

The Health Plan:

Response Definition: 1=Poor 2=Fair 3=Good 4=Very Good 5=Excellent

- | | 1 | 2 | 3 | 4 | 5 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 3. Would you say the choice of doctors you have is: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Would you say that your health insurance benefits and coverage are:..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Considering how much time you personally spend on paperwork related to your health care, please give an overall rating on paperwork for (health plan): | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. How well do the people at (health plan) respond to your questions, problems, or other needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. How well does the paperwork from (health plan) explain decisions about payments on claims? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. When calling the health plan, how long a delay, if any, have you experienced in getting through to a (health plan) representative who can help you? | | | | | |
| <input type="radio"/> Long Delay <input type="radio"/> Short Delay <input type="radio"/> No Delay <input type="radio"/> Not Applicable | | | | | |

Getting Medical Care When Needed

9. Please give your overall rating of how easy or difficult it has been to get the medical care that you need. Has the availability of care been:
- Poor Fair Good Very Good Excellent
10. Has there ever been a time when a doctor gave you less care or less treatment than you thought was needed?
- No Yes
11. If you answered yes in #10, please elaborate in the space below.

For the following questions, consider how satisfied or dissatisfied you were with the length of time you waited between when you made an appointment and when you actually went in for the appointment.

12. For appointments made if you were not feeling well:
- Poor Fair Good Very Good Excellent
13. For appointments made for routine checkups, physicals, or other preventive care:
- Poor Fair Good Very Good Excellent
14. For appointments made for diagnostic tests ordered by your physician or other healthcare staff?
- Poor Fair Good Very Good Excellent Not Applicable
15. How would you rate the length of time you waited to be seen by medical staff for visits to Urgent Care during the evenings or on weekends?
- Poor Fair Good Very Good Excellent Not Applicable



Doctors and Medical Care Received:

16. Overall, how satisfied or dissatisfied are you with the doctors you have seen?

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied

17. Overall, how satisfied or dissatisfied are you with the specialists you have seen?

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied

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- | | 1 | 2 | 3 | 4 | 5 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 18. Rate the thoroughness and carefulness of examinations and treatment you've received. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. Rate how well the doctor listens to what you say, without interrupting you or rushing you. ... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20. Rate how well your doctor explains things to you in a way that you can understand..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. Rate how well the doctor and nursing staff follow up with you on your care, including telling you about test results and checking with you on how well you're doing. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22. Has a doctor, nurse, receptionist, or any other doctor's office or clinic staff ever been disrespectful to you? | | | | Y | N |
| | | | | <input type="radio"/> | <input type="radio"/> |

Please tell us anything else you would like us to know about our service to you.

