



NYC Health Panel Winter 2025 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. **As always, participation in NYC Health Panel surveys is voluntary. If you do participate, you can choose to not answer any question(s).**

What specifically does the survey ask about?

Among other topics, the survey asks about your opinions on and experiences with medical debt, seasonal vaccines, chronic disease, and beverage advertisements in the public transit system.

Why does the survey look different online?

Our survey software recently changed. If you take the survey online, you will see the look of our surveys is slightly different and includes new features. We hope these additions make your experience better. For example, surveys now have a progress bar that will show you how much of the survey you have completed. If you take the survey online, you will be asked to pick a security question and answer at the beginning of every survey. This step will further secure your data and make it easier for you to stop and return to your survey later. If you forget your security question and need to reset it, please call us at 888-692-0023.

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.

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 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?

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 my gift card take to arrive?

Gift cards may take up to 12 weeks to arrive. You are only eligible to receive one gift card for this survey.

What is the Reward Link gift card option?

Reward Link is an electronic gift card program offered through an NYC Health Department partner. If you select this option, you will be sent a code by email that you can use to get an electronic gift card from one of hundreds of online vendors. You can learn more about this program by visiting tangocard.com/reward-link/united-states.

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). Be sure to check your email inbox’s Promotions or Spam folders. If you unsubscribed from receiving email from the NYC Health Panel, you may not receive your electronic card and should select a physical card instead or contact us to resubscribe.

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, employment, health insurance, housing, and more**, call the NYC Health Department at **311** or visit 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. 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 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.