



## NYC Health Panel COVID-19 Outcomes Survey

### What is the COVID-19 Outcomes Survey?

Thank you for participating in the NYC Health Panel, a series of surveys conducted by the NYC Health Department. This survey asks about your experiences with COVID-19. Specifically, we are interested in learning more about your continued experiences with COVID-19, any long-term health issues, and long COVID. It is part of the Long-Term Outcomes of New Yorkers With COVID-19 Study, which is a longitudinal cohort study (a study that follows the same group of people over time) of NYC adults who have had COVID-19. Cohort members are asked to complete a series of surveys over the course of at least two years to help answer questions about how COVID-19 affects their health and well-being after the initial infection.

To express our appreciation, you will receive a \$10 gift card for completing this survey. This survey is only for you, and you are only able to take the survey one time. **As always, participation in NYC Health Panel surveys is voluntary. If you do participate, you can choose to not answer any questions.**

### How is this different than the first COVID-19 Outcomes Survey I took and my participation in the NYC Health Panel?

This survey is the second in a series of surveys about New Yorkers' experience of having COVID-19. Many of the questions in this survey are the same as the first survey you completed but also includes new questions on topics such as caregiving and symptoms in the past 30 days. The second survey is shorter than the first survey.

The surveys that are part of the Long-Term Outcomes of New Yorkers With COVID-19 Study work the same as other NYC Health Panel surveys. The only difference is that information collected for Study surveys can be linked to one another. Your participation in the COVID-19 Outcomes Survey does not affect your ability to participate in future NYC Health Panel surveys. However, if you withdraw from the NYC Health Panel, you will not be invited to take any future surveys as a part of the Long-Term Outcomes of New Yorkers With COVID-19 Study.

### How is the NYC Health Department going to use the survey information?

The NYC Health Department will combine your answers with the answers from other participants to better understand the possible long-term health outcomes of COVID-19, and how we can improve programs and services for those affected.

### How do I know this study is legitimate or what if I need more information?

For more information and to verify the legitimacy of the survey, visit [nyc.gov/health/nycsurveys](https://nyc.gov/health/nycsurveys) or contact us at [nychealthpanel@health.nyc.gov](mailto:nychealthpanel@health.nyc.gov) or 888-692-0023.

### Is my information confidential? Will my responses and privacy be protected?

The NYC Health Department makes every effort to protect your privacy and keep your personal information confidential. Research data and documents are kept on password-protected computers, and only a limited number of authorized people have access. After the survey is completed, we will share the anonymous survey results within the NYC Health Department and with the public. **If you**

**choose not to participate, it will not affect any benefits that you or your family receive from any government agency.**

### **How do I take the survey over the phone?**

Online is the fastest way to take surveys, but you can call 888-692-0023 to take the survey by phone. If we are not available, leave a voicemail with your **full name, phone number, and participant ID** and the **best time to reach you**, and we will return your call. You can also email [nychealthpanel@health.nyc.gov](mailto:nychealthpanel@health.nyc.gov) with this information and we will call you back.

### **How long will it take for my \$10 gift card to arrive?**

You are only eligible to receive one gift card. Electronic gift cards can take **eight to 10 weeks** to arrive, while physical gift cards may take **up to 12 weeks** to arrive.

### **Where does the \$10 gift card come from so I can look out for it?**

Electronic gift cards are emailed from “NYC Health Panel” ([nychealthpanel@comms.health.nyc.gov](mailto:nychealthpanel@comms.health.nyc.gov)). Be sure to check your email inbox’s Promotions or Spam folders. If you unsubscribed from receiving emails from the NYC Health Panel, you may not receive your electronic card and should select to receive a physical card instead. Add [nychealthpanel@comms.health.nyc.gov](mailto:nychealthpanel@comms.health.nyc.gov) to your contacts to make sure you receive our emails. Email [nychealthpanel@health.nyc.gov](mailto:nychealthpanel@health.nyc.gov) or call 888-692-0032 to update your contact preferences.

## **Other Resources**

### **How can I get help with an ongoing health problem related to having had COVID-19?**

The NYC Health + Hospitals AfterCare program connects NYC residents with long COVID to health care services and other resources to help them in their recovery. To learn more about this program or the services available to people with long COVID in NYC, visit [nyc.gov/aftercare](https://nyc.gov/aftercare) or call 212-268-4319.

### **How can I get help with a health issue or support from the City?**

For information on **where to get help for a health issue**, call the NYC Health Department at **311** or visit [nyc.gov/311](https://nyc.gov/311).

We understand home is not always safe. Visit [nyc.gov/nychope](https://nyc.gov/nychope) to find **services for domestic and gender-based violence survivors**. You are not alone. Call NYC’s 24-hour hotline at 800-621-4673 or **911** for emergencies.

### **What if I have other questions?**

Participants can email [nychealthpanel@health.nyc.gov](mailto:nychealthpanel@health.nyc.gov) or call 888-692-0023.

Para obtener más información sobre este estudio, visite [nyc.gov/health/nychealthpanel](https://nyc.gov/health/nychealthpanel).

如需了解关于本项研究的更详细信息, 请访问 [nyc.gov/health/nychealthpanel](https://nyc.gov/health/nychealthpanel).

若需瞭解關於本項研究的更詳細資訊, 請造訪 [nyc.gov/health/nychealthpanel](https://nyc.gov/health/nychealthpanel).

Чтобы узнать больше об этом исследовании, посетите веб-страницу [nyc.gov/health/nychealthpanel](https://nyc.gov/health/nychealthpanel).