

S5 Table. Odds Ratio of reporting response over three working days when contacting the GP by e-mail.

| | | OR | | |
|--|--------------|-------------------------|-------------------------|-------------------------|
| | | crude | adjusted SD | adjusted SD+health* |
| sex | female | | | |
| | male | 1.23 [0.70-2.15] | 1.46 [0.80-2.65] | 1.30 [0.70-2.42] |
| age | <40 | | | |
| | 40-54 | 0.92 [0.46-1.83] | 0.95 [0.46-1.93] | 0.93 [0.44-2.00] |
| | 55-64 | 0.89 [0.39-2.04] | 0.88 [0.37-2.05] | 0.81 [0.32-2.07] |
| | 65-74 | 1.00 [0.42-2.38] | 0.86 [0.33-2.26] | 0.88 [0.31-2.48] |
| | ≥ 75 | 0.86 [0.30-2.46] | 0.56 [0.16-1.93] | 0.50 [0.13-1.89] |
| marital status | married | | | |
| | unmarried | 1.31 [0.76-2.26] | 1.43 [0.80-2.57] | 1.32 [0.71-2.43] |
| education | ≤ 4th | | | |
| | 6th or 9th | 0.57 [0.22-1.51] | 0.46 [0.16-1.33] | 0.55 [0.18-1.67] |
| | 11th or 12th | 0.57 [0.24-1.36] | 0.44 [0.16-1.22] | 0.66 [0.22-2.00] |
| | university | 0.85 [0.38-1.90] | 0.68 [0.26-1.78] | 0.99 [0.34-2.84] |
| years with same GP | 0-<1 | | | |
| | 1-4 | 0.61 [0.25-1.52] | 0.22 [0.07-0.77] | 0.63 [0.25-1.60] |
| | 5-10 | 0.27 [0.11-0.69] | 0.29 [0.08-0.97] | 0.29 [0.11-0.73] |
| | >10 | 0.31 [0.13-0.73] | 0.30 [0.10-0.90] | 0.30 [0.13-0.72] |
| self-perceived health status | poor | | | |
| | fair | 0.55 [0.22-1.39] | 0.60 [0.22-1.64] | 0.63 [0.23-1.76] |
| | good | 0.40 [0.16-1.00] | 0.41 [0.15-1.14] | 0.44 [0.16-1.26] |
| | very good | 0.43 [0.17-1.08] | 0.38 [0.13-1.13] | 0.38 [0.13-1.16] |
| prescriptions by text message | difficult | | | |
| | easy | 0.55 [0.20-1.54] | 0.56 [0.19-1.67] | 0.55 [0.18-1.71] |
| prescriptions by e-mail | difficult | | | |
| | easy | 0.15 [0.04-0.57] | 0.10 [0.02-0.45] | 0.11 [0.02-0.52] |
| book appointment on patient portal | difficult | | | |
| | easy | 0.46 [0.19-1.08] | 0.43 [0.17-1.12] | 0.47 [0.17-1.29] |
| request prescriptions on patient portal | difficult | | | |
| | easy | 0.35 [0.12-1.03] | 0.40 [0.12-1.38] | 0.41 [0.11-1.52] |
| insert data on patient portal | difficult | | | |
| | easy | 0.34 [0.11-1.11] | 0.33 [0.09-1.21] | 0.31 [0.06-1.28] |

OR: Odds Ratio; IC: confidence intervals; SD: sociodemographics (sex, age, marital status and education); GP: General Practitioner

*health variables; years registered with the same General Practitioner; self-perceived health status

bold: statistically significant