

MAIN STUDY - ROUND 25
COMMUNITY COMPONENT
SC. SATISFACTION WITH CARE

BOX SC1A	IF SP DECEASED OR INSTITUTIONALIZED, GO TO BOX USA .
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SC1. 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. Please tell me how satisfied you have been with the following:

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. [Please tell me how satisfied you have been with . . .] 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. [Please tell me how satisfied you have been with . . .] 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. [Please tell me how satisfied you have been with . . .] The out-of-pocket costs (you/SP) paid for medical services.

SHOW
CARD
SC1

MCCOSTS

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

SC5. [Please tell me how satisfied you have been with . . .] The information given to (you/you or SP) about what was wrong with (you/SP).

SHOW
CARD
SC1

MCINFO

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

SC6. [Please tell me how satisfied you have been with . . .] The follow-up care (you/SP) received after an initial treatment or operation.

SHOW
CARD
SC1

MCFOLUP

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

SC7. [Please tell me how satisfied you have been with . . .] 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
DISSATISFIED	3
VERY DISSATISFIED	4
NOT APPLICABLE	5
REFUSED	-7
DON'T KNOW	-8

- SC8. [Please tell me how satisfied you have been with . . .] Getting all (your/SP's) medical care needs taken care of at the same location.

SHOW
CARD
SC1

MCSAMLOC

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

- SC8a. [Please tell me how satisfied you have been with . . .] 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. [Please tell me how satisfied you have been with . . .] 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

SC10a. 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.

(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 XXXX), 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?
[ENTER ALL CONDITIONS.]

CONDITION
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

SC13INTR. 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.]

SHOW CARD SC2

SC13. 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.]

SHOW CARD SC2	MCRNSERS	DIDN'T THINK THE PROBLEM WAS SERIOUS	1	BOX SC1B
	MCR COST	THOUGHT IT WOULD COST TOO MUCH	2	BOX SC1B
	MCR TIME	DIDN'T HAVE TIME	3	BOX SC1B
	MCR APPT	COULDN'T GET AN APPOINTMENT		
	MCR AVAIL	SOON ENOUGH	4	BOX SC1B
	MCR WAY	NO DOCTOR WAS AVAILABLE	5	BOX SC1B
	MCR FAMILY	DIDN'T HAVE A WAY TO GET TO THE DOCTOR ...	6	BOX SC1B
	MCR DRCDM	COULDN'T LEAVE OTHER FAMILY MEMBER	7	BOX SC1B
	MCR FEAR	THOUGHT DOCTOR COULDN'T DO MUCH		
	MCR DRCHG	ABOUT PROBLEM	8	BOX SC1B
	MCR ACCTP	WAS AFRAID OF FINDING OUT WHAT WAS WRONG	9	BOX SC1B
	MCR DOCTR	DOCTOR CHARGED MORE THAN MEDICARE		
	MCR HOSP	WOULD PAY	10	BOX SC1B
	MCR NOCAR	COULDN'T FIND A DOCTOR WHO WOULD ACCEPT MEDICAID	11	BOX SC1B
	MCR OTHER	OTHER (SPECIFY) _____	91	BOX SC1B
		REFUSED	-7	(SC15)
	DON'T KNOW	-8	(SC15)	

BOX SC1B	IF MORE THAN ONE REASON ENTERED IN SC13, GO TO SC14. OTHERWISE, GO TO SC15.
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SC14. Which of these was the main reason (you/SP) did not see a doctor about (this/these) condition(s) last year?

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 XXXX), 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: _____

SC17INTR. This card lists some reasons people have given for not having prescriptions filled or refilled.
 [PRESS ENTER TO CONTINUE.]

SHOW CARD SC3

SC17. 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	BOX SC2
	PMCOST	THOUGHT IT WOULD COST TOO MUCH	2	BOX SC2
	PMNOCOV	MEDICINE NOT COVERED BY INSURANCE OR MEDICAID	3	BOX SC2
	PMNOTIME	DIDN'T HAVE TIME	4	BOX SC2
	PMNOSOON	COULDN'T GET THE MEDICINE SOON ENOUGH ...	5	BOX SC2
	PMPHARM	NO PHARMACY CONVENIENT	6	BOX SC2
	PMNOWAY	DIDN'T HAVE A WAY TO GET MEDICINE	7	BOX SC2
	PMNOHELP	DIDN'T THINK MEDICINE WOULD HELP CONDITION	8	BOX SC2
	PMREACT	WAS AFRAID OF MEDICINE REACTIONS/ CONTRAINDICATIONS	9	BOX SC2
	PMNONEED	FELT BETTER, DIDN'T NEED MEDICINE	10	BOX SC2
	PMNOLIKE	DON'T LIKE TO TAKE MEDICINE	11	BOX SC2
		OTHER (SPECIFY)	91	BOX SC2
	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 XXXX]?

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
		DON'T KNOW	-8

BOX SC3	GO TO BOX USA .
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