



## Healthy NYC Check-In Survey

### **What is the Healthy NYC Check-in Survey**

The Check-In Survey is conducted by Healthy NYC at the NYC Department of Health and Mental Hygiene (Health Department). The goal of this survey is to update participant information and preferences, as well as collect feedback on participant experiences with Healthy NYC. We encourage you to complete the survey even if your information has not changed.

The survey asks about you, your household, your contact information (including mailing address, email address and phone number), your preferences about how we contact you, and your experiences taking Healthy NYC surveys and as a member of Healthy NYC. **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 [HealthyNYC@health.nyc.gov](mailto:HealthyNYC@health.nyc.gov).

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

Healthy NYC will use this information to update your contact information, improve how we communicate with participants, and better understand who is a part of Healthy NYC.

### **Is participant information confidential? Will participant privacy be protected?**

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](mailto: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?**

Receiving electronic and mailed gift cards may take up to three weeks. 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](mailto:invite@decipherinc.com)). Be sure to check your email inbox's Promotions and Spam folders. 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**

Health Department guidance includes getting vaccinated and boosted, wearing a face mask in indoor public spaces, keeping physical distance from others, washing your hands often and testing regularly. Individuals who feel sick should stay home. To learn more about COVID-19 and how to prevent its spread, visit [nyc.gov/health/coronavirus](https://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](https://nyc.gov/covidvaccine). To find a COVID-19 vaccination site near you, visit [vaccinefinder.nyc.gov](https://vaccinefinder.nyc.gov). For information about COVID-19 testing in NYC, visit [nyc.gov/covidtest](https://nyc.gov/covidtest). For information about getting treatment when you are sick, visit [nyc.gov/health/covidtreatments](https://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](https://nyc.gov/nycwell) for details.

We understand home is not always safe. Visit [nyc.gov/nychope](https://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](https://nyc.gov/311). For support for **food, employment, health insurance, housing and more**, call 311 or visit [nyc.gov/coronavirus](https://nyc.gov/coronavirus) to get information about resources.

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

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

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

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

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

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