

MAIN STUDY - ROUND 19
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

SC8a. The availability of care by specialists when (you feel/SP feels) (you/he/she) need(s) it.

SHOW CARD SC1

MCSPECAR	VERY SATISFIED	1
	SATISFIED	2
	UNSATISFIED	3
	VERY UNSATISFIED	4
	NOT APPLICABLE	5
	REFUSED	-7
	DON'T KNOW	-8

SC8b. The ease of obtaining answers to questions over the telephone about (your/SP's) treatment or prescriptions.

SHOW CARD SC1

MCTELANS	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

Next I'm going to read you a few statements about health and medical care. Please tell me whether each of the following statements is true or false.

SC10a. (You worry/SP worries) about (your/his/her) health more than other people (your/his/her) age. [Is this statement true or false?]

MCWORRY	TRUE	1
	FALSE	2
	REFUSED	-7
	DON'T KNOW	-8

SC10b. (You/SP) will do just about anything to avoid going to the doctor.

MCAVOID	TRUE	1
	FALSE	2
	REFUSED	-7
	DON'T KNOW	-8

SC10c. When (you are/SP is) sick, (you try/he tries/she tries) to keep it to (yourself/himself/herself).

MCSICK	TRUE	1
	FALSE	2
	REFUSED	-7
	DON'T KNOW	-8

SC10d. Usually, (you go/SP goes) to the doctor as soon as (you start/he starts/she starts) to feel bad.

MCDRSoon	TRUE	1
	FALSE	2
	REFUSED	-7
	DON'T KNOW	-8

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	
	M CRAVAIL	SOON 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 MEDICAID	11 (SC14)
	MCROTH	OTHER (SPECIFY) _____	
	MCRTHOS	_____	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	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 MEDICAID	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	} BOX USA
	REFUSED	-7	
	DON'T KNOW	-8	

- 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.]

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SHOW CARD SC3 </div>	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	} BOX USA
	PMOTHOS	DON'T KNOW	-8	

BOX SC2	IF MORE THAN ONE REASON ENTERED AT SC17, GO TO SC18. OTHERWISE, GO TO BOX USA .
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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	} BOX USA
DON'T KNOW	-8	