

EXPERIENCES WITH YOUR CHILD'S DOCTOR SURVEY

YOUR CHILD'S DOCTOR

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

Is that right?

- ₁ Yes
₂ No → *If No, go to Question 44 on Page 4*

2. Is this the doctor you usually see if your child needs a check-up or gets sick or hurt?

- ₁ Yes
₂ No

3. How long has your child been going to this doctor?

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

YOUR CHILD'S CARE FROM THIS DOCTOR IN THE LAST 12 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child visit this doctor for care?

- ₁ None → *If None, go to Question 44 on Page 4*
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

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

- ₁ Yes
₂ 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 your child needed right away, how often did you get an appointment as soon as your child needed?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ 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 for your child with this doctor, how often did you get an appointment as soon as your child needed?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

9. In the last 12 months, did your child need care during evenings, weekends, or holidays?

- ₁ Yes
₂ No → *If No, go to Question 11*

10. In the last 12 months, how often were you able to get the care your child needed from this doctor's office during evenings, weekends, or holidays?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No → *If No, go to Question 13*

12. 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?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No → *If No, go to Question 15 on Page 2*

14. 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?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Yes
- ₂ No

MANAGING YOUR CHILD'S CARE

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

19. In the last 12 months, did you and this doctor talk about any questions or concerns you had about your child's health?

- ₁ Yes
- ₂ 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

24. 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?

- ₁ Yes
- ₂ No

COORDINATING YOUR CHILD'S CARE

25. 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 your child see a specialist for a particular health problem?

- ₁ Yes
- ₂ No → *If No, go to Question 27*

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

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

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

OVERALL RATING OF DOCTOR

29. 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

DISCUSSING YOUR CHILD'S DEVELOPMENT

30. In the last 12 months, did you and anyone in this doctor's office talk about your child's learning ability?

- ₁ Yes
- ₂ No

31. In the last 12 months, did you and anyone in this doctor's office talk about the kinds of behaviors that are normal for your child at this age?

- ₁ Yes
- ₂ No

32. In the last 12 months, did you and anyone in this doctor's office talk about how your child's body is growing?

- ₁ Yes
- ₂ No

33. In the last 12 months, did you and anyone in this doctor's office talk about your child's moods and emotions?

- ₁ Yes
- ₂ No

34. In the last 12 months, did you and anyone in this doctor's office talk about things you can do to keep your child from getting injured?

- ₁ Yes
- ₂ No

35. In the last 12 months, did anyone in this doctor's office give you information about how to keep your child from getting injured?

- ₁ Yes
- ₂ No

36. In the last 12 months, did you and anyone in this doctor's office talk about how much time your child spends on a computer and in front of a TV?

- ₁ Yes
- ₂ No

37. In the last 12 months, did you and anyone in this doctor's office talk about how much or what kind of food your child eats?

- ₁ Yes
- ₂ No

38. In the last 12 months, did you and anyone in this doctor's office talk about how much or what kind of exercise your child gets?

- ₁ Yes
- ₂ No

39. In the last 12 months, did you and anyone in this doctor's office talk about how your child gets along with others?

- ₁ Yes
- ₂ No

40. In the last 12 months, did you and anyone in this doctor's office talk about whether there are any problems in your household that might affect your child?

- ₁ Yes
- ₂ No

CLERKS AND RECEPTIONISTS AT THIS DOCTOR'S OFFICE

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

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

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

OVERALL RATING OF CARE

43. 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 child's health care from all doctors and other health providers that your child has seen in the last 12 months?

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

ABOUT YOUR CHILD

44. In general, how would you rate your child's overall health?

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

45. In general, how would you rate your child's overall mental or emotional health?

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

46. What is your child's age?

- ₁ Less than 1 year old

_____ YEARS OLD (write in)

47. Is your child male or female?

- ₁ Male
- ₂ Female

48. Is your child of Hispanic or Latino origin or descent?

- ₁ Yes, Hispanic or Latino
- ₂ No, not Hispanic or Latino

49. What is your child's race? Mark one or more.

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

50. What is your child's current height (in feet and inches) without shoes on?

_____ feet _____ inches

51. What is your child's current weight (in pounds) without shoes or clothes on?

_____ pounds

ABOUT YOU

52. What language do you mainly speak at home?

- English
- ₁ Spanish
- ₂ Some other language (please print)

53. What is your age?

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

54. Are you male or female?

- ₁ Male
- ₂ Female

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

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

56. How are you related to the child?

- ₁ Mother or father
- ₂ Grandparent
- ₃ Aunt or uncle
- ₄ Older brother or sister
- ₅ Other relative
- ₆ Legal guardian
- ₇ Someone else (please print)

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