



NYC Health Panel Health Communication Survey

What is the Health Communication Survey?

Thank you for continuing to participate in the NYC Health Panel (formerly known as Healthy NYC), a series of surveys conducted by the NYC Department of Health and Mental Hygiene (NYC Health Department). This survey, the Health Communication Survey, asks about how you watch and listen to TV and radio, read newspapers and mail, use social media, and otherwise connect with the City's health communications. Whether you watch, listen, read or post a lot, or not at all, the NYC Health Department needs to hear your voice so we can do a better job understanding and communicating with all New Yorkers. To express our appreciation, we will provide you with a \$10 gift card for completing this survey. **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 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 ways we communicate with New Yorkers about health and their health concerns.

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?

This survey is not available to take over the phone because some questions require you to view images. The survey can only be completed online. To take the survey online, follow the instructions in the invitation letter you received.

How long will it take for my \$10 gift card 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 \$10 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.

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 to your contacts to make sure you receive our emails. Email 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.

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.