

## EXPERIENCES WITH YOUR DOCTOR SURVEY

### YOUR DOCTOR

1. Our records show that you got care from the doctor named below in the last 12 months.

Is that right?

- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 40 on Page 4*

2. Is this the doctor you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

- <sub>1</sub> Yes  
<sub>2</sub> No

3. How long have you been going to this doctor?

- <sub>1</sub> Less than 6 months  
<sub>2</sub> At least 6 months but less than 1 year  
<sub>3</sub> At least 1 year but less than 3 years  
<sub>4</sub> At least 3 years but less than 5 years  
<sub>5</sub> 5 years or more

### YOUR CARE FROM THIS DOCTOR IN THE LAST 12 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. In the last 12 months, how many times did you visit this doctor to get care for yourself?

- <sub>1</sub> None → *If None, go to Question 40 on Page 4*  
<sub>2</sub> 1 time  
<sub>3</sub> 2  
<sub>4</sub> 3  
<sub>5</sub> 4  
<sub>6</sub> 5 to 9  
<sub>7</sub> 10 or more times

5. In the last 12 months, did you phone this doctor's office to get an appointment for an illness, injury or condition that needed care right away?

- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 7*

6. In the last 12 months, when you phoned this doctor's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

7. In the last 12 months, did you make any appointments for a check-up or routine care with this doctor?

- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 9*

8. In the last 12 months, when you made an appointment for a check-up or routine care with this doctor, how often did you get an appointment as soon as you needed?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

9. In the last 12 months, did you phone this doctor's office with a medical question during regular office hours?

- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 11*

10. In the last 12 months, when you phoned this doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

11. In the last 12 months, did you phone this doctor's office with a medical question after regular office hours?

- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 13*

12. In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

13. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this doctor within 15 minutes of your appointment time?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

14. In the last 12 months, did you try to contact this doctor's office about a medical question or concern?

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, go to Question 16*

15. In the last 12 months, when you tried to contact this doctor's office about a medical question or concern, how often did you get an answer within 24 hours?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

16. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this doctor's office between visits?

- <sub>1</sub> Yes
- <sub>2</sub> No

### MANAGING YOUR CARE

17. In the last 12 months, how often did this doctor explain things in a way that was easy to understand?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

18. In the last 12 months, how often did this doctor listen carefully to you?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

19. In the last 12 months, did you talk with this doctor about any health questions or concerns?

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, go to Question 21*

20. In the last 12 months, how often did this doctor give you easy to understand information about these health questions or concerns?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

21. In the last 12 months, how often did this doctor seem to know the important information about your medical history?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

22. In the last 12 months, how often did this doctor show respect for what you had to say?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

23. In the last 12 months, how often did this doctor spend enough time with you?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

24. In the last 12 months, did you know how to get information from your medical record (like your test results, medical history, and medication information)?

- <sub>1</sub> Yes
- <sub>2</sub> No

25. In the last 12 months, how often was it easy to get information from your medical record (like your test results, medical history, and medication information)?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not need to get any information from my medical record

26. Visit notes sum up what was talked about on a visit to a doctor's office. Visit notes may be available on paper, on a website, or by e-mail. In the last 12 months, did anyone in this doctor's office offer you visit notes?

- <sub>1</sub> Yes
- <sub>2</sub> No

### COORDINATING YOUR CARE

27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you see a specialist for a particular health problem?

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, go to Question 29 on Page 3*

28. In the last 12 months, how often did this doctor (named in Question 1) seem informed and up-to-date about the care you got from specialists?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

29. In the last 12 months, did this doctor order a blood test, x-ray, or other test for you?

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, go to Question 31*

30. In the last 12 months, when this doctor ordered a blood test, x-ray, or other test for you, how often did someone from this doctor's office follow up to give you those results?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

### STAYING HEALTHY

31. In the last 12 months, did you and this doctor talk about a healthy diet and healthy eating habits?

- <sub>1</sub> Yes
- <sub>2</sub> No

32. In the last 12 months, did you and this doctor talk about the exercise or physical activity you get?

- <sub>1</sub> Yes
- <sub>2</sub> No

### OVERALL RATING OF DOCTOR

33. Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?

- 0 Worst doctor possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best doctor possible

### YOUR EMOTIONAL HEALTH

34. In the last 12 months, did anyone in this doctor's office ask you if there was a period of time when you felt sad, empty or depressed?

- <sub>1</sub> Yes
- <sub>2</sub> No

35. In the last 12 months, did you and anyone in this doctor's office talk about things in your life that worry you or cause you stress?

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, go to Question 37*

36. In the last 12 months, did anyone in this doctor's office recommend treatment for your stress such as medications, counseling, a class, or other help?

- <sub>1</sub> Yes, definitely
- <sub>2</sub> Yes, somewhat
- <sub>3</sub> No, definitely not

### CLERKS AND RECEPTIONISTS AT THIS DOCTOR'S OFFICE

37. In the last 12 months, how often were clerks and receptionists at this doctor's office as helpful as you thought they should be?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

38. In the last 12 months, how often did clerks and receptionists at this doctor's office treat you with courtesy and respect?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

### OVERALL RATING OF CARE

39. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate all your health care from all doctors and other health providers that you have seen in the last 12 months?

- 0 Worst care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best care possible

## ABOUT YOU

40. In general, how would you rate your overall health?

- <sub>1</sub> Excellent
- <sub>2</sub> Very good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

41. In general, how would you rate your overall mental or emotional health?

- <sub>1</sub> Excellent
- <sub>2</sub> Very good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

42. In the last 12 months, did you get health care 3 or more times for the same condition or problem?

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, go to Question 44*

43. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- <sub>1</sub> Yes
- <sub>2</sub> No

44. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- <sub>1</sub> Yes
- <sub>2</sub> No → *If No, go to Question 46*

45. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- <sub>1</sub> Yes
- <sub>2</sub> No

46. What is your age?

- <sub>1</sub> 18 to 24
- <sub>2</sub> 25 to 34
- <sub>3</sub> 35 to 44
- <sub>4</sub> 45 to 54
- <sub>5</sub> 55 to 64
- <sub>6</sub> 65 to 74
- <sub>7</sub> 75 or older

47. Are you male or female?

- <sub>1</sub> Male
- <sub>2</sub> Female

48. What is the highest grade or level of school that you have completed?

- <sub>1</sub> 8th grade or less
- <sub>2</sub> Some high school, but did not graduate
- <sub>3</sub> High school graduate or GED
- <sub>4</sub> Some college or 2-year degree
- <sub>5</sub> 4-year college graduate
- <sub>6</sub> More than 4-year college degree

49. Are you of Hispanic or Latino origin or descent?

- <sub>1</sub> Yes, Hispanic or Latino
- <sub>2</sub> No, not Hispanic or Latino

50. What is your race? Mark one or more.

- <sub>1</sub> White
- <sub>2</sub> Black or African American
- <sub>3</sub> Asian
- <sub>4</sub> Native Hawaiian or Other Pacific Islander
- <sub>5</sub> American Indian or Alaska Native
- <sub>6</sub> Other

51. What language do you mainly speak at home?

- <sub>1</sub> English
- <sub>2</sub> Spanish
- <sub>3</sub> Some other language (please print)

\_\_\_\_\_

52. What is your current height (in feet and inches) without shoes on?

\_\_\_\_\_ feet \_\_\_\_\_ inches

53. What is your current weight (in pounds) without shoes or clothes on?

\_\_\_\_\_ pounds

## THANK YOU

When you are done, please use the enclosed prepaid envelope to mail the questionnaire to:  
Center for the Study of Services, PO Box 10820, Herndon VA 20172-9940