

**Final Web and Telephone Version  
COVID-19 HEALTH INFORMATION SURVEY (EIS-COVID)  
PROJECT ANID-COVID 0508**

**In red, the items that were only asked in the online survey**

*Module A: CAMPAIGNS*

A1. In the **last 30 days**, have you seen, read or heard a commercial saying (description in Campaign column)?

A2. How often would you say that you have seen, read or heard the message about (Campaign description)?

A3. Please indicate all the places you remember seeing, reading or hearing the message about (description in Campaign column).

ROTATE	Campaign	A1. Have you seen, read or heard	A2. Frequency of exposure with which you have seen, read or heard the campaign	A3. Places you remember seeing, reading or hearing a message about the campaign (check all that apply)
A	<b>Wear a mask covering mouth, nose and chin</b>	1. Yes 2. No (Go to B) 3. Dk-Nr	1. Less than once a week 2. Once a week 3. Several times a week 4. Every day	1. Television 2. Radio 3. Websites 4. Social media (e.g., Facebook, Instagram) 5. Public spaces (e.g., public transportation, bus stops, signs) 6. Others (specify): _____
B	<b>Wash your hands with soap and water</b>	1. Yes 2. No (Got to C) 3. Dk-Nr	1. Less than once a week 2. Once a week 3. Several times a week 4. Every day	1. Television 2. Radio 3. Websites 4. Social media (e.g., Facebook, Instagram) 5. Public spaces (e.g., public transportation, bus stops, signs) 6. Others (specify): _____
C	<b>If diagnosed with COVID-19, you can access a health residence</b>	1. Yes 2. No (Go to D) 3. Dk-Nr	1. Less than once a week 2. Once a week 3. Several times a week 4. Every day	1. Television 2. Radio 3. Websites 4. Social media (e.g., Facebook, Instagram) 5. Public spaces (e.g., public transportation, bus stops, signs) 6. Others (specify): _____
D	<b>You must maintain a distance of one meter from other people</b>	1. Yes 2. No (Next Block) 3. Dk-Nr	1. Less than once a week 2. Once a week 3. Several times a week 4. Every day	1. Television 2. Radio 3. Websites 4. Social media (e.g., Facebook, Instagram) 5. Public spaces (e.g., public transportation, bus stops, signs)



				6. Others (specify): _____
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[A4 → QUESTION AVAILABLE ONLY IN THE ONLINE QUESTIONNAIRE]

**Aided brand recall**

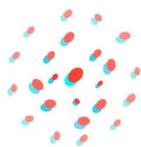
A4. In the **last 30 days**, have you seen, read or heard a commercial about COVID-19 with the following slogans (description of slogan and check all that you recall)?

ROTATE	Slogan	A4. Have you seen, read or heard
A4.1	“Count to 3”	1. Yes 2. No 3. Dk-Nr
A4.2	“Let’s protect each other”	1. Yes 2. No 3. Dk-Nr
A4.3	“We protect ourselves, step by step”	1. Yes 2. No 3. Dk-Nr
A4.4	“If you have COVID-19, we will take care of you”	1. Yes 2. No 3. Dk-Nr

**TV, radio and internet frequency**

A5. In the **last 30 days**, how often have you used the following media?

MEDIA	A5. Frequency of media use					
	Once a month or less	Once a week	At least three times a week	Every day, once a day	Every day, more than once a day	Did not visited or used it
A5.1. Television	1	2	3	4	5	6
A5.2. Radio	1	2	3	4	5	6
A5.3. Online newspapers or magazines	1	2	3	4	5	6



### Social media frequency

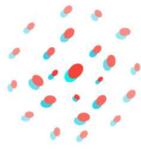
A6. In the **last 30 days**, how often have you visited the following sites or used the following applications?

SOCIAL MEDIA	A6. Frequency of visit or use of applications					
	Once a month or less	Once a week	At least three times a week	Every day, once a day	Every day, more than once a day	None
A6.1. Instagram	1	2	3	4	5	6
A6.2. Facebook	1	2	3	4	5	6
A6.3. Twitter	1	2	3	4	5	6

### Social media who follows

A7. In any of the social networks that you frequent, do you follow the account of any of the following?

Social network account	A7. Follow or not
A7.1. The Ministry of Health?	1. Yes 2. No 3. Dk-Nr
A7.2. Any government agency?	1. Yes 2. No 3. Dk-Nr
A7.3. Your municipality or mayor?	1. Yes 2. No 3. Dk-Nr
A7.4. Your health center?	1. Yes 2. No 3. Dk-Nr



Module B: INFORMATION

**Avoidance**

B1. Please indicate how much you agree or disagree with the following statements:

ROTATE AFFIRMATIONS	B1. Level of agreement or disagreement			
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree
B1.1. I'd rather not think about <b>COVID-19</b>	1	2	3	4
B1.2. I avoid reading about <b>COVID-19</b>	1	2	3	4
B1.3. I avoid watching TV shows about <b>COVID-19</b>	1	2	3	4
B1.4. I avoid having conversations with people I know about <b>COVID-19</b>	1	2	3	4
B1.5. I do not want more information about <b>COVID-19</b>	1	2	3	4

**Scanning**

B2. Some people actively seek information about **Covid-19**, for example, they ask questions or do active searches, while other times they simply hear or come across this information unintentionally.

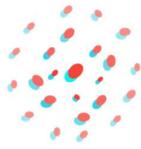
In the last **30 days**, have you come across information about **Covid-19** without actively seeking it in the mass media, social networks or conversations with others?

Resp.

1. Yes (Got to B3)
2. No (Go to B4)

B3. How many times have you heard or come across information about **Covid-19** from the following sources when you were not actively looking for this information?

INFORMATION SOURCES ROTATE	B3. Number of times you heard or came across information					
	Never	Less than once a week	About once a week	Several times a week	Once a day	Several times a day
B3.1. In conversations with family	1	2	3	4	5	6
B3.2. In conversations with friends or co-workers	1	2	3	4	5	6
B3.3. On Television	1	2	3	4	5	6
B3.4. On the Radio	1	2	3	4	5	6



B3.5. On Social Networks (e.g., Facebook, Instagram, Twitter, WhatsApp)	1	2	3	4	5	6
B3.6. On the Internet	1	2	3	4	5	6

### Information seeking

B4. ¿Have you **actively sought** information about **Covid-19** in the last 30 days?

Resp.

1. Yes (go to B5)
2. No (go to B9)

B5. How often did you search for information about **Covid-19** in the last **30 days**?

Resp:

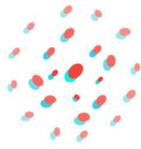
1. Less than once a week
2. About once a week
3. Several times a week
4. Once a day
5. Several times a day

B6. The last time you looked for information on **Covid-19**, where did you look first? (check only one)  
ROTATE ORDER OF ALTERNATIVES in online survey, in telephone survey consider spontaneous responses and interviewer immediately codes.

- 1. Social networks
- 2. Ministry of health webpage
- 3. Your health center
- 4. Family
- 5. Friends/co-workers
- 6. Physician or health personnel
- 7. Internet (Google)
- 8. Information hotline *Salud Responde*
- 9. Complementary, alternative or non-conventional medicine practitioners
- 10. Social organizations
- 11. Other – specify: \_\_\_\_\_

B7. In the past 30 days, have you searched any source, either the media, the internet, social networks or conversations with people for information about:

	Type of Information	B6. Have you searched for information about
B7.1	Symptoms of <b>Covid-19</b>	1. Yes 2. No 3. Dk-Nr
B7.2	Recommendations for taking care of a person with <b>Covid-19</b>	1. Yes 2. No 3. Dk-Nr

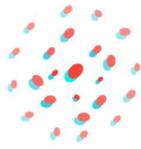


B7.3	How to avoid getting <b>Covid-19</b>	1. Yes 2. No 3. Dk-Nr
B7.4	Medication or remedies to cure <b>Covid-19</b>	1. Yes 2. No 3. Dk-Nr
B7.5	The <b>Covid-19</b> vaccine	1. Yes 2. No 3. Dk-Nr
B7.6	How to get tested for <b>Covid-19</b>	1. Yes 2. No 3. Dk-Nr
B7.7	Number of infections or deaths from <b>Covid-19 in Chile or around the world</b>	1. Yes 2. No 3. Dk-Nr

**Source: HINTS**

B8. Based on the results of your most recent search for **Covid-19**, how strongly do you agree or disagree with each of the following statements?

AFFIRMATIONS ROTATE	B8. Level of agreement or disagreement			
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree
B8.1. Getting the information you needed took a lot of effort.	1	2	3	4
B8.2. You felt frustrated while searching for information.	1	2	3	4
B8.3. You doubted the quality of the information.	1	2	3	4
B8.4. The information you found was difficult to understand.	1	2	3	4



### Trust

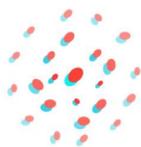
B9. In general, how much do you trust the information on **Covid-19** from each of the following sources?

SOURCES ROTATE	B9. Level of trust			
	Not at all	A little	Somewhat	Very much
B9.1. Social networks (e.g., Facebook, Instagram, Twitter, WhatsApp)	1	2	3	4
B9.2. The Ministry of Health	1	2	3	4
B9.3. Your family	1	2	3	4
B9.4. Friends or co-workers	1	2	3	4
B9.5. Physician or health personnel	1	2	3	4
B9.6. Internet	1	2	3	4
B9.7. Television	1	2	3	4
B9.8. Social organizations	1	2	3	4
B9.9. World Health Organization (WHO)	1	2	3	4
B9.10. Medical School	1	2	3	4

### Overload

B10. Please indicate how much you agree or disagree with the following statements:

AFFIRMATIONS ROTATE	B10. Level of agreement or disagreement			
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree
B10.1. There are so many recommendations to prevent <b>Covid-19</b> that it is difficult to know which ones to follow	1	2	3	4
B10.2. There is not enough time to do all the things recommended to prevent <b>Covid-19</b>	1	2	3	4
B10.4. No one can do everything recommend to prevent <b>Covid-19</b>	1	2	3	4
B10.5. Information about <b>Covid-19</b> starts to sound the same after a while	1	2	3	4



Module C: RISK

**COVID diagnosis**

D4. Have you been diagnosed with **COVID-19**?

Resp.

1. Yes
2. No

**Perceived severity/perceived susceptibility**

C1. Please indicate how much you agree or disagree with the following statements:

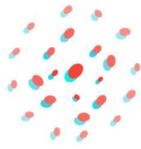
AFFIRMATIONS DO NOT ROTATE	C1. Level of agreement or disagreement			
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree
C1.1. <b>COVID-19</b> is a severe threat to my quality of life	1	2	3	4
C1.2. I am at risk of getting <b>COVID-19</b>	1	2	3	4
C1.3. <b>COVID-19</b> is a serious threat to my health	1	2	3	4
C1.4. The probability of getting <b>COVID-19</b> is high	1	2	3	4
C1.5. <b>COVID-19</b> is a serious threat to people in my immediate environment	1	2	3	4
C1.6. The probability that I will give <b>COVID-19</b> to someone in my immediate environment is high	1	2	3	4

[c2 → QUESTION AVAILABLE ONLY IN THE ONLINE QUESTIONNAIRE]

**Effectiveness response effectiveness**

C2. Below is a list of recommended practices to prevent **COVID-19**, on a scale of 1 to 5, where 1 is “not protective” and 5 is “very protective”, how much do you consider that it protects you from **COVID-19** ...

PRACTICES ROTATE	D9. Perception of protection				
	Not protective				Very protective
C2.1. Wear a mask covering the mouth, nose and chin when outside	1	2	3	4	5
C2.2. Wash hands with soap and water for at least 20 seconds	1	2	3	4	5



C2.3. Maintain a distance of at least one meter from other people when outside or in an enclosed space	1	2	3	4	5
C2.4. The <b>COVID-19</b> vaccine, if available	1	2	3	4	5

Module D: BEHAVIORS

[D1 → QUESTION AVAILABLE ONLY IN THE ONLINE QUESTIONNAIRE]

D1. In the last **7 days**, approximately how many days have you?

PRACTICES ROTATE	Number of days								
	0	1	2	3	4	5	6	7	
D1.1. Left your house to work	0	1	2	3	4	5	6	7	
D1.2. Left your house for a reason other than work	0	1	2	3	4	5	6	7	
D1.3. Received visits from friends or family	0	1	2	3	4	5	6	7	
D1.4. Used public transportation	0	1	2	3	4	5	6	7	

[D2 → QUESTION AVAILABLE ONLY IN THE ONLINE QUESTIONNAIRE]

D2. In the **last 30 days**, when you have left your home, how often have you?

PRACTICES ROTATE	D2. Level of frequency				
	Never	Sometimes	Most of the time	Always	Not applicable/Have not been out
D2.1. Worn a mask covering the mouth, nose and chin	1	2	3	4	9
D2.2. Maintained a distance of at least one meter from other people when outside or in an enclosed space	1	2	3	4	9
D2.3. Washed your hands with soap and water for at least 20 seconds upon returning	1	2	3	4	9

### Intentions 1

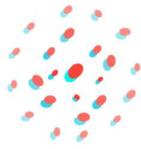
D3. On a scale of 1 to 5, where 1 represents "not likely" and 5 represents "very likely," how likely is it that, between now and the end of the year, you will?

PRACTICES ROTATE	D3. Level of probability				
	Not likely				Very likely
D3.1. Get tested if you have <b>Covid-19</b> Symptoms	1	2	3	4	5
D3.2. Get a <b>Covid-19</b> vaccine if available	1	2	3	4	5
D3.3. Go to a government provided sanitary residence if diagnosed with <b>Covid-19</b>	1	2	3	4	5
D3.4. Isolate yourself inside your home if diagnosed with <b>Covid-19</b>	1	2	3	4	5

### Intentions when outside

D5. On a scale of 1 to 5, where 1 represents "not likely" and 5 is "very likely," how likely is it that, between now and the end of the year, you will?

PRACTICES ROTATE	D5. Level of probability				
	Not likely				Very likely
D5.1. Wear a mask covering the mouth, nose and chin when outside	1	2	3	4	5
D5.2. Maintain a distance of at least one meter from other people when outside or in an enclosed space	1	2	3	4	5
D5.3 Wash your hands with soap and water for at least 20 seconds	1	2	3	4	5



Module E: CONTROLS

E1. Has a physician or other healthcare professional ever told you that you have any of the following medical conditions?

Medical condition	E1. Have you been told that you have
E1.1. Diabetes or high blood sugar	1. Yes 2. No 99. Dk-Nr
E1.2. High blood pressure or hypertension	1. Yes 2. No 99. Dk-Nr
E1.3. Obesity	1. Yes 2. No 99. Dk-Nr
E1.4. Any other chronic health condition that affects your immune system	1. Yes 2. No 99. Dk-Nr

Module F: SOCIODEMORAPHS

F1. Which of the following is your current situation?

Exclusively studying	Exclusively working	Studying and working	Neither studying or working	Retired without working	Retired and working	Dk-Nr
1	2	3	4	5	6	99

F2. Including yourself, how many people live permanently in your home?

											Dk-Nr
											99

F3. Considering all current household income in the last month, including salaries, pensions, earnings, subsidies, allowances, etc., approximately, to which of the following ranges does the average total household income correspond? (Note: in the digital version, the updated ranges are automatically adjusted according to the number of people living in the household)

Less than \$300.000.-	Between \$300.000 y \$600.000	Between \$600.000 y \$900.000	Between \$900.000 y \$1.200.000	Between \$1.200.000 y \$1.500.000	Between \$1.500.000 y \$1.800.000	Between \$1.800.000 y \$2.100.000	Between \$2.100.000 y \$2.400.000	More than \$2.400.000	Dk-Nr
1	2	3	4	5	6	7	8	9	99

F4. What health care system do you currently use, either as a beneficiary or a dependent? (specify public system level)

Public system					Other					Dk-Nr
Public system Fonasa group A	Public system Fonasa group B	Public system Fonasa group C	Public system Fonasa group D	Public system Fonasa, do not know group	Armed forces and law enforcement	private system l spare	None (Do not belong to one)	Do not know which system I belong to	Other system (which one?)	
1	2	3	4	5	6	7	8	9	10	99
Other system										

*F5. Are you the primary supporter of the household? (the person who contributes the highest household income)*

Yes	No	Dk-Nr
1	2	99
Go to Question F7 and then to Question F9	Continue to Question F6	

*F.6 What is the primary household supporter's level of education?*

*F.7 What is your level of education?*

	F.6	F.7
No formal education	1	1
Primary education NOT complete	2	2
Primary education completed	3	3
High school or technical school NOT complete	4	4
High school or technical school completed	5	5
Technical degree NOT complete (1 to 3-year careers)	6	6
Technical degree completed (1 to 3-year careers) / including non-commissioned officers of the armed forces/ police officers	7	7
University degree NOT complete (4 or more-year careers)	8	8
University degree completed (4 or more-year careers)/ officers of the armed forces / police officers	9	9
Postgraduate education (such as certificate, master's, doctorate)	10	10
Dk-Nr	99	99

*F.8 Which of the following occupation corresponds to the job of the primary economic supporter of the household?*

*F.9 Which of the following occupations corresponds to your current job?*

	F.8	F.9
Senior executive (general manager or area/department manager) of a private or public company. Director or owner of a large company. Senior manager in the executive branch, legislative bodies or public administration (includes officers of the armed forces/ police officers)	1	1
Professionals, scientists and intellectuals	2	2
Technicians and mid-level professionals (including non-commissioned officers of the armed forces/police officers)	3	3
Public and private office employees	4	4
Service workers, salespeople and market vendors	5	5
Farmers and skilled agricultural and fishery workers	6	6
Workers, operators, mechanics and other trades	7	7
Plant and machine operators and assemblers / drivers	8	8
Unskilled sales and service workers and agricultural, forestry, construction etc. laborers	9	9
Other unidentified groups (includes landlords, disabled, etc.)	10	10
Dk-Nr	99	99



Module G: Continuity

**SUBSEQUENT CONTACT**

**Interview contact**

**People over 64 years old**

**People under 65 who answer yes to E1.1 or E1.2**

*Would you be willing to be contacted for an interview to further discuss the issues in this survey?*

Yes	No	Dk-Nr
1	2	99
Request e-mail and/or phone number	End interview and thank person for their participation	

*Could you give us an email and/or phone number to contact you during the next few months?*

E-mail	
Phone number	

*Thank you for providing your opinion*