

Topline

# Health Apps and Information Survey September 2019

## METHODOLOGY

This Health Apps and Information Survey was designed and analyzed by public opinion researchers at the Kaiser Family Foundation (KFF). The survey was conducted from August 16-18, 2019 among a nationally representative sample of 996 adults, 18 and older, living in the United States, including Alaska and Hawaii, using NORC's AmeriSpeak Panel. AmeriSpeak Panel members are recruited through probability-based address-based sampling methods using the NORC National Sample Frame, Panel members who do not have internet access complete surveys via telephone, and internet users complete surveys via the web. More information about the AmeriSpeak Panel can be found [here](#).

Interviews were conducted in English, online and by telephone, by NORC at the University of Chicago as part of the AmeriSpeak Omnibus Survey. KFF paid for all costs associated with the survey.

The sample was weighted to balance the sample demographics to match estimates for the national population using data from the Census Bureau's 2019 Current Population Survey on age, gender, region, race/ethnicity, and education. The margin of sampling error including the design effect for the full sample is plus or minus 4 percentage points. Numbers of respondents and margins of sampling error for key subgroups are shown in the table below. For results based on other subgroups, the margin of sampling error may be higher. Sample sizes and margins of sampling error for other subgroups are available by request. Note that sampling error is only one of many potential sources of error in this or any other public opinion poll. Kaiser Family Foundation public opinion and survey research is a charter member of the [Transparency Initiative of the American Association for Public Opinion Research](#).

Group	N (unweighted)	M.O.S.E.
Total	996	± 4 percentage points
Adults who own a smartphone or use the internet	969	± 4 percentage points

### Notes for reading the topline

- Unwtd N: Unweighted number of interviews for a given group.
- Percentages may not add to 100 percent due to rounding.
- Values less than 0.5 percent are indicated by an asterisk (\*).
- "Vol." indicates that a response was volunteered by respondent and not an explicitly offered choice.

1. Do you own a smartphone, or not?	
Yes	88
No	12
Don't know/skipped/refused	*
2. About how often do you use the internet?	
Almost constantly	37
Several times a day	47
About once a day	8
Several times a week	3
Less often	2
Never	3
Don't know/skipped/refused	*

3. How often do you do each of the following using the internet [INSERT IF Q1=1: or an app on your smartphone]?

*Based on those who have a smartphone or use the internet (Unwtd. N=969).*

	About once a day	About once a week	About once a month	A few times a year	Less often	Have never done this	Dk/ Skipped/ Ref
A. Track or manage your fitness, exercise, or physical activity	21	11	7	7	15	38	1
B. Track or manage nutrition, diet, or body weight	11	8	9	9	16	45	1
C. Track your sleep	12	5	3	2	14	63	1
D. Track your fertility or menstrual cycles*	1	3	15	3	8	68	1
E. Manage your mental health	5	4	6	6	14	64	1
F. Manage chronic conditions such as diabetes, heart disease, or high blood pressure	6	3	7	7	12	64	1
G. Research health symptoms or conditions	4	13	21	33	14	14	1
H. Research the quality of different health care providers	2	4	9	25	26	33	1
I. Have video appointments with health care providers	1	2	4	4	5	84	1
J. Access your medical records or lab test results	2	4	14	25	17	36	1
K. Manage your health insurance, such as accessing claims or looking up covered providers and services	2	4	14	23	20	37	1
L. Manage medications, such as setting reminders or accessing information about medication interactions	7	4	9	13	16	50	1
M. Fill or refill prescriptions	1	4	18	17	11	48	1
N. Access prescription drug discounts or coupons	1	2	8	11	15	61	1
O. Track or manage your health care spending	2	1	7	13	15	62	1
P. Research the cost of medical services from different health care providers	2	1	5	13	20	59	1

\*Based on women who have a smartphone or use the internet (Unwtd. N=495).

3. How often do you do each of the following using the internet [INSERT IF Q1=1: or an app on your smartphone]?

*Based on total*

	About once a day	About once a week	About once a month	A few times a year	Less often	Have never done this	Dk/ Skipped/ Ref	Not online
A. Track or manage your fitness, exercise, or physical activity	20	11	7	6	15	37	1	3
B. Track or manage nutrition, diet, or body weight	11	8	9	8	16	44	1	3
C. Track your sleep	12	5	3	2	14	61	1	3
D. Track your fertility or menstrual cycles*	1	3	15	3	8	67	1	2
E. Manage your mental health	5	4	6	6	14	62	1	3
F. Manage chronic conditions such as diabetes, heart disease, or high blood pressure	6	3	7	6	12	62	1	3
G. Research health symptoms or conditions	4	13	21	32	14	13	1	3
H. Research the quality of different health care providers	2	4	9	25	25	32	1	3
II. Have video appointments with health care providers	1	2	3	4	5	82	1	3
J. Access your medical records or lab test results	2	4	14	25	17	35	3	3
K. Manage your health insurance, such as accessing claims or looking up covered providers and services	2	3	14	23	19	36	1	3
L. Manage medications, such as setting reminders or accessing information about medication interactions	7	4	8	13	15	49	1	3
M. Fill or refill prescriptions	1	4	17	17	11	47	1	3
N. Access prescription drug discounts or coupons	1	2	8	11	15	60	1	3
O. Track or manage your health care spending	2	1	7	12	15	61	*	3
P. Research the cost of medical services from different health care providers	2	1	5	13	19	57	1	3

\*Based on total women (Unwtd. N=506)

4. For each of the following, please indicate if you do this using an internet browser (either on a smartphone or on a computer), using a smartphone app, or using both an internet browser and a smartphone app.

*Based on those who use the internet or own a smartphone and do each of the following at least a few times a year*

	Using an internet browser (Includes those who do not own a smartphone)	Using a smartphone app	Using both internet browser and smartphone app	Dk/ Skipped /Ref	Unwtd. N
A. Track or manage your fitness, exercise, or physical activity	11	72	16	2	452
B. Track or manage nutrition, diet, or body weight	18	61	18	2	361
C. Track your sleep	9	80	8	2	230
D. Track your fertility or menstrual cycles*	14	73	9	4	106
E. Manage your mental health	43	31	25	2	221
F. Manage chronic conditions such as diabetes, heart disease, or high blood pressure	45	28	24	3	233
G. Research health symptoms or conditions	61	11	28	1	712
H. Research the quality of different health care providers	64	13	22	2	414
I. Have video appointments with health care providers	27	48	20	5	110
J. Access your medical records or lab test results	58	22	19	1	470
K. Manage your health insurance, such as accessing claims or looking up covered providers and services	54	19	26	2	442
L. Manage medications, such as setting reminders or accessing information about medication interactions	36	37	22	5	340
M. Fill or refill prescriptions	36	41	21	3	417
N. Access prescription drug discounts or coupons	35	40	22	4	237
O. Track or manage your health care spending	43	32	21	4	240
P. Research the cost of medical services from different health care providers	60	20	18	2	214

\*Among women

4. For each of the following, please indicate if you do this using an internet browser (either on a smartphone or on a computer), using a smartphone app, or using both an internet browser and a smartphone app.

*Based on total*

	Using an internet browser <i>(Includes those who do not own a smartphone)</i>	Using a smartphone app	Using both internet browser and smartphone app	Dk/ Skipped /Ref	Don't do this at least a few times a year
A. Track or manage your fitness, exercise, or physical activity	5	32	7	1	56
B. Track or manage nutrition, diet, or body weight	7	22	6	1	36
C. Track your sleep	2	17	2	*	22
D. Track your fertility or menstrual cycles*	3	16	2	1	78
E. Manage your mental health	9	6	5	*	80
F. Manage chronic conditions such as diabetes, heart disease, or high blood pressure	10	6	5	1	78
G. Research health symptoms or conditions	42	8	19	*	31
H. Research the quality of different health care providers	25	5	9	1	61
I. Have video appointments with health care providers	3	5	2	1	90
J. Access your medical records or lab test results	25	10	9	*	56
K. Manage your health insurance, such as accessing claims or looking up covered providers and services	22	8	11	1	59
L. Manage medications, such as setting reminders or accessing information about medication interactions	12	12	7	2	68
M. Fill or refill prescriptions	14	16	8	1	61
N. Access prescription drug discounts or coupons	8	9	5	1	78
O. Track or manage your health care spending	9	7	4	1	79
P. Research the cost of medical services from different health care providers	12	4	4	*	80

\*Based on total women (*Unwtd. N=506*)

5. How useful are smartphone apps in helping you do each of the following?

*Based on those who use a smartphone app for any of the above uses (Unwtd. N=658).*

	Very useful	Somewhat useful	Not too useful	Not at all useful	Dk/ Skipped /Ref
Maintain good health overall	19	50	17	13	1
Maintain good mental health	11	40	24	23	2
Manage your health care and insurance	21	46	16	16	1
Keep your health care costs as low as possible	14	33	27	25	1

5. How useful are smartphone apps in helping you do each of the following?

*Based on total*

	Very useful	Somewhat useful	Not too useful	Not at all useful	Dk/ Skipped /Ref	Don't use the internet or smart phone for above uses
Maintain good health overall	12	33	11	9	1	34
Maintain good mental health	8	26	16	15	2	34
Manage your health care and insurance	14	31	11	10	1	34
Keep your health care costs as low as possible	9	22	18	17	*	34



## The Henry J. Kaiser Family Foundation

Headquarters  
185 Berry Street, Suite 2000  
San Francisco, CA 94107  
Phone: (650) 854-9400

Washington Offices and  
Barbara Jordan Conference Center  
1330 G Street, NW  
Washington, DC 20005  
Phone: (202) 347-5270

[www.kff.org](http://www.kff.org)

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