MAIN STUDY - ROUND 10

COMMUNITY COMPONENT

SC. SATISFACTION WITH CARE

BOX SC1A	IF SP DECEASED OR INSTITUTIONALIZED, GO TO **BOX USA**.

We're interested in how you feel about the medical services (you have/SP has) received [over the past year/since PREV. SUPPL. RD. INT. DATE)] from doctors and hospitals. [SHOW CARD SC1.] Please tell me how satisfied you have been with the following:

SC1.   The overall quality of the medical services (you have /SP has) received in the last year.

SHOW CARD SC1	**MCQUALTY**	VERY SATISFIED	1
		SATISFIED	2
		UNSATISFIED	3
		VERY UNSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

SC2.   The availability of medical services at night and on weekends.

SHOW CARD SC1	**MCAVAIL**	VERY SATISFIED	1
		SATISFIED	2
		UNSATISFIED	3
		VERY UNSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

SC3.   The ease and convenience of getting to a doctor from where (you live/SP lives).

SHOW CARD SC1	**MCEASE**	VERY SATISFIED	1
		SATISFIED	2
		UNSATISFIED	3
		VERY UNSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

SC4.   The out-of-pocket costs (you/SP) paid for medical services.

SHOW CARD SC1	**MCCOSTS**	VERY SATISFIED	1
		SATISFIED	2
		UNSATISFIED	3
		VERY UNSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

SC5.   The information given to (you/you or SP) about what was wrong with (you/SP).

SHOW CARD SC1	**MCINFO**	VERY SATISFIED	1
		SATISFIED	2
		UNSATISFIED	3
		VERY UNSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

SC6.   The follow-up care (you/SP) received after an initial treatment or operation.

SHOW CARD SC1	**MCFOLUP**	VERY SATISFIED	1
		SATISFIED	2
		UNSATISFIED	3
		VERY UNSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

SC7.   The concern of doctors for (your/SP's) overall health rather than just for an isolated symptom or disease.

SHOW CARD SC1	**MCCONCRN**	VERY SATISFIED	1
		SATISFIED	2
		UNSATISFIED	3
		VERY UNSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

SC8.   Getting all (your/SP's) medical care needs taken care of at the same location.

SHOW CARD SC1	**MCSAMLOC**	VERY SATISFIED 1
		SATISFIED 2
		UNSATISFIED 3
		VERY UNSATISFIED 4
		NOT APPLICABLE 5
		REFUSED .... -7
		DON'T KNOW .... -8

SC9.   What things about the medical services (you/SP) receive(s) are you dissatisfied with?
          MCDISSFY

          NOT DISSATISFIED WITH ANYTHING.. 1

          RECORD ALL OTHER RESPONSES VERBATIM BELOW: 91

MCDISVB1   _____   **VCMCDIS1**

MCDISVB2   _____   **VCMCDIS2**

MCDISVB3   _____   **VCMCDIS3**

                                                                        VCMCDIS4

SC10.   What things about the medical services (you/SP) receive(s) need to be improved?
          MCIMPROV

          NOTHING NEEDS TO BE IMPROVED 1

          RECORD ALL OTHER RESPONSES VERBATIM BELOW:........................ 91

MCIMPVB1   _____   **VCMCIMP1**

MCIMPVB2   _____   **VCMCIMP2**

MCIMPVB3   _____   **VCMCIMP3**

                                                                        VCMCIMP4

SC11.   During (DISPLAY CURRENT YEAR AS 19XX), did (you/SP) have any health problem or condition about which you
          think (you/he/she) should have seen a doctor or other medical person, but did not?

MCDRNSEE	YES 1 (SC12)
	NO 2 (SC15)
	REFUSED .... -7 (SC15)
	DON'T KNOW .... -8 (SC15)

3

SC12.   What was the health problem or condition?

        CONDTION   _____
        CONDSC12

SC13.   ASK SC13 AND SC14, IF APPLICABLE, ABOUT CONDITIONS REPORTED IN SC12.
        This card lists some reasons people have given for not seeing a doctor or other medical person about a health
        problem or condition.
        [PRESS ENTER TO CONTINUE.]

        Which of these reasons explains why (you/SP) did not see a doctor about the [READ CONDITIONS BELOW]?
        PROBE: Any other reason?
        [CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]
        PROGRAM: DISPLAY CONDITION(S) REPORTED IN SC12.

SHOW	**MCRNSERS**	DIDN'T THINK THE PROBLEM WAS SERIOUS	1	(SC14)
CARD	**MCRCOST**	THOUGHT IT WOULD COST TOO MUCH	2	(SC14)
SC2	**MCRTIME**	DIDN'T HAVE TIME	3	(SC14)
	MCRAPPT	COULDN'T GET AN APPOINTMENT SOON		
	MCRAVAIL	ENOUGH	4	(SC14)
	MCRWAY	NO DOCTOR WAS AVAILABLE	5	(SC14)
	MCRFAMLY	DIDN'T HAVE A WAY TO GET TO THE DOCTOR	6	(SC14)
	MCRDRCDM	COULDN'T LEAVE OTHER FAMILY MEMBER	7	(SC14)
	MCRFEAR	THOUGHT DOCTOR COULDN'T DO MUCH		
	MCRDRCHG	ABOUT PROBLEM	8	(SC14)
	MCRACCPT	WAS AFRAID OF FINDING OUT WHAT WAS		
		WRONG	9	(SC14)
	MCRDOCTR	DOCTOR CHARGED MORE THAN MEDICARE		
	MCRHOSP	WOULD PAY	10	(SC14)
	MCRNOCAR	COULDN'T FIND A DOCTOR WHO WOULD		
	MCRUNABL	ACCEPT MEDICARE	11	(SC14)
	MCROTHR	OTHER (SPECIFY) _____	91	(SC14)
	MCROTHOS	REFUSED	-7	BOX US1A
		DON'T KNOW	-8	BOX US1A

SC14.   IF MORE THAN ONE REASON GIVEN IN SC13, ASK SC14. OTHERWISE, GO TO SC15.
          Which of these was the main reason (you/SP) did not see a doctor about (this/these) condition(s) last year?
          PROGRAM: ONLY DISPLAY CATEGORIES CODED IN SC13. DISPLAY CONDITION(S) REPORTED IN SC12.

SHOW CARD SC2	**MCRMAIN**	
	DIDN'T THINK THE PROBLEM WAS SERIOUS	1
	THOUGHT IT WOULD COST TOO MUCH	2
	DIDN'T HAVE TIME	3
	COULDN'T GET AN APPOINTMENT SOON ENOUGH	4
	NO DOCTOR WAS AVAILABLE	5
	DIDN'T HAVE A WAY TO GET TO THE DOCTOR	6
	COULDN'T LEAVE OTHER FAMILY MEMBER	7
	THOUGHT DOCTOR COULDN'T DO MUCH ABOUT PROBLEM	8
	WAS AFRAID OF FINDING OUT WHAT WAS WRONG	9
	DOCTOR CHARGED MORE THAN MEDICARE WOULD PAY	10
	COULDN'T FIND A DOCTOR WHO WOULD ACCEPT MEDICARE	11
	OTHER (SPECIFY) _____	91