**Table 3: Reasons for Accessing or Not Accessing Patient Portal Among Those With Providers That Maintain an EMR By Rurality**

| Use of patient portals | Urban (n = 1,831) | Rural (n = 172) | Total (n = 2,003) | p-value |
|---|---|---|---|---|
| Used to request a refill of medication | 47.3 (846) | 43.9 (66) | 46.9 (912) | 0.6057 |
| Used to view test results | 87.2 (1562) | 81.1 (144) | 86.6 (1706) | 0.3431 |
| Used to request correction of inaccurate information | 9.7 (154) | 12.0 (15) | 9.9 (169) | 0.5986 |
| Used to securely message provider and staff | 53.4 (992) | 46.4 (77) | 52.7 (1069) | 0.3363 |
| Used to download health information | 28.1 (468) | 18.5 (32) | 27.1 (500) | 0.1138 |
| Used to add health information | 25.6 (466) | 18.6 (26) | 25.0 (492) | 0.2925 |
| Used to help make a decision about how to treat an illness or condition | 25.1 (485) | 15.7 (35) | 24.2 (520) | 0.0533 |
| Electronically sent medical information to another healthcare provider | 14.6 (237) | 17.5 (21) | 14.9 (258) | 0.5108 |
| Electronically sent medical information to a family member | 7.1 (108) | - | 6.7 (116) | 0.0530 |
| Electronically sent medical information to a service or app to help manage and store health information | 4.6 (83) | - | 4.7 (91) | 0.8537 |
| Ease of understanding patient portal[1] | 91.0 (1632) | 87.0 (150) | 90.6 (1782) | 0.5029 |
| Usefulness of patient portal[2] | 86.3 (1566) | 90.2 (147) | 86.7 (1713) | 0.2079 |
| Reasons to not access patient portal | Urban (n = 2,586) | Rural (n = 275) | Total (n = 2,244) | p-value |
| Prefer to speak to healthcare provider directly | 72.3 (1323) | 76.7 (192) | 73.0 (1515) | 0.3614 |
| Does not have a way to access the website | 21.8 (404) | 21.4 (63) | 21.7 (467) | 0.9217 |
| Does not have a need to use patient portal | 58.8 (958) | 60.7 (140) | 59.1 (1098) | 0.7397 |
| Concerned about privacy or security of website | 22.5 (428) | 19.0 (56) | 22.0 (484) | 0.3399 |
| Does not have a patient portal | 24.0 (367) | 19.4 (55) | 23.3 (422) | 0.2483 |
| Found it difficult to log in | 21.2 (406) | 18.2 (44) | 20.7 (450) | 0.4786 |
| Not comfortable or experienced with computers | 23.6 (480) | 20.4 (72) | 23.1 (552) | 0.4332 |

Column percentages are weighted to reflect the U.S. population.
- = Sample size below 10.
[*] Respondents were missing in each category: Refill medications (n = 33); View results (n = 30); Request correction (n = 52); Message providers (n = 30); Download health records (n = 30); Add

health information ($n = 29$); Make decision ($n = 34$); Sent to other healthcare provider ($n = 28$); Sent to family member ($n = 33$); Sent to health app ($n = 35$); Ease of understanding ($n = 36$) Usefulness ($n = 26$); Prefer to speak with provider directly ($n = 224$); No way to access website ($n = 259$); No need to use ($n = 260$); Concern with privacy or security ($n = 257$); Does not have patient portal  ($n = 306$); Difficult to log in ($n = 286$); Not comfortable with computers ($n = 1984$).

[1] "Easy to understand" is a combination of "very easy" and "somewhat easy," compared to "difficult" which is a combination of "somewhat difficult" and "very difficult."

[2] "Useful" is a combination of "very useful" and "somewhat useful," compared to "not useful" which is a combination of not "very useful," "not at all useful," and "I do not use my patient portal to monitor my health."