

MAIN STUDY - ROUND 13
COMMUNITY COMPONENT
SC. SATISFACTION WITH CARE

BOX SC1A	IF SP DECEASED OR INSTITUTIONALIZED, GO TO BOX USA .
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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
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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
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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
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SC4. The out-of-pocket costs (you/SP) paid for medical services.

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SHOW CARD SC1 </div>	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).

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SHOW CARD SC1 </div>	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.

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SHOW CARD SC1 </div>	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.

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SHOW CARD SC1 </div>	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.

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SHOW CARD SC1 </div>	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)

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 CARD SC2	MCRNSERS	DIDN'T THINK THE PROBLEM WAS SERIOUS	1 (SC14)
	MRCRCOST	THOUGHT IT WOULD COST TOO MUCH	2 (SC14)
	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)
	MCRFAMILY	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) _____	
	MCROTHOS	_____	91 (SC14)
		REFUSED	-7 (SC15)
		DON'T KNOW	-8 (SC15)

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	MCRMMAIN	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

SC15. During (DISPLAY CURRENT YEAR AS 19XX), were any medicines prescribed for (you/SP) that (you/he/she) did not get? Please include refills of earlier prescriptions as well as prescriptions that were written or phoned in by a doctor.

PMNOTGET YES 1 (SC16)
 NO 2 (US1)
 REFUSED -7 (US1)
 DON'T KNOW -8 (US1)

SC16. What were the names of those medicines?
 [ENTER ALL MEDICINES. PRESS ENTER IF THERE ARE NO MORE MEDICINES.]

PMNAME1 MEDICINE 1: _____
PMNAME2 MEDICINE 2: _____
PMNAME3 MEDICINE 3: _____
PMNAME4 MEDICINE 4: _____
PMNAME5 MEDICINE 5: _____

SC17. This card lists some reasons people have given for not having prescriptions filled or refilled. Which of these reasons explains why (you/SP) did not obtain the [READ MEDICINES BELOW]?
 PROBE: Any other reason?
 [CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD SC3	PMNOCOND	DIDN'T THINK MEDICINE WAS NECESSARY FOR THE CONDITION	1
	PMCOST	THOUGHT IT WOULD COST TOO MUCH	2
	PMNOCOV	MEDICINE NOT COVERED BY INSURANCE OR MEDICAID	3
	PMNOTIME	DIDN'T HAVE TIME	4
	PMNOSOON	COULDN'T GET THE MEDICINE SOON ENOUGH	5
	PMPHARM	NO PHARMACY CONVENIENT	6
	PMNOWAY	DIDN'T HAVE A WAY TO GET MEDICINE	7
	PMNOHELP	DIDN'T THINK MEDICINE WOULD HELP CONDITION	8
	PMREACT	WAS AFRAID OF MEDICINE REACTIONS/ CONTRAINDICATIONS	9
	PMNONEED	FELT BETTER, DIDN'T NEED MEDICINE	10
	PMNOLIKE	DON'T LIKE TO TAKE MEDICINE	11
		OTHER (SPECIFY)	91
	PMOTHER	REFUSED	-7 (US1)
	PMOTHOS	DON'T KNOW	-8 (US1)

BOX SC2	IF MORE THAN ONE REASON ENTERED AT SC17, GO TO SC18. OTHERWISE, GO TO US1.
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SC18. Which of these was the main reason (you\SP) did not obtain (this/these) medicine(s) during [DISPLAY CURRENT YEAR AS 19XX]?

SHOW CARD SC3

PMMAIN

DIDN'T THINK MEDICINE WAS NECESSARY FOR THE CONDITION	1
THOUGHT IT WOULD COST TOO MUCH	2
MEDICINE NOT COVERED BY INSURANCE OR MEDICAID	3
DIDN'T HAVE TIME	4
COULDN'T GET THE MEDICINE SOON ENOUGH	5
NO PHARMACY CONVENIENT	6
DIDN'T HAVE A WAY TO GET MEDICINE	7
DIDN'T THINK MEDICINE WOULD HELP CONDITION	8
WAS AFRAID OF MEDICINE REACTIONS/ CONTRAINDICATIONS	9
FELT BETTER, DIDN'T NEED MEDICINE	10
DON'T LIKE TO TAKE MEDICINE	11
OTHER (SPECIFY)	91
REFUSED	-7 (US1)
DON'T KNOW	-8 (US1)