

1. Age.....
2. Sex.....
3. Profession.....

4. **Do you think that Internet is a good instrument to search for information?**

- Yes
- No
- I don't know

5. **How often do you use Internet to search for information?**

- Never
- Seldom
- Sometimes
- Always
- Often

6. **If you use Internet, what kind of advantages do you feel?**

- More information
- Quick information
- I feel free to choice
- Other

7. **If you don't use Internet, why don't you?**

- I have no connection
- I'm not able to use it
- It's very difficult
- I don't think Internet is a reliable source
- Other

8. **What are the difficulties that you have when you look for information about your health in Internet?**

- Too much information
- Confuse and contradicting information
- Information retrieval is very difficult
- Other

9. **How could these difficulties be overcome?**

- Different site organization (lager titles, ecc...)
- Opportunity to e-mail specialized doctors
- Consultation of credited sites (ex. Secretary of Welfare)
- Other

10. What kind of sanitary information do you look for in Internet?

- Treatment centres
- Specialized doctors
- Diagnosis
- Disease's evolution
- Other patients' experiences (ex. "self-help" groups)
- Other

11. How do you feel when you find medical information in Internet?

- Anxious
- More expert
- Like before
- Other

8.1 If you feel anxious, how strong is your anxiety?

low 1 2 3 4 5 high

8.2 If your answer was "anxious", how do you react?

- I turn off the computer
- I look for other solutions (I call a doctor)
- Other

12. Would you resign to look for health information in Internet relying only on your family doctor advice?

- Yes
- No
- I don't know

13. How can you complete the information found in Internet with the one that your family doctor gives you?

- More self-conscious
- More free to choice
- Other

14. Do you need to complete the information that you find in Internet with the one your family doctor gives you?

- Yes
- No
- I talk only with my doctor

15. Has the use of Internet changed the doctor-patient's relation?

- It's an obstacle
- It's helpful
- No
- Other

12.1 If it is an obstacle, why?

.....
.....
.....

12.2 If it is helpful, why?

.....
.....
.....

16. Who do contact you when you have a health problem?

- Doctor
- Friends
- Family
- Other

17. If you need to contact a specialized doctor, where do you look for him/her?

- Internet
- I ask my family
- I ask my friends
- I ask my family doctor

18. Has the use of Internet changed your social relations?

- Yes (I have people with whom I can talk about my problems)
- No (I prefer face to face interaction)
- Other

19. What do you think about on-line self-help groups?

- I agree,
because.....
- I don't agree,
because.....
- I don't know,
because.....
- Other.....

20. Have you ever experienced an on-line self-help group?

- Yes
- No

21. Do you look for information about your doctor in Internet?

- Yes
- No

22. Do you look for information about the hospital or the medical centre where you're going for a consultation?

- Yes
- No

19.1 If you do so, what kind of information would you like to find?

- Service accessibility
- Waiting list
- Reservation
- Specialists' Curricula
- How to get to the hospital/medical centre
- Other

23. Do you think that the use of Internet has changed the quality of the relation between the sanitary system and the patients?

- Yes
- No
- I don't know