, programming, development, IT) (4)

☐　Law or legal services (5)

☐　Healthcare practice (e.g., medical assistant training, nursing school, medical school) (6)

☐　Healthcare administration (9)

☐　⊗None of the above (7)

Q22 Do you have work experience in any of the following fields?
Check the boxes for any fields you work in now or have worked in previously.

- [ ] Computer-related fields (e.g., have worked as a programmer or in IT) (1)

- [ ] Law or legal services (e.g., have worked as a paralegal or lawyer) (2)

- [ ] Healthcare practice (e.g., have worked as a medical assistant, nurse, doctor) (3)

- [ ] Healthcare administration (4)

- [ ] ⊗ None of the above (5)

Q24 What was your approximate household income in 2019?
Please answer based on your entire household's income in 2019, before taxes.

○ Less than $10,000 (1)

○ $10,000 to $19,999 (2)

○ $20,000 to $29,999 (3)

○ $30,000 to $39,999 (4)

○ $40,000 to $49,999 (5)

○ $50,000 to $59,999 (6)

○ $60,000 to $69,999 (7)

○ $70,000 to $79,999 (8)

○ $80,000 to $89,999 (9)

○ $90,000 to $99,999 (10)

○ $100,000 to $149,999 (11)

○ $150,000 or more (12)

○ Prefer not to respond (13)

End of Block: Demographics