

MAIN STUDY - ROUND 22
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 DISSATISFIED 3 VERY DISSATISFIED 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 DISSATISFIED 3 VERY DISSATISFIED 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 DISSATISFIED 3 VERY DISSATISFIED 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
		DISSATISFIED	3
		VERY DISSATISFIED	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
		DISSATISFIED	3
		VERY DISSATISFIED	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
		DISSATISFIED	3
		VERY DISSATISFIED	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
		DISSATISFIED	3
		VERY DISSATISFIED	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
		DISSATISFIED	3
		VERY DISSATISFIED	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
 DISSATISFIED 3
 VERY DISSATISFIED 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
 DISSATISFIED 3
 VERY DISSATISFIED 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

SC12a. Did you attempt to see a doctor about this [READ CONDITION(S) BELOW]?

[CONDITION(S) FROM SC12]

[PROBE: By "attempt" I mean, did (you/SP) contact a doctor's office or other medical place in order to set an appointment or talk to someone about the condition(s)?]

MCDRATMP	YES	1
	NO	2
	REFUSED	-7
	DON'T KNOW	-8

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 CONDITION(S) BELOW]?

PROBE: Any other reason?

[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

PROGRAM: DISPLAY CONDITION(S) REPORTED IN SC12.

<div style="border: 1px solid black; padding: 2px; display: inline-block;"> SHOW CARD SC2 </div>	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	
	MCRAVAIL	SOON ENOUGH	4 (SC14)
	MCRWAY	NO DOCTOR WAS AVAILABLE	5 (SC14)
	MCRFAMILY	DIDN'T HAVE A WAY TO GET TO THE DOCTOR ...	6 (SC14)
	MCDRRCDM	COULDN'T LEAVE OTHER FAMILY MEMBER	7 (SC14)
	MCRFEAR	THOUGHT DOCTOR COULDN'T DO MUCH	
	MCDRCHG	ABOUT PROBLEM	8 (SC14)
	MCRACCP	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)
	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	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
	REFUSED	-7
	DON'T KNOW	-8

} **BOX USA**

- 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 MEDICINE(S) 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	} 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		DIDN'T THINK MEDICINE WAS NECESSARY FOR THE CONDITION	1	
		THOUGHT IT WOULD COST TOO MUCH	2	
	PMMAIN	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	