



## NYC Health Panel February 2024 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 (NYC Health Department) 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 the NYC Health Panel.

#### **What specifically does the survey ask about?**

The survey asks about your opinions and experiences about smoking, mental health stigma, reproductive health and the latest COVID-19 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](https://nyc.gov/health/nycsurveys) or contact 888-692-0023 or [NYCHealthPanel@health.nyc.gov](mailto:NYCHealthPanel@health.nyc.gov).

#### **How is the NYC Health Department going to use the survey information?**

The NYC 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 NYC 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 did you change your name?**

We recently welcomed 30,000 new members to the panel. This allows us to take an even closer look at the health behaviors and opinions of New Yorkers and better address the issues that matter to our city. Our new name, the NYC Health Panel, better reflects the panel's goals and the contributions of its members. Please note that all future survey invitations and communications will come from the NYC Health Panel ([nychealthpanel@comms.health.nyc.gov](mailto:nychealthpanel@comms.health.nyc.gov)).

### **How do I take the survey over the phone?**

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 [NYCHealthPanel@health.nyc.gov](mailto:NYCHealthPanel@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 “NYC Health Panel” ([NYCHealthPanel@comms.health.nyc.gov](mailto:NYCHealthPanel@comms.health.nyc.gov)). Be sure to check your email inbox’s Promotions or Spam folders. If you unsubscribed from receiving emails from the NYC Health Panel, you may not receive your electronic card and should select to receive a physical card instead.

Please note that the email address used to send NYC Health Panel survey invitations and gift cards recently changed. Add [NYCHealthPanel@comms.health.nyc.gov](mailto:NYCHealthPanel@comms.health.nyc.gov) to your contacts to make sure you receive our emails. Email [NYCHealthPanel@health.nyc.gov](mailto:NYCHealthPanel@health.nyc.gov) or call 888-692-0032 to update your email preferences.

## **Other Resources**

### **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](http://nyc.gov/311).

For support for **employment, health insurance, housing and more**, call **311** or visit [nyc.gov/311](http://nyc.gov/311).

If you are experiencing **emotional distress**, 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](https://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.

### **What if I have other questions?**

Participants can email [NYCHealthPanel@health.nyc.gov](mailto:NYCHealthPanel@health.nyc.gov) or call 888-692-0023.

Para obtener más información sobre este estudio, visite [nyc.gov/health/nychealthpanel](http://nyc.gov/health/nychealthpanel).

如需了解关于本项研究的更详细信息，请访问 [nyc.gov/health/nychealthpanel](http://nyc.gov/health/nychealthpanel).

若需瞭解關於本項研究的更詳細資訊，請造訪 [nyc.gov/health/nychealthpanel](http://nyc.gov/health/nychealthpanel).

Чтобы узнать больше об этом исследовании, посетите веб-страницу [nyc.gov/health/nychealthpanel](http://nyc.gov/health/nychealthpanel).