

## 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 41 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 41 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 contact 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 contacted 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 contact 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 contacted 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 contact 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 contacted 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

## MANAGING YOUR CARE

14. 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
15. 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
16. 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 18*
17. 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
18. 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
19. 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
20. 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
21. 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

## COORDINATING YOUR CARE

22. 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 24*
23. 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
24. 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 29 on Page 3*
25. 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
26. In the last 12 months, when this doctor ordered a blood test, x-ray, or other test for you, how often did you receive your results as soon as you needed them?
- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always
27. In the last 12 months, after you received your test results, did you have questions about them?
- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 29 on Page 3*
28. In the last 12 months, when you had questions about your test results, how often did you discuss your questions with someone from this doctor's office?
- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

### STAYING HEALTHY

29. 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
30. 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

### SHARED DECISION MAKING

31. In the last 12 months, did you and this doctor talk about starting or stopping a prescription medicine?
- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 35*
32. Did you and this doctor talk about the reasons you might want to take a medicine?
- <sub>1</sub> Yes  
<sub>2</sub> No
33. Did you and this doctor talk about the reasons you might not want to take a medicine?
- <sub>1</sub> Yes  
<sub>2</sub> No
34. When you and this doctor talked about starting or stopping a prescription medicine, did this doctor ask what you thought was best for you?
- <sub>1</sub> Yes  
<sub>2</sub> No

### OVERALL RATING OF DOCTOR

35. 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

36. In the last 12 months, did you take any prescription medicine?

<sub>1</sub> Yes  
<sub>2</sub> No → *If No, go to Question 38*

37. In the last 12 months, how often did you and someone from this doctor's office talk about all the prescription medicines you were taking?

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

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

38. 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

39. 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

40. 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

41. 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

42. 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

43. 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

44. Are you male or female?

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

45. 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

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

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

47. 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

48. What language do you mainly speak at home?

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

\_\_\_\_\_

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

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

50. 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