



Healthy NYC October Health Opinion Poll

Questions About the Health Opinion Poll

What is the Health Opinion Poll?

The Health Opinion Poll is a survey designed to measure:

- Awareness and use (or barriers to use) of New York City Department of Health and Mental Hygiene programs
- Knowledge, opinions and attitudes about health care
- Opinions about public events that are related to health

You are being invited to take this survey because you are a member of Healthy NYC.

What specifically does the survey ask about?

The survey asks about your opinions and experiences about accessing health and medical care, including COVID-19 treatments, and your home and neighborhood environments. It also asks your opinions about reproductive health, COVID-19, monkeypox and polio vaccines. You can choose not to answer any question — participation is completely voluntary.

How do I know this study is legitimate or what if I need more information?

For more information and to verify the legitimacy of the survey, visit nyc.gov/health/nycsurveys or contact 888-692-0023 or HealthyNYC@health.nyc.gov.

How is the Health Department going to use the survey information?

The Health Department will combine your answers with the answers from other participants to better understand how COVID-19 has affected New Yorkers and understand more about New Yorkers' neighborhood and home lives. Your responses will be used to improve the City's public health response and improve the health of all New Yorkers.

Is participant information confidential? Will participant privacy be protected?

The Health Department will share the anonymous survey results of participants with the public to learn more about the health of New Yorkers. We make every effort to protect your privacy and keep your personal information confidential. Research documents are kept on password-protected computers, and only a limited number of authorized people have access. **If a person chooses not to participate, it will not affect any benefits that they or their family receive from any government agency.**

How do I take the survey over the phone?

You can call 888-692-0023 to take the survey by phone. If a staff person is not available, leave a voicemail with your full name, phone number, participant ID and the best time to reach you, and we will return your call. You can also email HealthyNYC@health.nyc.gov with this information and we will call you back. We no longer offer paper surveys.

How long will my gift card take to arrive?

Both emailed (electronic) and mailed (physical) gift cards take two to three weeks to arrive. Electronic gift cards (those received by email) can only be used for online purchases.

Where does the gift card come from so I can look out for it?

Electronic gift cards are emailed from “Healthy NYC” (invite@decipherinc.com). Be sure to check your email inbox’s Promotions and Spam folders. If you unsubscribed from receiving emails from Healthy NYC, you may not receive your card. Email HealthyNYC@health.nyc.gov or call 888-692-0032 to update your email preferences.

Mailed gift cards have the following return mail address: Healthy NYC, Division of Epidemiology, NYC Department of Health and Mental Hygiene, 42-09 28th Street, CN-6, Long Island City, NY 11101.

COVID-19 Information and Resources

Protect yourself from COVID-19 by staying up to date on your vaccinations, wearing a high-quality mask in indoor public spaces, washing your hands, and testing before and after travel or gatherings or if you were recently exposed to someone who has COVID-19. Individuals who feel sick should stay home. To learn more about COVID-19 and how to prevent its spread, visit nyc.gov/health/coronavirus. For real-time updates, text “COVID” to 692-692. Message and data rates may apply.

For information about COVID-19 vaccines, visit nyc.gov/covidvaccine. To find a COVID-19 vaccination site near you, visit vaccinefinder.nyc.gov. For information about COVID-19 testing in NYC, visit nyc.gov/covidtest. For information about getting treatment when you are sick, visit nyc.gov/health/covidtreatments or call 212-COVID19 (212-268-4319).

I am feeling upset, angry or frustrated. Does the City provide any help for this?

We encourage you to contact **NYC Well** at 888-NYC-WELL (888-692-9355). Counselors are available to listen and help, 24/7. The help line is free and confidential, and interpretation is available in over 200 languages. Visit nyc.gov/nycwell for details.

We understand home is not always safe. Visit nyc.gov/nychope to find **services for domestic and gender-based violence survivors**. You are not alone. Call NYC’s 24-hour hotline at 800-621-4673 or **911** for emergencies.

How can I get help with a health issue or support from the City?

For information on **where to get help for a health issue**, call the NYC Health Department at **311** or visit nyc.gov/311. For support for **food, employment, health insurance, housing and more**, call 311 or visit nyc.gov/coronavirus to get information about resources.

What if I have other questions?

Participants can email HealthyNYC@health.nyc.gov or call 888-692-0023.

Para obtener más información sobre este estudio, visite nyc.gov/health/healthopinion.

如需了解关于本项研究的更详细信息，请访问 nyc.gov/health/healthopinion。

若需瞭解關於本項研究的更詳細資訊，請造訪 nyc.gov/health/healthopinion。

Чтобы узнать больше об этом исследовании, посетите веб-страницу nyc.gov/health/healthopinion.