



NYC Health Panel COVID-19 Outcomes Survey

What is the COVID-19 Outcomes Survey?

Thank you for participating in the NYC Health Panel (formerly known as Healthy NYC), a series of surveys conducted by the New York City Department of Health and Mental Hygiene (NYC Health Department). This survey, the COVID-19 Outcomes Survey, asks about your experiences with COVID-19. Specifically, we are interested in learning more about how COVID-19 may have affected your long-term health. To express our appreciation, we will provide you with a \$20 gift card for completing this survey. This survey is only for you, and you are only able to take the survey one time. **As always, participation in NYC Health Panel surveys is voluntary. If you do participate, you can choose to not answer any question(s).**

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 better understand the possible long-term health outcomes of COVID-19, and how we can improve programs and services for those affected.

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 NYCHealthPanel@health.nyc.gov.

Is my information confidential? Will my responses and privacy be protected?

The NYC Health Department makes every effort to protect your privacy and keep your personal information confidential. Research data and documents are kept on password-protected computers, and only a limited number of authorized people have access. After the survey is completed, we will share the anonymous survey results within the NYC Health Department and with the public. **If you choose not to participate, it will not affect any benefits that you or your family receive from any government agency.**

How do I take the survey over the phone?

Online is the fastest way to take our surveys, but 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 NYCHealthPanel@health.nyc.gov with this information and we will call you back.

How long will it take for my \$20 gift card to arrive?

You are only eligible to receive one gift card. Both emailed (electronic) and mailed (physical) gift cards take six to eight weeks to arrive. Electronic gift cards (those received by email) can only be used for online purchases.

Where does the \$20 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). 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. Add NYCHealthPanel@comms.health.nyc.gov to your contacts to make sure you receive our emails. Email NYCHealthPanel@health.nyc.gov or call 888-692-0032 to update your contact preferences.

Other Resources

How can I get help with an ongoing health problem related to having had COVID-19?

The NYC Health+Hospitals AfterCare program connects NYC residents with long COVID to health care services and other resources to help them in their recovery. To learn more about this program or the services available to people with long COVID in NYC, visit nyc.gov/aftercare or call 212-268-4319.

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 **employment, health insurance, housing and more**, call **311** or visit nyc.gov/311.

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.

What if I have other questions?

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

Para obtener más información sobre este estudio, visite 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.

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

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