

Table 4: Type of Health Information Retrieved

Category	Distribution	Examples
General	26 (50%)	Throat swallowing, back surgery, cochlear implants
Medication information	16 (31%)	Contraindications, side-effects of specific drugs
Specific information	3 (6%)	How do you treat liver disease?
Did not respond to question	7 (13%)	

Table 5: Influence of Internet on Relationship with Healthcare Provider

Category	Distribution	Examples
No change	12 (23%)	
Improved communication	11 (21%)	I gathered information about my condition and discussed it with my physician.
Personal empowerment	19 (37%)	I feel that I am more comfortable asking questions when a medication is prescribed.
Conflict	3 (6%)	The specialist/oncologist didn't have the facts and information that I had. When I asked questions he was very vague. I was not willing to take the medication (and told him so) and he wrote out the prescription anyway and then tried to end the appointment as soon as he could. He didn't seem to like my questions and my ability to think about my decisions.
Did not respond to question	7 (13%)	

Table 6: With Whom Was the Health Information Shared?

Category	Distribution	Examples
Did not share information	18 (35%)	
Did share information and received a positive response	16 (31%)	[The physician was] pleased and encouraged me to learn and be involved with my care in whatever method that opened up to me.
Did share information and received a negative response	11 (21%)	[The physician] wasn't familiar with it and said something disparagingly: "I don't know where you got your information."
Did not respond to question	7 (13%)	

Table 7: Purpose for Locating Health Information After a Visit with a Healthcare Provider

Category	Distribution	Examples
Check on medications	8 (15%)	To determine the side effects of medications prescribed.
Updates to information concerning a specific health problem	3 (6%)	I again compared the different sites to see if any updates had occurred, as you know health information always been updated by new research.
Verify information	8 (15%)	To verify validity of health provider's information.
Did not use Internet after a visit with a healthcare provider	33 (63%)	

Table 8: Anecdotes Regarding Experience Using the Internet to Locate Health Information

Category	Distribution	Examples
No unique experience	16 (31%)	
General comments	3 (6%)	Sometime I have to read a lot of material to find satisfying information. Many times I learn information that my doctor is not aware of. Sometimes the side effects of medicines are frightening.
Constraints	6 (12%)	Illness has prevented my access to the Internet. I am improving now . . . and plan to use the Internet for medical and health information.
Enjoyed introduction to the Internet	10 (19%)	Excellent course and materials. I plan to use them for reference when needed.
Positive health outcomes	8 (15%)	I think the use of the Internet helped save my mother's life.
Did not respond to question	9 (17%)	