

## Supplementary Online Content

Latulipe C, Mazumder SF, Wilson RKW, et al. Security and privacy risks associated with adult patient portal accounts in US hospitals. *JAMA Intern Med*. Published online May 4, 2020. doi:10.1001/jamainternmed.2020.0515

### **eAppendix.** Phone Interview Script

This supplementary material has been provided by the authors to give readers additional information about their work.

## eAppendix. Phone Interview Script

**Interviewer:** I'm calling about my elderly mother who is moving to your area next month. I help her keep up with her doctor visits, and I'm looking for a health system that offers an electronic patient portal (where patients can log in to see their upcoming appointments and things like that).

1. Does your system offer a patient portal?
  - a. Yes
  - b. No → **Not Eligible**
  
2. Great. Is there some way I can create my own account to see my mom's information so I can help her keep track of her appointments, medicines, and things? (I have this for my daughter, and they call it a "proxy account")
  - a. Yes → Go to Q3
  - b. No → Go to Q8

### **System offers proxy accounts:**

3. Great. How can I set up an account like that?
  
  
  
  
  
  
  
  
  
  
4. Wouldn't it just be easier for my mother to share her password? (if needed, prompt: "so I could use her account?")
  - a. Agreed
  - b. Disagreed
  - c. Non-committal ("It's up to you", etc.)
  
5. My mother is kind of private about some of her information. Will she be able to limit my access so that I can only see certain things, like her appointments?
  - a. Yes → Go to Q6
  - b. No → Go to Q7
  
6. Great. How does that work? (if needed, prompt: What kind of limits can she place on my access?)

→ **END of section**

7. Would this mean I would see her actual doctor's notes or visit summaries? She might not like that.
  - a. Yes
  - b. No
  - c. Don't know
  - d. Other:

→ **END of section**

### **System does NOT offer proxy accounts:**

8. Well how can I get access to my mother's upcoming appointments and medications if I can't create my own account?
- a. You can't
  - b. Use your mother's account (share password)
  - c. Other:

→ **END of section**