



Healthy NYC September 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 social media, overdose prevention treatment, accessing health care, your neighborhood environments and mental health. It also asks your opinions about masking in school and experience using COVID-19 treatments. 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 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.

Why does this survey look different?

This month Healthy NYC is using a new platform for its surveys. It may look and feel different, but your data is still protected in the same way.

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” (HealthyNYC@comms.health.nyc.gov). Be sure to check your email inbox’s Promotions and Spam folders. This email address is new, please add it to your contacts to ensure you receive your gift cards.

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.

Where can I get information and resources on COVID-19?

COVID-19 is still around and poses a threat to the health of New Yorkers. COVID-19 testing, treatment and vaccination remains available for New Yorkers. This includes people who do not have insurance or the ability to pay.

Everyone should stay up to date on COVID-19 vaccinations, get tested if they have symptoms or have been exposed, and wear a high-quality mask when sick following an exposure and when COVID-19 levels increase. For more information, visit nyc.gov/health/coronavirus or call 212-COVID-19 (212-268-4319).

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

Help is available through the 988 Lifeline. For free, confidential, 24/7 mental health support, call or text **988** or chat at **988lifeline.org/chat**. Call, text and chat services are available in English and Spanish, and call interpretation services are available in more than 240 languages.

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 **air quality**, visit nyc.gov/health/airquality. For information on **where to get help for other health issues**, call the NYC Health Department at **311** or visit nyc.gov/311 or nyc.gov/health.

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。