

APPENDIX 4c: COMMENTS FROM SURVEY OF PHYSICIANS

355 Responses 8/23/2002

YOUR COMPUTER EXPERIENCE

2. What kind of computer do you use (other than a Desktop, Laptop, or Personal Digital Assistant)?

2d Comment
pc (spousal use)
none
word processor
cprs va physician

5. When you need help with a computer problem, what do you do? (Answers to e – Other)

5e Comment
son or daughter
Spouse at home
Vendor (2 responses)
read the manual
ask my children
friend
my son (5 responses)
ask secretary
outside consultant
I have a computer guy-and I do a lot of work myself
FAMILY
support person outside the office
ask my wife for help
consult family
call computer support (5 responses)
friends
use in-house help desk
we have a person who handles our computer problems
ask a computer wiz friend
call support from McAllen F.P.Residency Program
My neighbor
all of the above
speak to current computer literate staff
abandon the task or do it without computer
Family member
usually go to other method
read instruction manual

6. Do you or any of your staff have access to the Internet or other online services?
(Answers to h – Other)

6h Comment
satellite 2 way at office
Fed gov
ISDN
satellite at work
no one
Web TV
ISDN
no longer have an office
ISDN/OFFICE

7. Please estimate the number of your office staff who use (other than E-mail or Listservs/discussion groups):

7c Other	7 Comment
2	Billing (4 responses)
0	n/a
2	telephone, fax
1	Regional SHD office-all use computers
0	CME preparation of Med. Data diets for patients
1	Hospital based network MEDI-TECH
3	Patient reports
3	paging thru computer
2	surf web
25	Computer scheduling & billing
1	myself
7	office scheduling, billing, etc
2	patient scheduling/billing
0	don't know
0	100%use email 44%listserves
1	md websites
0	ER no office staff
3	hospital records
20	internet medline

9. Does your office have own home page on the World Wide Web? Yes, URL is:

9 URL
www.vbfpr.com
Family-practice@vbmc.org
mfprp.org
not sure
not actively used

9 URL
valleywomensclinic.com
www.manriqueeye.com
usoncology.com
www.stent.salo.net
c
doctor.medscape.com/manuelreinsomd
www.mcallenheart.com
hcmhmr
www.brownsvilleregionalchemotherapy.com
left blank
www.valleyheart.com
b
www.tdh.state.tx.us (go to "regions")
www.vbfpr.org
VBMC.ORG
www.archercrosley.com
www.myhealth.com/mary.watkins
www.drllamas.yourmd.com
www.drgutierrez.medem.com
www.familypracticecenter.com
uast.com
valleyaidscouncil
www.womenshealthspecialists.com
?
beansprout.net
bchc.com
acog
www.uast.com
penalawfirm.com
www.vdmsc.com
udcmsc.com
?
under construction www.drlacar.com
future page on the works (scf)
www.aguilerapediatrics.com
www.firigoyen.yourmd.com
www.firigoyen.yourmd.com

10. Does your office have plans to enhance its network or electronic communications capacity within the next year? Yes – please explain:

10 Comment
EMR
moving to a new office

10 Comment
purchase EMR
designing a website for the office
Internet access to nurses and office staff
Hope to have a website
t-1
Telemedicine
Involved with the VA on-line charts
paperless
MD DICTATE
will do all clinic visits as well as pt eval via computer
telemedicine automated treatment plans
cable modem
expand bandwidth SHD offices
ability to access digital images of x-rays and other imaging on a monitor
I plan to install a network computerized medical records
Laptops for all MD's with access to all medical records
Microsoft has made network expansion plans cost prohibitive.
Scanning all documents into EMR
web page being planned
creating a wide area network
We plan to incorporate a full blown emr into our practice
EMR in progress
dsl
website
We will go on web page soon.
Web Page creation
I'm sure but can't tell you exactly, programs are updated constantly
one more work station
we're moving to a new office in 2 months
May 8, 2002-Start EMR
Web page
adding electronic medical records
webpage is being expanded to include more information about the clinic and physicians
improve intranet/internet
Next week we'll be institutional voice recognition system, a network and web page
we plan to move to EMR next yr.
we will use electronic M. records
cable modem & web page
set up a home page
dictation system for records & lab work
medical records
paperless charting-Improve PDA functionality access hosp. Info
to better integrate office flow
add cable modem at office

10 Comment
Web page for the practice.
obtain website
will upgrade our current emr
going to electronics medical records and wireless access
emr
electronic medical records
not sure of specifics
obtain dsl
upgrade system & email in office
working on website
depends on the \$, add computers,streamline
electronic recordkeeping anticipated for South Tx Healthcare System
considering "secure messaging"
considering "secure messaging"

12. Why do you use MEDLINE? 12n Other – Please specify:

12n Comment
n/a
work for a colleague
medical necessity
new medications towards specialty
Used it when I was in Canada

13. How often do you search MEDLINE? 13d Medline via other – please specify:

13d Comment	13d Other
Internet	2
ipninet	2
Hospital library	2
dna	1
POL	2
AOL	2
medscape	2
CTS Net	2
1	0
1	
Physician's online	2
aaftp.org	2
VBMC-LIBRARY	2
medscape	2
POL	1
pol	2
library staff	2

13d Comment	13d Other
pol	2
merck medicus	2
pol	2
not in the last 6 months	0
physicians online	2
medscape	3
pol	1
pol	1
md consult?	1
aap	1
tma	2
aol	2
POL	2

14. From what location do you usually perform MEDLINE searches? 14d Other – please specify:

14d Comment	14d Other
n/a	3
VBMC-LIBRARY	2
used to	0

15. What are the major reasons for **not** using MEDLINE to obtain health information? 15j Other – please specify:

15j Comment
spouse usage
n/a (5 responses)
takes too long with limited computer knowledge
Library staff @ VBMC will do search for me.
could no re-access
Need library access
no special needs
Only abstracts available for printing
sometimes it is difficult to address a specific question
I don't use it
not computer literate-plan to learn during 2002
can't get articles
None
not getting the whole article is a major obstical
I use it
unexperienced
accessibility
up to date or merck medicus are often more available
no current interest
searches areas not well covered by medline

16. If you use databases other than MEDLINE, please check all that you use. 16k Other – please specify:

16k Comment
College American Pathologists
neurology website
academy of pediatrics.com
ask jeeves ask.com
american academy of pediatrics
PDR.net
Medscape (5 responses)
HOL/NEJM
HSCR
pathology
neuromet
Acog (2 responses)
AAFP (2 responses)
TMA,ACP/ASIM
pol
search engines
merck medicus (3 responses)
otology online
magazines web site
journals
nejm.com
aap website
jupol
don't remember what I have bookmarked
lipids.org
NEJM.com; Medscape.com ;CME courses.com
physicians online
not quite sure cdc
Yahoo
openweb

18. What are the major shortcomings in the information sources or services available to you?

18 Shortcomings
No local medical library
Never seem as current as anticipated
Hassle of obtaining information
Internet connection speed
Immediate access to journal articles via internet
Not up to date books and magazines
Not enough time

18 Shortcomings
The information is available. Time is short
I live 10 miles from Mexico. Lost in the 2nd world.
Accessibility
No major library with books and journals. Not enough time to fit an attempt at computer
limited access
Cost of full-text documents
Circuit Librarian "help" on internet
Conflicting info which confuses and complicates choices. More consensus needs to be reached, ex: ACOG guidelines
Ease of search program, how many different variations you need to put in a search before you get what you want
No medical library. No pediatric dental books
too hard to access
Not available readily
sometimes can't connect to the site
Difficult to get full text articles from the Internet.
Not trained in computer use in off
incomplete
currently having problems with my server, telephone co. needs to expand their fast lines-T, too expensive, cable may be available soon w/ Time-Warner. No access from hospital.
1. Personal "know-how" 2. Library access
Not use them enough.
cost of full text documents & ease of download
Price
The books have become more worthless becaust the authors don't want to give their opinions in how they do things. The want to be safe and comprehensive ie some people turn left, some people turn right, some people go straight ahead.
Time consuming, incomplete, cumberson
my computer knowledge
Most are not available.
usually only get abstracts
would like access to full text online articles from medline searches in my office.
Not enough sources for immediate use
1. No cable/dsl, so the search takes long time 2. Too difficult 3. TMA has started chargin, so one can't just keep "looking"-like befor, I would go thru a lot of articles-now only if I need to. (has not happened in a long time).
No time to initiate new behaviors
currently none.
Time to search and access
Complete articles not available. COST!
No university/medical library in the area
Not sure.
Very little free access to full text online journals we have to pay for access
Full text articles rarely available
my computer skills
Time (5 RESPONSES)
That we don't know they even exist, or aren't trained on how to use them

18 Shortcomings
to much information to review
slow speed transmission-takes a long time to get the information
computer illiterate
Do not know how to access them
CEM's
lack of time
No medical library w/ journal/internet access in the Rio Grande Valley hospitals.
Slow downloading
Don't know
I would like to get back online-faster, more convenient
Need more specialty books/resources
not knowlegable about how to use sources to maximum advantage
in need of immediate info-everyone wants to get you to subscribe to a service
books/internet/merck medicus/up to dat/journals etc.
information of all the resources.
No library near. High cost of getting articles
No library services. No current information or books available in a library.
lack of internet access in office
not enough time and cost
The information I need comes in other forms, journals etc.
None
Need whole article to print out-not sumerizations
Often difficult to find good resources locally due to the size of our area population and needs.
Can't get full text onlie for free in our office.
Not one has all the information.
dial up internet access is too slow to be used very often;plus, my computer for some reason freezes up.
Don't know how to use effectively. Textbook faster.
Connection is slow
Sometimes desire more information
access
Time on my part.
Location
Lack of computer support
Current treatments
I just ask ou hospital library to get articles for me.
cdc
No library w/major medical journal collections
Difficulty getting reprints of articles from medical journals
limited # of full text journals on line free or reasonably priced
very busy clinic time is a factor
Not any shortcomings
Time constraints;if online, sometimes have difficulty of getting info. Not sure how to access;bad experiences in online search before-tables too long & doesn't give info I want.
Limited access to a major medical library

18 Shortcomings
The cost of getting full text
No access to ovid via institutions that don't require you to be a student.
Availability of convenient access.
Not always available
Still the best info is a Book
Not very current

PROFESSIONAL PRACTICE INFORMATION

19. What is your **primary** work place? 19c Other – please specify:

19c Comment
Retired (4 RESPONSES)
House calls only
Residency Program
mhmr
State Health Department
private non-profit clinic
Community Health Center (5 RESPONSES)
va outpatient clinic
E.R.
Locum Tenens
health plan administrations
employee of clinic's P.A.
home
Teaching & part-time clinical work
administration
part-time of counsel law practice since I am an MD,JP
va
part-time teaching, essentially retired

20. What is your **primary** professional activity? 20f Other – please specify:

20f Comment
Retired (3 RESPONSES)
supervision pa/np
MD Neurologist
assist my jr partners in surgery
pathology
MD

26. Please add any other comments you would like to make:

26 Other comments
1. Cumbersome survey 2. Many unnecessary questions 3. Most doc's will not fill out b/c of length.
Send a larger envelope for mail backs. If you provide the resources and teach us how to use them, they WILL be used!
Make full text journals of Pediatrics available at library
Library should be all on-line. Should be a "virtual library".
This will be great help to assist us in our research
looking forward to the library
Keep up the good work-we need you, John Ferris m.d.
I obtain most/all needed through AAP websites(American Academy of Pediatrics)
The RAHC library is too far away from me.
Retired (4 RESPONSES)
Am trying but was disappointed with Grateful Med and never followed up
Recent Power Point classes were excellent. Need more classes in microsoft word, & excell.
Library resource improvement will be a potential major advantage that the medical community derive from the RAHC.
Expanding library capacity would be a boon to medical quality here. Ease of access would help us at TDH if we would work together more closely.
I think I would probably benefit from some sort of classes that could bring me up to speed on what's available through our library and on-line
Next time provide a bigger envelope
Please send all available sources accessible through the Library. Thanks.
I don't find medline helpful. What I want is a human expert to help me sort through the data.
I would like to become computer knowledgeable but have not found a source for learning this skill. The hospital does not provide any assistance.
I would like closer access to library info. Debra Warner is helping me in this process.
I would like to be able to retrieve articles in my office on line. Jeff Cartwright MD
I'm not actively practicing medicine at this time.
My updates/CME are all performed through ACP-ASMI/HOL/NEJM. I am quite content with the access to NIH/guidelines etc/.
Thank you!
happy face character
Time is my major limiting factor
RAHC is far from McAllen. We need a library in McAllen
I am interested in associate lectureship/professor at the RAHC
Sorry this was late. Best I could do. Thanks for you efforts to serve our medical community here in the rgv
Would be great if you teach us how to use medline (and how to access it)
Thank you!
Having most of the information I need through the internet, I hardly see myself traveling 30 miles (I live in McAllen) to go to a library.
The library will be a 1 hour drive from my place of residence & work making it difficult to drive. Maybe you all could have a branch in McAllen.
I have no knowledge what the RAHC will offer me as a practicing MD
by having access to such services wil help us to do this more often
Dear Sirs: I, an internist have been retired for 10 years. My computer knowledge goes as far as getting to the "e-mail", reading it, forwarding it and answering it.
would be interested in learning to use the internet from home office in Brownsville.

26 Other comments
Retired. I don't use the computer except for email and stockmarket.
We need the library.
Problem is simple-when I need to research a subject much time is last on site trying to earn a profit. I usually don have time and am interested in a specific subject-I am an anesthesiologist don't need to subscribe to these multiple locations-just sometimes need immediate information on a subject matter.
Out of country until 2003
No computer. No office. No patients. ERGO no Data.
We will like to be more computer literate/educated in this area.
I am retired. I probably won't use the library
I no longer live or work in the valley.
I like the service that you are providing to us.
Due to the automation (computers) in our office and my personal medical journals, plus continuing medical education courses, I try to remain up-to-date with latest technology and/or procedures in the ob/gyn speciality.
semi retired-some clinic work and peer review. No computer knowledge.
local medical library would be a big plus for many physicians in area
I am retired but I still study and enjoy learning. Maybe giving lectures and volunteer. Teaching in residency(FP Internal Med) on Hospice Palliative care-End of life issues and pain management.
It is a great idea to have medical literature be accessible with the help of your services. I am interested in using Medline services mor, I just need to learn how to search more efficiently. I think.
Medical info via net is the way to go. POL (physicians on line) is the most compact & varied source of medical information available to me for the price. (zero cost)
How will the RAHC library work with McAllen Medical where decent access is sorely needed & ovid & other sites but is glaringly unavailable to any degree of consistency.
I would like to become computer knowledgeable but have not found a source for learning this skill. The hospital does not provide any assistance
Please expedite library resources in Harlingen. There is a SHORTAGE of reference material here for research.
will like to know & learn more about computers
Thanks
Good Luck