

**Maryland Health Care Commission Telehealth Study:  
Information sheet to be used with oral consent for consumer interviews**

**NORC at the University of Chicago  
Chicago, Illinois  
NORC Protocol/PD # 9261**

**INFORMATION ABOUT THIS RESEARCH STUDY**

**TITLE OF STUDY:** Maryland Health Care Commission Telehealth Study  
**Sponsor Study number:** 9261  
**Project Director:** Alana Knudson  
**Phone number:** 301-634-9326

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You have volunteered for a research study sponsored by Maryland Health Care Commission (MHCC), an independent regulatory agency that works to inform health care decision-making and increase access to affordable care. For this project, MHCC is interested in consumer perspectives on and experiences with using audio-visual and audio-only telehealth technologies to access primary care, specialty care, and behavioral health care.

You will be one of approximately 80 Maryland residents participating in interviews for this study. We are talking to people in multiple locations around the state.

**Research Team:**

This study is under the direction of Alana Knudson, a Program Area Director at NORC at the University of Chicago. If you have any questions about this study, you may call her at 301-908-0835.

**Procedures:**

A NORC staff member will lead the interview. The interview will last for about 30 minutes. The session may be recorded to assist us in taking notes and summarizing the discussion, and other staff from NORC and MHCC may also listen to the discussion.

**Risks and Benefits of Participation:**

We will be asking you questions about accessing health care services. We understand that this information can be personal. Please do not share any personal information, such as your health care conditions or the medications that you take. We want to learn about your telehealth experiences.

We cannot guarantee that you will benefit from participating in this study. However, we hope the discussion will be interesting to you, and we hope it will help give MHCC ideas about how to improve the delivery of telehealth services in Maryland.

**Payment:**

You will receive a \$50 gift card for participating in this study.

**Confidentiality:**

You will not be identified in any report or publication of this study or its results. Optimal Solutions has not shared your full name or contact information with the NORC staff conducting the study. We will keep information about you confidential, and protect it from unauthorized disclosure, tampering, or damage. Any potentially identifying information, including audio recordings from the discussion group, will be kept in a secure location during the period of the study. This information will be used only for the purposes of the study and will be destroyed after the project is over. Your name and any material that could identify you will remain confidential.

**Right to refuse or to withdraw from the study:**

Your participation is voluntary. You may refuse to participate, or may discontinue your participation at any time without penalty and without losing your \$50 gift card.

**Institutional Review Board Approval:**

NORC operates an Institutional Review Board, which reviews all research projects to assure human subjects protections and minimize participant burden. If you have questions about your rights as a study participant, you may call the NORC Institutional Review Board Administrator, toll free, at 866-309-0542.