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Health Matters Poll

Choices in Medical Care and Comfort with Emerging Care Options

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**Eagleton Center for Public Interest Polling
Rutgers, The State University of New Jersey**

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About the New Jersey Health Care Quality Institute



The New Jersey Health Care Quality Institute is the only independent, nonpartisan, multi-stakeholder advocate for health care quality in New Jersey. The Quality Institute's mission is to undertake projects and promote system changes that ensure that quality, safety, accountability and cost-containment are closely linked to the delivery of health care services in New Jersey.

Learn more about us at www.njhcqi.org.



EAGLETON INSTITUTE OF POLITICS

— EAGLETON CENTER FOR PUBLIC INTEREST POLLING —

The Eagleton Center for Public Interest Polling (ECPIP), home of the Rutgers-Eagleton Poll, was established in 1971. Now celebrating its 45th anniversary and over 200 public opinion polls on the state of New Jersey, ECPIP is the oldest and one of the most respected university-based state survey research centers in the United States.

Our mission is to provide scientifically sound, non-partisan information about public opinion. ECPIP conducts research for all levels of government and nonprofit organizations with a public interest mission, as well as college and university-based researchers and staff. ECPIP makes it a priority to design opportunities for undergraduate and graduate students to learn how to read, analyze, design, and administer polls. We pride ourselves on integrity, quality, and objectivity.

To read more about ECPIP and view all of our press releases and published research, please visit our website:

eagletonpoll.rutgers.edu. You can also visit our [extensive data archive](#), [blog](#), [Facebook](#), and [Twitter](#).

Introduction by New Jersey Health Care Quality Institute

The Affordable Care Act enabled 800,000 more people in New Jersey to enroll in health insurance plans. The level of uninsured residents, at 8.7%, is at its lowest in over 30 years. Yet, many people still go to hospital emergency rooms for their non-emergent care. To examine this trend, we partnered with the Eagleton Center for Public Interest Polling and Rutgers-Eagleton Poll to conduct a statewide poll of Garden State residents to determine where they most often receive their care, how comfortable they are with various settings of care, and what variables may influence their behavior. We asked about private physician offices, community health centers (also known as Federally Qualified Health Centers), retail clinics such as those found in drug store chains, urgent care centers, and emergency room departments.

The results showed that while most people go to a private physician's office to receive the majority of their medical care, the emergency room was the second most frequented setting, even though they are not designed for usual frequent care. We also found that there is regular usage of urgent care centers and an openness to using them more frequently if it means shorter wait times, lower out of pocket costs, and more time with a medical provider. Shifting care from emergency rooms to physician offices that have same day scheduling or extended hours, or using urgent care facilities in appropriate circumstances could save people, employers, and government-funded programs, such as Medicaid and Medicare, money.

The outcomes varied by demographics, including income level. While lower income residents were quite open to using an urgent care facility in lieu of an emergency room, they currently are less likely to do so. The insurance networks and current cost sharing rules may impact this situation, especially because, just like with private physicians, some urgent care centers accept Medicaid insurance and many do not.

As we work to ensure that New Jersey residents are getting the right care in the right place, this information about where people currently seek care and what motivates them to change their behavior, is important to consider.

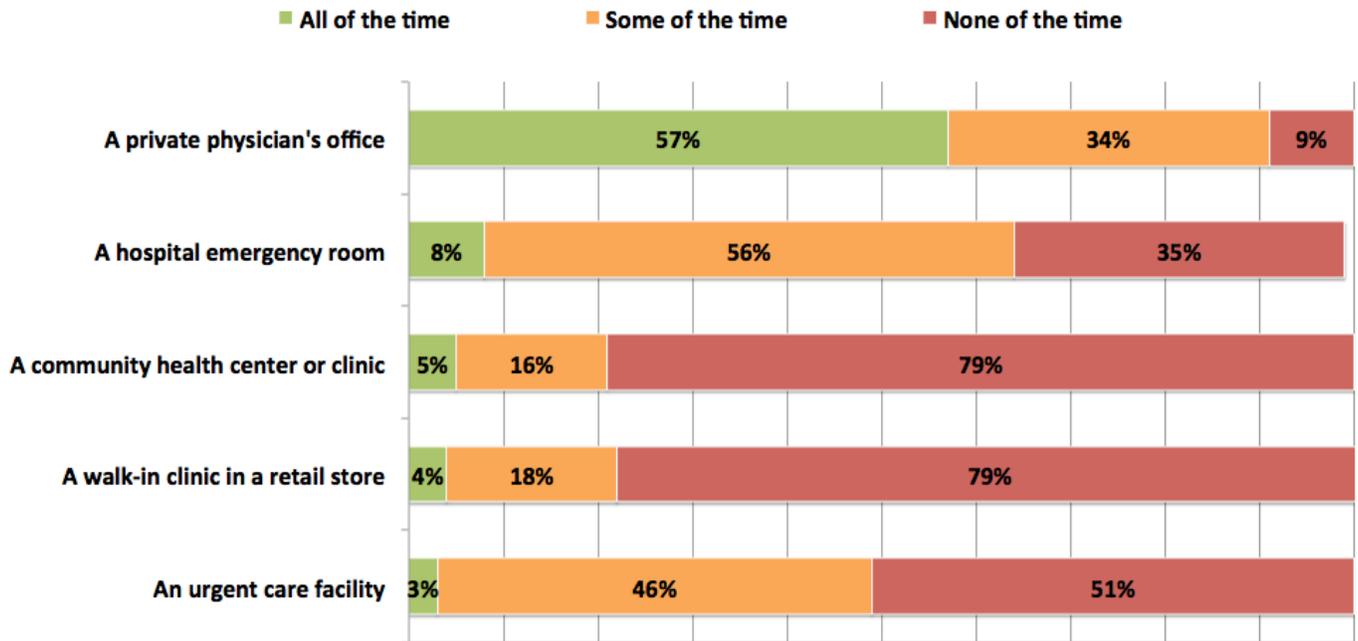
Most New Jerseyans regularly receive medical care at a private physician's office

By a very wide margin, New Jerseyans are more likely to go to a private physician's office to receive medical care than any other location: 57 percent say they seek out medical care at a private physician's office "all of the time," and another 34 percent say they get medical care there "some of the time." Just 9 percent say they never get medical care at a doctor's office.

In a distant second, New Jerseyans are next most likely to say they receive medical care all (8 percent) or some of the time (56 percent) at a hospital emergency room. Slightly fewer say they go to an urgent care facility – 3 percent go here all of the time, and 46 percent go some of the time.

New Jerseyans are least likely to use a walk-in retail store clinic (4 percent say all of the time, 18 percent say some of the time) or a community health center (5 percent say all of the time, 16 percent say some of the time).

"People can get medical care from a variety of places. For each of the following, please tell me if you go there to receive medical care all of the time, some of the time, or none of the time:"



Preferences differ by gender, race, age, other key demographics

While a majority of residents across the board frequent the doctor's office all or some of the time, tendency to do so varies among certain groups. Women are more likely than men to say that they go to the doctor's office all of the time (65 percent, compared to 48 percent), though both genders go to a private physician with similar frequency when those who go some of the time are added to the mix.

White residents are significantly more likely to see a private physician all of the time than non-white residents – 62 percent versus 47 percent. In contrast, 18 percent of non-white residents say they never see a private physician, more than three times the number of white residents who say the same.

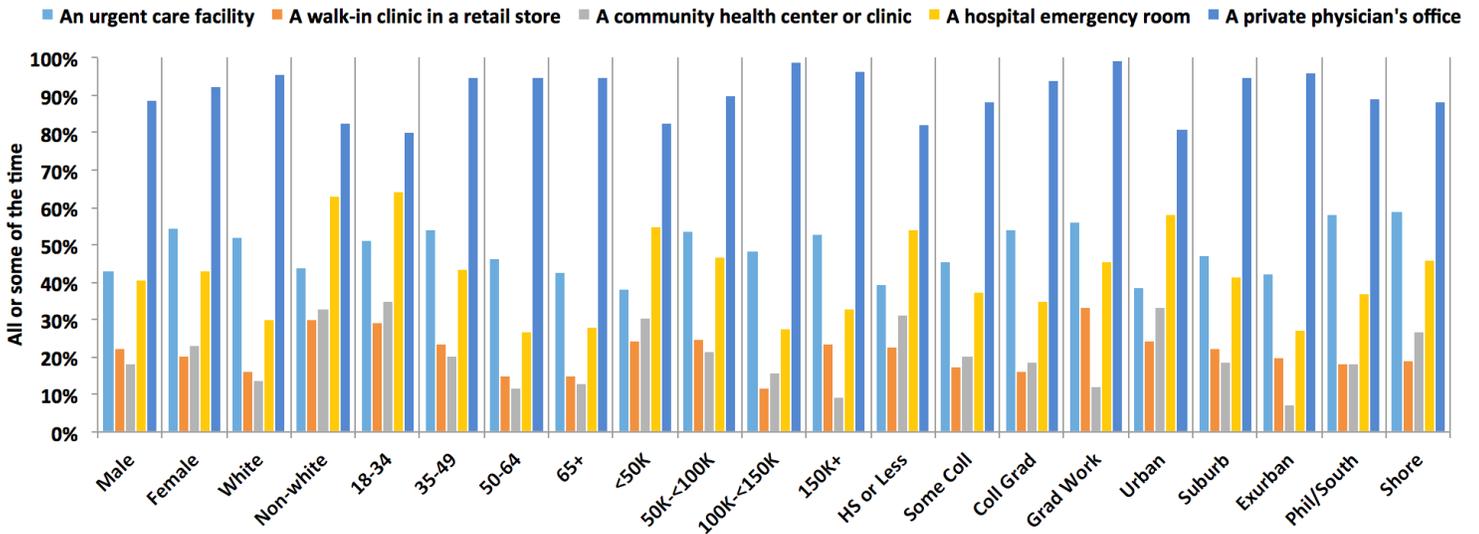
Receiving care at a private physician's office increases with age: just 39 percent of millennials say they do so all of the time, compared to 76 percent of senior citizens.

New Jerseyans across the board are much less likely to choose other types of providers besides a private physician, but there are some demographic disparities in frequency of using alternatives. Non-white residents are more likely than white residents to receive medical care from a retail store walk-in clinic or a community health care clinic, as well as the ER. Younger residents are also a bit more likely than older residents to use some type of clinic or urgent care.

Those in lower income households are actually less likely than those in higher income brackets to use urgent care at least some of the time, yet more likely to use a community health center or clinic. A similar pattern holds for urban residents compared to residents in other regions of the state.

Type of insurance also has some impact on where New Jerseyans typically go to receive medical care. While large majorities of residents frequent a doctor's office regardless of insurance type, those with

insurance through an employer are slightly more likely than others to see a private physician all (59 percent) or some (37 percent) of the time. They are also more likely to go to an urgent care facility (3 percent say all of the time, 52 percent some of the time).



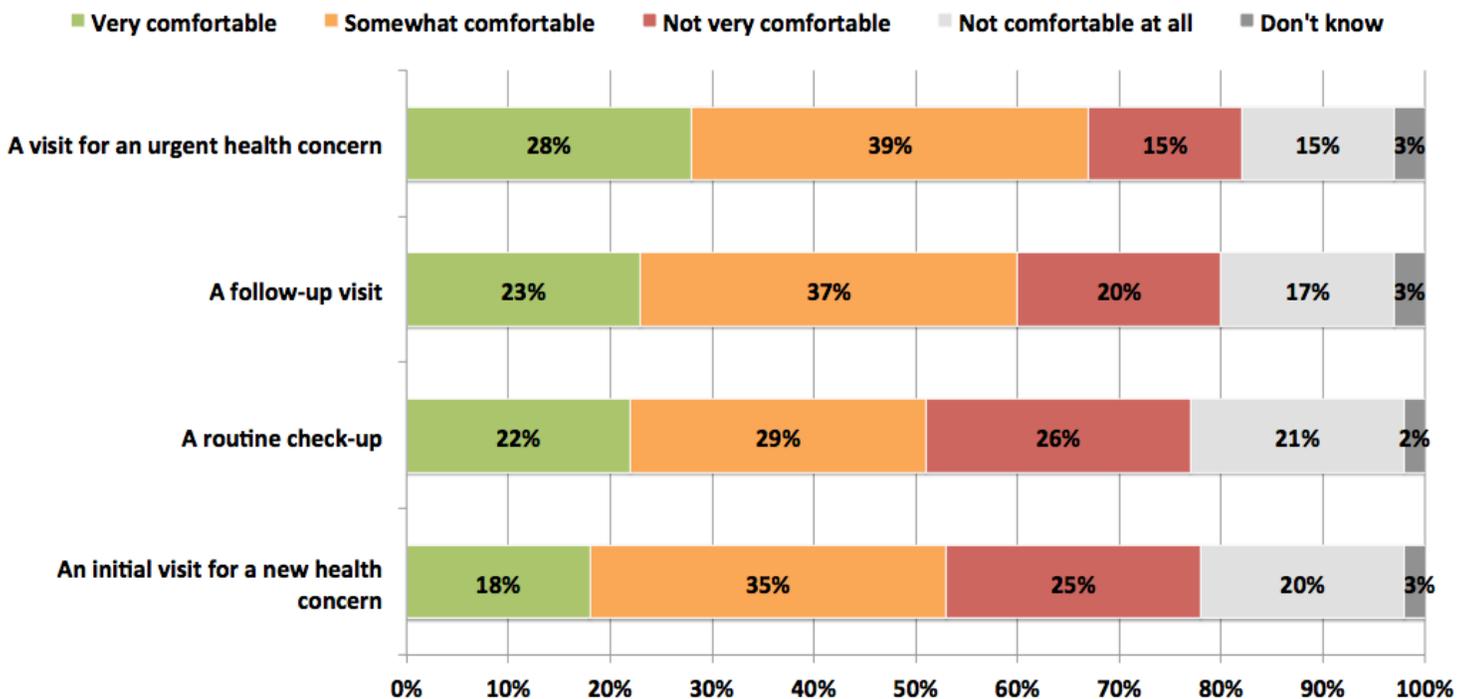
Over half are comfortable with using Urgent Care, especially regarding an urgent health concern

Even though an urgent care facility is their third most preferred location to receive medical care, New Jerseyans are generally comfortable with visiting an urgent care for a variety of needs. Comfort with such a facility is highest, not surprisingly, when it comes to an urgent health concern: 28 percent are very comfortable, and another 39 percent are somewhat comfortable. A combined 30 percent – split down the middle – say they are either not very comfortable or not comfortable at all going to urgent care for this reason.

New Jerseyans similarly do not mind going to an urgent care for a follow-up visit. Twenty-three percent say they would be very comfortable with this, and 37 percent say they would be somewhat comfortable – a combined 60 percent.

New Jerseyans are less likely to be comfortable with and are more mixed about the idea of going to urgent care for a routine check-up, however. While just over half say they would be comfortable at some level (22 percent say very, 29 percent say somewhat), 47 percent say they would not feel comfortable doing so (26 percent not very, 21 percent not at all). New Jerseyans are similarly torn about going to urgent care for an initial visit about a new health concern: 53 percent are comfortable (18 percent very, 35 percent somewhat), and 45 percent are not comfortable (25 percent not very, 20 percent not at all).

"Please tell me if you would feel very comfortable, somewhat comfortable, not very comfortable, or not comfortable at all going to an urgent care facility for each of the following:"

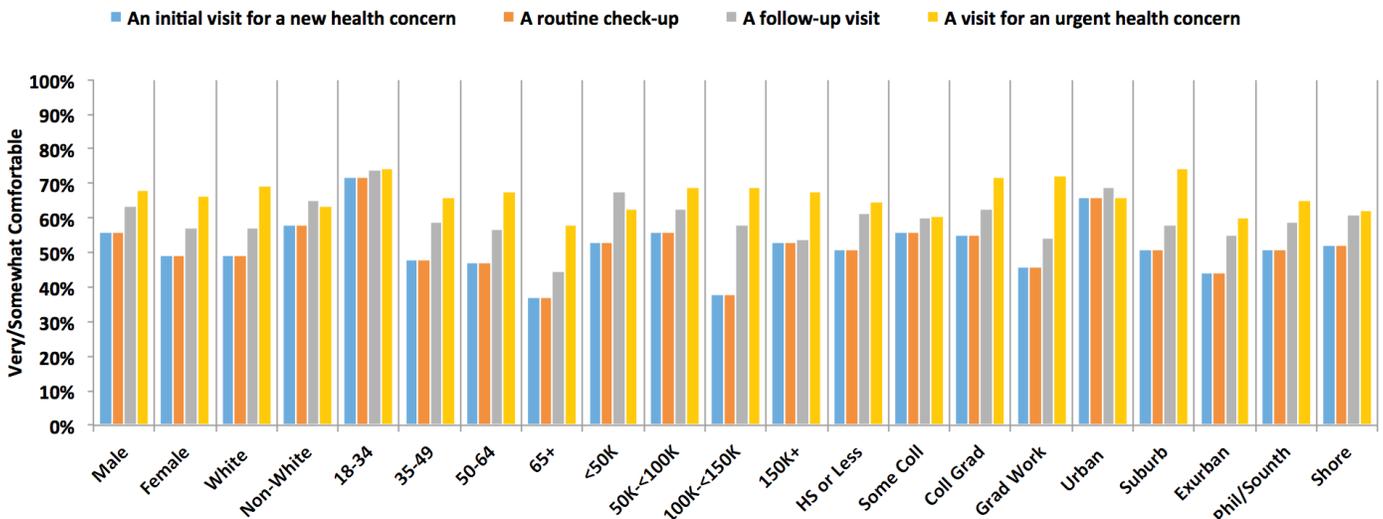


Men, non-white residents, low-income households more comfortable with urgent care

Women are generally less comfortable with going to urgent care than men no matter what type of visit, with the exception of visiting for an urgent health concern, in which about two-thirds of both men and women feel comfortable with an urgent care facility to address such a matter. Non-white residents are generally more comfortable than white residents with using an urgent care facility for a variety of reasons, as are younger residents compared to older residents.

Residents in lower income brackets are more likely than their counterparts to be comfortable with an urgent care facility when it comes to a routine check-up or follow-up visit. Urban residents are more likely than those living in other regions to be comfortable with urgent care for a variety of visits, with the exception of a visit about an urgent health concern – for which an overwhelming number of residents across the state feel comfortable using urgent care.

Medicare patients are least likely to feel comfortable with an urgent care facility in all of these scenarios than those who have other types of insurance. Those who have purchased insurance themselves through an insurance company or marketplace are most likely to feel comfortable with urgent care when it comes to routine check-ups, follow-up visits, and initial visits for a new health concern.



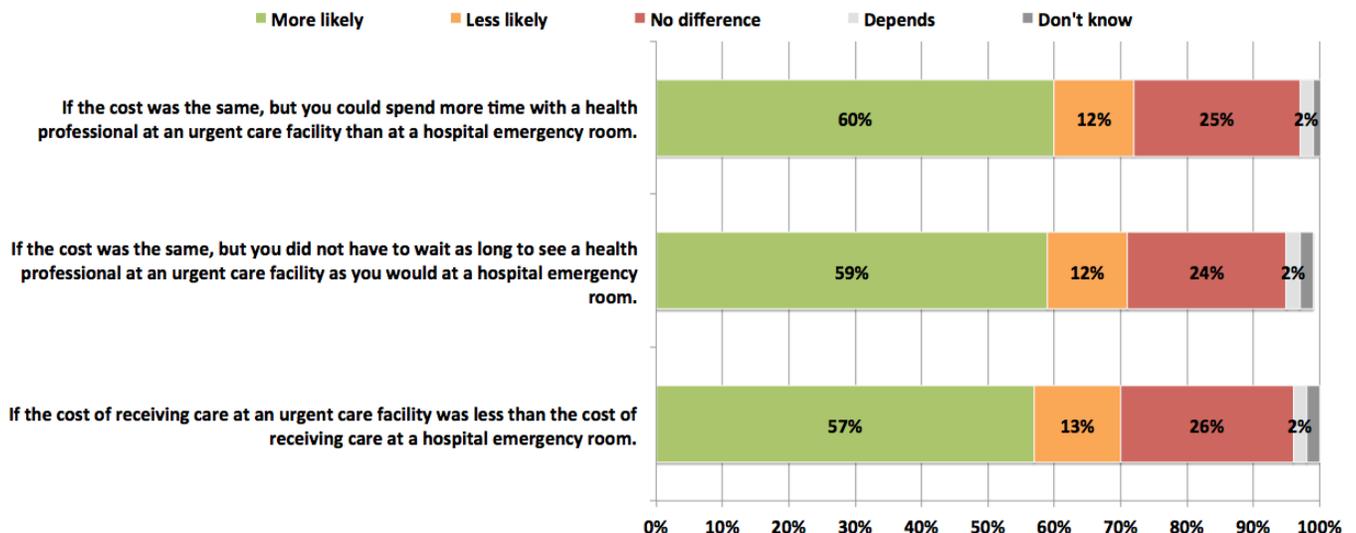
Six in ten say they would be more likely to choose an urgent care over an ER if they could have a longer visit, wait less, and spend less

New Jerseyans say they would be more likely to go to an urgent care than a hospital emergency room across a variety of scenarios in which the former offered better service in some way than the latter.

Sixty percent would be more likely to use an urgent care over an ER if the cost was the same but they could spend more time with a health care professional there. Only 12 percent say they would be less likely, and 25 percent say it would make no difference to their decision. Similarly, 59 percent would be more likely to use an urgent care facility if the cost was the same but they would not have to wait as long to see a health professional; 12 percent say they would be less likely, and 24 percent say it would not make a difference either way.

The potential financial savings a visit to urgent care could bring is also appealing. Fifty-seven percent say they would choose urgent care over an ER if it cost less. Just 13 percent say this would make them less likely to choose urgent care, and 26 percent say it would make no difference.

"Please tell me if each of the following scenarios would make you more likely to go to an urgent care facility instead of a hospital emergency room, less likely, or if it would make no difference as to where you would go for medical care:"



Greater likelihood to use urgent care over an ER among millennials, higher income brackets

The benefits of urgent care over going to the ER matter to some groups more than others. Millennials are especially more likely to embrace urgent care than older residents if it means more time with a health care professional and lower cost; they are also slightly more likely to feel this way when it comes to shorter wait times.

While over half say they would be more likely to use urgent care over an ER in order to spend more time with a professional and wait less, those in higher income brackets are a bit more likely to say this.

Recipients of Medicare are again the most averse to urgent care, even if they could spend less time waiting, more time during their visit, or if it meant a lower cost. Less than half of these recipients say they would be more likely to go to urgent care over an emergency room, compared to about six in 10 residents who get insurance through an employer. Medicare recipients are also the most likely to say the potential benefits of wait time, visiting time, and cost would make no difference to their choice. Those with insurance through an employer are also much more likely to say they would use an urgent care if it meant a shorter wait time than those who purchased insurance on their own.

METHODOLOGY

The Rutgers-Eagleton Poll was conducted by telephone using live callers Oct. 28 to Nov. 3, 2016 with a scientifically selected random sample of 772 New Jersey adults, 18 or older. Respondents within a household are selected by asking randomly for the youngest adult male or female currently available. If the named gender is not available, the youngest adult of the other gender is interviewed. The poll was available in Spanish for respondents who requested it. This telephone poll included 449 landline and 317 cell phone adults, all acquired through random digit dialing. Distribution of household phone use in this sample is:

Cell Only:	20%
Dual Use, Reached on Cell:	22%
Dual Use, Reached on LL:	53%
Landline Only:	5%

Data were weighted to the demographics of New Jersey adults 18 years or older. Weights account for the probability of being selected within the sample frame and the probability of being sampled within a household, based on the number of individuals living in the household and the phone composition (cell, landline) of the household. The samples were weighted using a raking algorithm to several demographic variables reflecting the registered voter parameters of the state of New Jersey: gender, race, age, Hispanic ethnicity, and county. The final weight, which combined all of the parameters mentioned, was trimmed at the 5th and 95th percentile so as to not accord too much weight to any one case or subset of cases. All results are reported with these weighted data.

All surveys are subject to sampling error, which is the expected probable difference between interviewing everyone in a population versus a scientific sampling drawn from that population. Sampling error should be adjusted to recognize the effect of weighting the data to better match the population. In this poll, the simple sampling error for 772 adults is +/-3.5 percentage points at a 95 percent confidence interval. The sample weighting design effect is 1.3, making the adjusted margin of error +/- 4 percentage points.

Thus if 50 percent of New Jersey adults in this sample favor a particular position, we would be 95 percent sure that the true figure is between 46 and 54 percent (50 +/- 4.0) if all New Jersey adults had been interviewed, rather than just a sample.

Sampling error does not take into account other sources of variation inherent in public opinion studies, such as non-response, question wording, or context effects.

This Rutgers-Eagleton Poll was fielded by the Eagleton Center for Public Interest Polling, with assistance from Braun Research, Inc. Questions in this report were developed in house by the Eagleton Center for Public Interest Polling (ECPIP) in partnership with the New Jersey Health Care Quality Institute; all data analyses were completed by ECPIP. The Rutgers-Eagleton Poll is paid for and sponsored by the Eagleton Institute of Politics, Rutgers University, a non-partisan academic center for the study of politics and the political process. Full questionnaires are available on request, and can also be accessed through our archives at eagletonpoll.rutgers.edu. For more information, please contact eagleton.poll@rutgers.edu.

Weighted Sample Characteristics 772 New Jersey Adults

36% Democrat	48% Male	28% 18-34	63% White
45% Independent	52% Female	26% 35-49	11% Black
19% Republican		28% 50-64	16% Hispanic
		18% 65+	10% Asian/Other/Multi



Questions and Tables

The questions covered in this report are listed below. Column percentages may not add to 100% due to rounding. Respondents are New Jersey residents; all percentages are of weighted results.

Q. People can get medical care from a variety of places. For each of the following, please tell me if you go there to receive medical care all of the time, some of the time, or none of the time

	A walk-in clinic in a retail store	A private physician's office	Hospital emergency room	An urgent care facility	Community health center or clinic
All of the time	4%	57%	8%	3%	5%
Some of the time	18%	34%	56%	46%	16%
None of the time	79%	9%	35%	51%	79%
Unwgt N=	758	765	761	751	750

A walk-in clinic in a retail store

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K-100K	100K-150K	150K+
All of the time	4%	3%	2%	7%	5%	5%	1%	2%	5%	3%	2%	3%
Some of the time	18%	17%	14%	23%	24%	18%	14%	13%	19%	22%	10%	20%
None of the time	78%	80%	84%	70%	71%	77%	85%	85%	76%	75%	88%	77%
Unwt N=	374	384	405	239	147	148	250	213	179	211	110	134

	Education				Region				Health Insurance Coverage			
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
All of the time	7%	2%	2%	5%	4%	3%	1%	3%	6%	3%	2%	6%
Some of the time	16%	15%	15%	29%	20%	19%	19%	15%	14%	18%	18%	15%
None of the time	77%	83%	84%	67%	75%	77%	80%	82%	81%	79%	80%	79%
Unwt N=	192	294	236	135	95	265	110	151	137	391	77*	186

A private physician's office

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
All of the time	48%	65%	62%	47%	39%	54%	65%	76%	50%	53%	69%	64%
Some of the time	41%	28%	33%	35%	41%	41%	30%	19%	33%	37%	30%	32%
None of the time	11%	7%	5%	18%	20%	5%	5%	5%	17%	10%	1%	4%
Unwt N=	378	387	510	241	150	147	253	213	179	213	112	134

	Education				Region				Health Insurance Coverage			
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
All of the time	48%	54%	62%	64%	41%	60%	66%	58%	56%	59%	50%	63%
Some of the time	34%	35%	32%	35%	40%	35%	31%	31%	32%	37%	37%	24%
None of the time	18%	12%	6%	1%	19%	5%	4%	11%	12%	4%	13%	13%
Unwt N=	194	196	237	137	96	268	110	152	139	395	76*	187

Hospital Emergency Room

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
All of the time	8%	8%	6%	12%	9%	8%	6%	11%	12%	8%	9%	8%
Some of the time	56%	57%	57%	55%	58%	56%	58%	53%	56%	56%	59%	55%
None of the time	35%	35%	36%	33%	33%	36%	36%	36%	32%	36%	33%	37%
Unwt N=	375	386	506	242	148	148	251	214	176	213	111	134

	Education				Region				Health Insurance Coverage			
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
All of the time	11%	10%	6%	7%	15%	8%	3%	9%	7%	8%	4%	11%
Some of the time	61%	55%	54%	59%	45%	58%	58%	60%	59%	56%	65%	54%
None of the time	28%	35%	40%	34%	40%	35%	39%	31%	34%	36%	31%	35%
Unwt N=	192	197	236	135	97	266	109	151	138	392	76*	186

An Urgent Care Facility

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
All of the time	2%	5%	3%	4%	5%	6%	2%	1%	5%	4%	1%	5%
Some of the time	41%	50%	49%	40%	46%	48%	45%	42%	34%	50%	48%	48%
None of the time	57%	45%	48%	56%	49%	56%	54%	57%	62%	46%	52%	47%
Unwt N=	372	379	503	234	146	148	247	210	176	207	112	132

	Education				Region				Health Insurance Coverage			
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/ South	Shore	Through Employer	Purchased by Individual	Medicare
All of the time	6%	4%	2%	2%	1%	4%	1%	5%	5%	3%	8%	5%
Some of the time	33%	42%	52%	54%	37%	43%	42%	53%	54%	52%	34%	32%
None of the time	60%	54%	46%	44%	61%	53%	58%	42%	41%	46%	58%	63%
Unwt N=	186	194	236	132	92	261	110	151	137	388	76*	184

Community Health Center or Clinic

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
All of the time	5%	5%	3%	8%	10%	1%	3%	4%	7%	5%	3%	2%
Some of the time	13%	18%	11%	25%	25%	19%	8%	9%	24%	17%	13%	8%
None of the time	82%	77%	86%	67%	65%	80%	88%	87%	69%	78%	84%	91%
Unwt N=	372	378	479	239	147	147	247	209	175	211	108	132

	Education				Region				Health Insurance Coverage			
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/ South	Shore	Through Employer	Purchased by Individual	Medicare
All of the time	8%	4%	4%	3%	7%	4%	3%	1%	9%	3%	5%	7%
Some of the time	23%	16%	14%	10%	26%	14%	4%	18%	18%	14%	11%	15%
None of the time	69%	80%	81%	88%	66%	81%	93%	82%	73%	83%	84%	78%
Unwt N=	190	190	234	135	94	264	110	147	135	389	74*	183

Q. Please tell me if you would feel very comfortable, somewhat comfortable, not very comfortable, or not comfortable at all going to an urgent care facility for each of the following:

	A routine check-up	A follow-up visit	A visit for an urgent health concern	An initial visit for a new health concern
Very comfortable	22%	23%	28%	18%
Somewhat comfortable	29%	37%	39%	35%
Not very comfortable	26%	20%	15%	25%
Not at all comfortable	21%	17%	15%	20%
Don't know (vol)	2%	3%	3%	3%
Unwgt N=	758	757	762	759

A routine check-up

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
Very comfortable	26%	18%	21%	24%	35%	16%	18%	17%	28%	18%	18%	21%
Somewhat comfortable	30%	29%	24%	38%	40%	29%	28%	16%	32%	33%	24%	25%
Not very comfortable	23%	28%	29%	21%	18%	35%	25%	25%	20%	24%	31%	31%
Not comfortable at all	20%	22%	25%	15%	7%	17%	29%	38%	18%	22%	26%	23%
(VOL) (Don't know)	1%	3%	2%	2%	0%	3%	1%	4%	3%	2%	1%	0%
Unwt N=	374	384	503	240	149	149	250	210	177	212	109	132

	Education				Region					Health Insurance Coverage		
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
Very comfortable	24%	19%	25%	18%	34%	22%	16%	20%	17%	21%	25%	16%
Somewhat comfortable	34%	36%	23%	24%	27%	31%	25%	28%	32%	28%	32%	23%
Not very comfortable	19%	23%	32%	26%	18%	26%	34%	26%	25%	29%	25%	23%
Not comfortable at all	22%	20%	17%	30%	18%	19%	24%	23%	25%	20%	18%	36%
(VOL) (Don't know)	1%	1%	3%	2%	2%	2%	2%	2%	1%	2%	0%	2%
Unwt N=	192	193	236	136	96	265	107	151	139	393	75*	184

A follow-up visit

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
Very comfortable	28%	19%	21%	26%	33%	21%	19%	17%	30%	25%	15%	20%
Somewhat comfortable	35%	38%	36%	39%	41%	38%	38%	28%	38%	38%	43%	34%
Not very comfortable	17%	23%	23%	15%	18%	19%	21%	24%	16%	20%	23%	21%
Not comfortable at all	17%	16%	18%	15%	6%	19%	20%	25%	14%	12%	17%	24%
(VOL) (Don't know)	2%	4%	2%	5%	2%	4%	2%	6%	3%	5%	1%	1%
Unwt N=	375	382	503	239	148	150	249	210	175	213	109	133

	Education				Region				Health Insurance Coverage			
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/ South	Shore	Through Employer	Purchased by Individual	Medicare
Very comfortable	27%	25%	24%	16%	32%	24%	18%	21%	19%	22%	28%	21%
Somewhat comfortable	35%	35%	39%	38%	36%	34%	37%	38%	42%	38%	44%	25%
Not very comfortable	19%	23%	21%	16%	13%	23%	23%	22%	18%	20%	14%	25%
Not comfortable at all	14%	15%	14%	27%	13%	15%	21%	16%	20%	17%	9%	26%
(VOL) (Don't know)	5%	2%	3%	3%	5%	4%	1%	3%	2%	3%	4%	3%
Unwt N=	190	193	236	137	96	262	111	150	138	392	76*	184

A visit for an urgent health concern

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
Very comfortable	30%	26%	29%	26%	32%	27%	30%	22%	26%	28%	31%	30%
Somewhat comfortable	38%	40%	40%	37%	42%	39%	37%	36%	36%	41%	38%	38%
Not very comfortable	18%	13%	13%	19%	18%	17%	12%	12%	17%	16%	16%	14%
Not comfortable at all	12%	17%	16%	13%	5%	15%	19%	23%	17%	11%	15%	17%
(VOL) (Don't know)	2%	4%	2%	5%	3%	2%	2%	7%	4%	3%	0%	1%
Unwt N=	376	386	506	241	149	150	249	214	178	213	110	134

	Education				Region			Health Insurance Coverage				
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
Very comfortable	28%	28%	32%	22%	24%	32%	27%	25%	29%	29%	31%	20%
Somewhat comfortable	37%	32%	40%	50%	42%	43%	33%	40%	33%	40%	37%	39%
Not very comfortable	14%	19%	15%	12%	13%	11%	30%	13%	16%	15%	19%	15%
Not comfortable at all	16%	19%	12%	12%	18%	11%	9%	19%	20%	14%	9%	22%
(VOL) (Don't know)	6%	2%	1%	4%	4%	4%	1%	3%	1%	2%	4%	4%
Unwt N=	193	194	236	138	96	265	111	151	139	393	77*	187

An initial visit for a new health concern

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K-100K	100K-150K	150K+
Very comfortable	22%	14%	16%	19%	25%	15%	14%	15%	19%	18%	12%	18%
Somewhat comfortable	35%	35%	33%	38%	47%	33%	33%	22%	34%	38%	26%	35%
Not very comfortable	24%	26%	27%	21%	18%	31%	26%	26%	24%	21%	41%	26%
Not comfortable at all	17%	23%	21%	13%	7%	21%	25%	31%	20%	21%	21%	20%
(VOL) (Don't know)	2%	3%	2%	4%	3%	1%	2%	6%	3%	2%	1%	1%
Unwt N=	374	385	504	240	148	149	250	212	177	212	109	133

	Education				Region			Health Insurance Coverage				
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
Very comfortable	18%	17%	20%	14%	24%	19%	10%	17%	16%	17%	19%	15%
Somewhat comfortable	33%	39%	35%	31%	42%	32%	33%	34%	37%	36%	39%	24%
Not very comfortable	25%	22%	27%	27%	16%	28%	34%	21%	25%	26%	23%	24%
Not comfortable at all	19%	21%	18%	24%	16%	18%	21%	25%	22%	19%	14%	33%
(VOL) (Don't know)	5%	2%	1%	3%	1%	3%	1%	4%	1%	1%	4%	4%
Unwt N=	192	193	238	135	97	265	108	151	138	393	76*	185

Q. Please tell me if each of the following scenarios would make you more likely to go to an urgent care facility instead of a hospital emergency room, less likely, or if it would make no difference as to where you would go for medical care:

If the cost was the same but you could spend more time with a health professional

More likely	60%
Less likely	12%
No difference	25%
(VOL) (Depends)	2%
(VOL) (Don't Know)	2%
Unwgt N=	756

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K-100K	100K-150K	150K+
More likely	59%	61%	58%	64%	71%	58%	60%	47%	55%	58%	64%	65%
Less likely	9%	14%	12%	12%	7%	11%	13%	17%	12%	14%	13%	7%
No difference	28%	21%	26%	22%	21%	27%	22%	30%	31%	24%	20%	24%
(VOL) (Depends)	2%	2%	3%	1%	0%	1%	4%	3%	1%	2%	2%	1%
(VOL) (Don't know)	2%	1%	2%	1%	1%	2%	1%	3%	1%	1%	1%	2%
Unwt N=	369	387	501	240	146	150	249	211	177	211	107	134

	Education				Region					Health Insurance Coverage		
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
More likely	48%	65%	65%	59%	64%	58%	58%	58%	65%	62%	63%	47%
Less likely	14%	15%	9%	7%	11%	12%	11%	12%	12%	10%	17%	15%
No difference	34%	16%	21%	32%	20%	27%	27%	27%	21%	25%	16%	33%
(VOL) (Depends)	2%	2%	2%	3%	3%	1%	3%	3%	2%	2%	3%	2%
(VOL) (Don't know)	1%	2%	2%	0%	2%	3%	1%	1%	0%	1%	1%	3%
Unwt N=	190	195	236	134	95	265	109	149	138	393	76*	184

If the cost was the same, but you did not have to wait as long to see a health professional

More likely	59%
Less likely	12%
No difference	24%
(VOL) (Depends)	2%
(VOL) (Don't Know)	2%
Unwgt N=	756

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K- <100K	100K- <150K	150K+
More likely	58%	60%	59%	60%	66%	61%	58%	48%	52%	55%	65%	71%
Less likely	13%	12%	12%	12%	9%	10%	13%	18%	15%	15%	17%	6%
No difference	26%	23%	23%	26%	22%	27%	23%	26%	28%	26%	15%	20%
(VOL) (Depends)	1%	2%	2%	1%	0%	0%	4%	3%	1%	2%	2%	3%
(VOL) (Don't know)	2%	3%	3%	1%	2%	2%	1%	5%	4%	2%	1%	0%
Unwt N=	370	386	501	240	146	150	249	211	176	212	107	134

	Education				Region					Health Insurance Coverage		
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/ South	Shore	Through Employer	Purchased by Individual	Medicare
More likely	50%	59%	63%	63%	54%	60%	66%	63%	53%	64%	48%	46%
Less likely	17%	15%	10%	6%	14%	11%	8%	14%	16%	10%	19%	19%
No difference	29%	21%	21%	28%	28%	25%	22%	17%	29%	23%	24%	28%
(VOL) (Depends)	1%	2%	2%	2%	3%	1%	2%	3%	1%	1%	4%	4%
(VOL) (Don't know)	3%	2%	3%	1%	1%	4%	1%	3%	1%	2%	4%	3%
Unwt N=	189	195	236	135	95	264	109	150	138	393	76*	184

If the cost of receiving care at an urgent care facility was less than the cost of receiving care at a hospital emergency room

More likely	57%
Less likely	13%
No difference	26%
(VOL) (Depends)	2%
(VOL) (Don't Know)	2%
Unwgt N=	758

	Gender		Race		Age				Income			
	Male	Female	White	Non-wht.	18-34	35-49	50-64	65+	<50K	50K-<100K	100K-<150K	150K+
More likely	55%	58%	56%	57%	71%	59%	51%	39%	61%	53%	52%	56%
Less likely	13%	13%	12%	15%	9%	11%	15%	20%	10%	16%	19%	11%
No difference	27%	26%	27%	24%	17%	28%	27%	35%	25%	27%	24%	30%
(VOL) (Depends)	2%	2%	3%	1%	0%	0%	5%	3%	1%	3%	3%	1%
(VOL) (Don't know)	3%	2%	2%	3%	3%	2%	2%	3%	3%	2%	1%	2%
Unwt N=	371	387	503	241	147	149	250	212	177	213	107	135

	Education				Region				Health Insurance Coverage			
	HS or Less	Some Coll	Coll Grad	Grad Work	Urban	Suburb	Exurban	Phil/South	Shore	Through Employer	Purchased by Individual	Medicare
More likely	53%	61%	56%	56%	51%	57%	60%	59%	55%	57%	60%	46%
Less likely	17%	12%	12%	12%	15%	12%	11%	13%	15%	12%	13%	18%
No difference	25%	23%	28%	30%	27%	27%	25%	25%	26%	26%	24%	31%
(VOL) (Depends)	2%	3%	2%	1%	3%	2%	1%	2%	2%	2%	2%	4%
(VOL) (Don't know)	3%	1%	3%	2%	4%	3%	3%	1%	1%	2%	1%	2%
Unwt N=	191	194	237	135	95	265	110	149	139	393	76*	185

Q. And which of the following is your main source of health insurance coverage? Just stop me when I read the right one.

A plan through your employer	43%
A plan through your spouses employer	13%
A plan you purchased yourself from an insurance company	6%
A plan you purchased yourself from a state or federal marketplace	4%
Medicare	19%
Medicaid	5%
Or somewhere else (specify)	3%
A plan through a parent or guardian (vol)	3%
I don't have insurance (vol)	4%
Unwgt N=	769

* Small N; interpret with caution