

**SECTION U
PRIMARY CARE ASSESSMENT**

I will now ask you some questions regarding medical care you receive.

Please use Card 14 to indicate how much you agree or disagree with this statement:

U1. I think it's important to have a regular medical doctor.

Strongly Agree	1
Agree	2
Uncertain	3
Disagree	4
Strongly Disagree	5

U2. Which of the following reasons make it hard for you to get regular medical care? (Please tell me all that apply) (Show Card 15)

	<u>NO</u>	<u>YES</u>
U2a. I cannot pay for services.	0	1
U2b. I am not eligible for free care.	0	1
U2c. I do not know where to go.	0	1
U2d. I can't get to services because of transportation problems.	0	1
U2e. The office or clinic hours are inconvenient.	0	1
U2f. I do not speak or understand English well enough.	0	1
U2g. I'm afraid others might find out about a health problem I have.	0	1
U2h. My substance abuse interferes (I choose to drink or drug instead).	0	1
U2i. I do not have a babysitter or someone to watch my child/children.	0	1
U2j. I do not want to lose my job.	0	1
U2k. My insurance does not cover services.	0	1
U2l. Medical care is not important to me.	0	1
U2m. I do not have time.	0	1
U2n. Medical staff (like doctors, nurses) do not treat me with respect.	0	1
U2o. I do not trust doctors or nurses.	0	1
U2p. I have often been unsatisfied with my medical care.	0	1
U2q. Other _____	0	1

U2r. Out of the answers that you chose, what is the most important reason that it is hard for you to get regular medical care?

_____ (Enter letter of the reason given by subject, i.e. a, b, etc.)

U3a. Has a doctor ever talked to you about drug use?

No	0
Yes	1

U3b. Has a doctor ever talked to you about alcohol use?

No	0
Yes	1

U4. Is there one particular doctor that you consider to be your **regular personal doctor**?

No	0
Yes	1

U5. Have you seen **any** doctors in the last six months/since the last time we met?

No	0
Yes	1

IF U4 AND U5 ARE BOTH NO, SKIP TO SECTION F

IF U4 IS YES - REGARDLESS OF U5 - GO TO U7a

IF U4 IS NO AND U5 IS YES, GO TO U6a

U6a. Would you call or go to one of these/this doctor if you had a medical problem that was not an emergency?

No	0
Yes	1 (SKIP TO QUESTION U7a)

U6b. Do you think one of these doctors could be your regular doctor?

No	0 (SKIP TO SECTION F)
Yes	1

U7a. What type of doctor is your regular personal/this doctor? (Circle only one)

<u>IN</u>		<u>OUT</u>	
Ob/Gyn	1	Psychiatrist	13
Family Medicine	2	Dentist	14
Pediatrician	3	Dermatologist	15
Adolescent Medicine	4	Orthopedic or bone doctor	16
Internal Medicine	5	ER doctor	17
AIDS doctor	6	Surgeon	18
Asthma doctor	7	Eye doctor or ophthalmologist	19
Pulmonary doctor	8	Foot doctor or podiatrist	20
Cardiologist	9	Other _____	21
Gastroenterologist	10		
Unknown	11		
Other _____	12		

(For RA:

For subjects who have a "regular" doctor, continue with this section regardless of doctor's specialty.)

U7b. What is the name of this/your regular doctor?

(first)

(last)

U8. How long has this person been your doctor? (Circle all that apply)

(Show card 16)

Only saw this person once	0
Less than 6 months	1
Between 6 months and 1 year	2
1 to 2 years	3
3 to 5 years	4
More than 5 years	5

U9. Where is this doctor's office located?

U10a. How many times have you been to this/your regular doctor's office in the last six months/since the last time we met?

U10a. ____ (total number of times)

U10b. In the last six months/since the last time we met, how many times have you been to this/your regular doctor's office and saw the doctor?

U10b. ____ (number of times saw MD)

U10c. In the last six months/since the last time we met, how many times have you been to this/your regular doctor's office and did not see the doctor, but saw a physician's assistant, nurse practitioner, registered nurse, social worker, or counselor?

U10c. ____ (number of times did not see the doctor, but saw physician's assistant, nurse practitioner, registered nurse, social worker, or counselor)

(U10b and U10c should add up to U10a)

U11. How would you rate the convenience of this/your regular doctor's office location?
(Show card 17)

Very Poor	1
Poor	2
Fair	3
Good	4
Very Good	5
Excellent	6

U12. How would you rate the hours that this/your doctor's office is open for medical appointments?
(Show card 17)

Very Poor	1
Poor	2
Fair	3
Good	4
Very Good	5
Excellent	6

U13. How would you rate the usual wait for an appointment when you are sick and call the doctor's office asking to be seen? (Show card 17)

Very Poor	1
Poor	2
Fair	3
Good	4
Very Good	5
Excellent	6
N/A	9

U14. How would you rate the amount of time you wait at this/your doctor's office for your appointment to start? (Show card 17)

Very Poor	1
Poor	2
Fair	3
Good	4
Very Good	5
Excellent	6

U15a. Do you pay for any part or for all of these doctor visits (like \$5 per visit)?

No	0
Yes	1

U15b. How would you rate the amount of money you pay for doctor visits? (Show card 17)

Very Poor	1
Poor	2
Fair	3
Good	4
Very Good	5
Excellent	6

U16a. Do you pay for any part or for all of your prescription medication?

No	0
Yes	1
N/A	9

U16b. How would you rate the amount of money you pay for medication and other prescribed treatments? (Show card 17)

Very Poor	1
Poor	2
Fair	3
Good	4
Very Good	5
Excellent	6
N/A	9

U17. Do you ever skip medication or treatments because they are too expensive? (Show card 18)

Yes, often	1
Yes, occasionally	2
No, never	3
N/A	9

U18. Thinking about the times you have needed to see or talk to this/your doctor, how would you rate the following: (Show card 19)

	<u>Very Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>
U18a. Ability to get through to the doctor's office by phone	1	2	3	4	5	6
N/A						9
U18b. Ability to speak to your doctor by phone when you have a question or need medical advice	1	2	3	4	5	6
N/A						9

U19. When you go for a check-up or routine care, how often do you see this/your regular doctor (not an assistant or partner)? (Show card 20)

Always	1
Almost always	2
A lot of the time	3
Some of the time	4
Almost never	5
Never	6
N/A	9

U20. When you are sick and go to the doctor, how often do you see this/your regular doctor (not an assistant or partner)? (Show card 20)

- | | |
|-------------------|---|
| Always | 1 |
| Almost always | 2 |
| A lot of the time | 3 |
| Some of the time | 4 |
| Almost never | 5 |
| Never | 6 |
| N/A | 9 |

U21. Thinking about the technical aspects of your care, how would you rate the following:

U21a. Thoroughness of doctor's physical examination of you to check a health problem you have? (Show card 19)

- | | |
|-----------|---|
| Very poor | 1 |
| Poor | 2 |
| Fair | 3 |
| Good | 4 |
| Very Good | 5 |
| Excellent | 6 |

U21b. How often do you question whether this/your doctor's diagnosis of your health problem is right? (Show card 20)

- | | |
|-------------------|---|
| Always | 1 |
| Almost always | 2 |
| A lot of the time | 3 |
| Some of the time | 4 |
| Almost never | 5 |
| Never | 6 |

U22. Thinking about talking with this/you regular doctor, how would you rate the following: (Show card 19)

	Very <u>Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	Very <u>Good</u>	<u>Excellent</u>
U22a. Thoroughness of your doctor's questions about your symptoms and how you are feeling	1	2	3	4	5	6

U22. Con't. (Show card 19)	<u>Very</u> <u>Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very</u> <u>Good</u>	<u>Excellent</u>
U22b. Attention your doctor gives to what you have to say	1	2	3	4	5	6
U22c. Doctor's explanations of your health problems or treatments you need	1	2	3	4	5	6
U22d. Doctor's instructions about symptoms to report and when to seek further care	1	2	3	4	5	6
U22e. Doctor's advice and help in making decisions about your care	1	2	3	4	5	6

U23. How often do you leave this/your doctor's office with unanswered questions?
(Show card 20)

Always	1
Almost always	2
A lot of the time	3
Some of the time	4
Almost never	5
Never	6

U24. Thinking about the personal aspects of the care you receive from this/your regular doctor, how would you rate the following: (Show card 19)

	<u>Very</u> <u>Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very</u> <u>Good</u>	<u>Excellent</u>
U24a. Amount of time your doctor spends with you	1	2	3	4	5	6
U24b. Doctor's patience with your questions or worries	1	2	3	4	5	6
U24c. Doctor's friendliness and warmth toward you	1	2	3	4	5	6
U24d. Doctor's caring and concern for you	1	2	3	4	5	6
U24e. Doctor's respect for you	1	2	3	4	5	6

U25. Which of the following has this/your regular doctor ever talked to you about?

(answer each line)

	<u>NO</u>	<u>YES</u>
U25a. Smoking	0	1
U25b. Alcohol use	0	1
U25c. Seat belt use	0	1
U25d. Diet	0	1
U25e. Exercise	0	1
U25f. Stress	0	1
U25g. Safe sex	0	1
U25h. Drug Use	0	1
U25i. HIV testing	0	1

U26. Which of the following have you ever done because of this/your doctor's advice?

(answer each line)

	<u>NO</u>	<u>YES</u>
U26a. Tried to cut down or quit smoking	0	1
U26b. Tried to drink less alcohol	0	1
U26c. Wore your seat belt more	0	1
U26d. Changed your diet in any way	0	1
U26e. Done more exercise	0	1
U26f. Tried to relax or reduce your stress	0	1
U26g. Practiced safer sex	0	1
U26h. Tried to cut down or quit drugs	0	1
U26i. Got HIV tested	0	1

U27. Thinking about how much you TRUST this/your doctor, how strongly do you agree or disagree with the following statements: (Show card 21)

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Not Sure</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
U27a. I can tell my doctor anything, even things that I might not tell anyone else.	1	2	3	4	5
U27b. My doctor sometimes pretends to know things when he/she is really not sure.	1	2	3	4	5
U27c. I completely trust my doctor's judgements about my medical care.	1	2	3	4	5

U27. Con't. (Show card 21)

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Not Sure</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
U27d. My doctor cares more about holding down costs than about doing what is needed for my health.	1	2	3	4	5
U27e. My doctor would always tell me the truth about my health, even if there was bad news.	1	2	3	4	5
U27f. My doctor cares as much as I do about my health.	1	2	3	4	5
U27g. If a mistake was made in my treatment, my doctor would try to hide it from me.	1	2	3	4	5

U28. All things considered, how much do you trust this/your doctor? (Show card 22)

Not at all										Completely
0	1	2	3	4	5	6	7	8	9	10

U29. Thinking about how well this/your doctor knows you, how would you rate the following: (Show card 23)

	<u>Very Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>
U29a. Doctor's knowledge of your entire medical history	1	2	3	4	5	6
U29b. Doctor's knowledge of your responsibilities at work, home, or school	1	2	3	4	5	6
U29c. Doctor's knowledge of what worries you most about your health.	1	2	3	4	5	6
U29d. Doctor's knowledge of you as a person (your values and beliefs)	1	2	3	4	5	6

Please use **Card 24** to indicate how much you agree or disagree with this statement.

U30. If I were unconscious or in a coma, this/my doctor would know what I would want done for me. (Show card 24)

Strongly agree	1
Agree	2
Not sure	3
Disagree	4
Strongly disagree	5

U31. Are there other doctors or nurses who work in this/your doctor's office, who play an important role in your care?

Yes	1	
No	0	(SKIP TO QUESTION U34)

U32. Thinking about these other doctors or nurses who play an important role in your care, how would you rate: (Show card 25)

	<u>Very</u> <u>Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very</u> <u>Good</u>	<u>Excellent</u>
U32a. Their knowledge of you as a person (your values and beliefs)	1	2	3	4	5	6
U32b. The quality of care they provide	1	2	3	4	5	6
U32c. The coordination between them and your regular doctor	1	2	3	4	5	6
U32d. Their explanations of your health problems or treatments that you need	1	2	3	4	5	6
Not applicable, only my regular doctor does this _____						

U33. How much would you say this/your regular doctor knows about the care you receive from these other doctors or nurses? (for example: visits that you make, treatments recommended?) (Show card 26)

Knows absolutely everything	1
Knows almost everything	2
Knows some things	3
Knows very little	4
Knows nothing at all	5

U34. Has this/your doctor ever recommended that you see a different doctor for a specific health problem?

Yes 1
 No 0 (SKIP TO QUESTION U36)

U35. Thinking about the times this/your doctor has recommended you see a different doctor for a specific health problem, how would you rate the following? (Show card 27)

	Very <u>Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	Very <u>Good</u>	<u>Excellent</u>
U35a. Help this/your regular doctor gave you in deciding who to see for specialty care	1	2	3	4	5	6
U35b. Help this/your regular doctor gave you in getting an appointment for specialty care you needed	1	2	3	4	5	6
U35c. This/regular doctor's involvement in your care when you were being treated by a specialist or were hospitalized	1	2	3	4	5	6
U35d. This/regular doctor's communication with specialists or other doctors who saw you	1	2	3	4	5	6
U35e. Help this/your regular doctor gave you in understanding what the specialist or other doctor said about you	1	2	3	4	5	6
U35f. Quality of specialists or other doctors this/your regular doctor sent you to	1	2	3	4	5	6

I will now ask you some questions regarding the convenience of this/your doctor's office.

U36. How many minutes does it usually take you to get to this/your regular doctor's office?
 (Show card 28)

Less than 15 1
 16 to 30 2
 31 to 60 3
 More than 60 4

U37. When you are sick and call the doctor's office for an appointment, how quickly do they usually see you? (Show card 29)

The same day	1
The next day	2
In 2 to 3 days	3
In 4 to 5 days	4
In more than 5 days	5
N/A	9

U38. How many minutes late do your appointments at this/your doctor's office usually begin? (Show card 30)

None, they begin on time	1
Less than 5 minutes	2
6 to 10 minutes	3
11 to 20 minutes	4
21 to 30 minutes	5
31 to 45 minutes	6
More than 45 minutes	7

U39. All things considered, how satisfied are you with this/your regular doctor? (Show card 31)

Completely satisfied, couldn't be better	1
Very satisfied	2
Somewhat satisfied	3
Neither satisfied nor dissatisfied	4
Somewhat dissatisfied	5
Very dissatisfied	6
Completely dissatisfied, couldn't be worse	7