

Access to health care survey

Please do not write your name. These questions are about your own health care over the past 12 months.

Where handed out

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 Where do you usually go when you are sick and need health care?

☐ Doctor's office or clinic ☐ Urgent care ☐ Emergency room ☐ Somewhere else ☐ No usual place

2 In the past 12 months, did you go without health care you needed, or get it late?

☐ No ☐ Yes, once ☐ Yes, more than once ☐ Not sure

3 If yes, what was the main reason?

☐ Cost ☐ No appointment in time ☐ Too far or no ride ☐ Hours or time off ☐ Other
☐ Does not apply

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
4 The kinds of care I need are offered in my area.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
5 My usual place of care is within easy reach.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
6 I can get appointments at times that fit my life.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 I can pay for care without going short on basics.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 Where I get care, people like me are respected.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9 I know where to go when my usual place is closed.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

10 Overall, how easy or hard is it for you to get the health care you need?

☐ Very hard ☐ Fairly hard ☐ Neither ☐ Fairly easy ☐ Very easy

11 About how many minutes is the trip to the place you usually go for care?

☐ Under 15 min ☐ 15 to 29 min ☐ 30 to 59 min ☐ 1 hour or more ☐ No usual place

12 What one change would make it easier for you to get the care you need?

Thank you. Your answers are anonymous.

poll-maker.com/cp-access-to-health-care

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Cost and coverage

13 What kind of health coverage do you have now?

- ☐ Through a job
 ☐ Medicare
 ☐ Medicaid or a state plan
 ☐ Bought on my own
 ☐ No coverage
 ☐ Other or not sure

14 During the past 12 months, have you delayed getting medical care because of the cost?

- ☐ Yes
 ☐ No
 ☐ Not sure

15 During the past 12 months, was there any time when you needed medical care, but did not get it because of the cost?

- ☐ Yes
 ☐ No
 ☐ Not sure

16 In the past 12 months, did you skip doses, take less, or put off filling a prescription to save money?

- ☐ Yes
 ☐ No
 ☐ I take no prescriptions
 ☐ Not sure

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
17 Before a visit, I can find out what it will cost me.	1	2	3	4	5

Getting there

18 How do you usually get to health care visits?

- ☐ Drive myself
 ☐ Someone drives me
 ☐ Bus or train
 ☐ Walk or bike
 ☐ Taxi or ride app
 ☐ Other

19 In the past 12 months, did you miss or put off a health visit because you had no way to get there?

- ☐ No
 ☐ Yes, once
 ☐ Yes, more than once

20 During the past 12 months, have you had a visit with a doctor, nurse or other health professional by video or phone?

- ☐ Yes, by video
 ☐ Yes, by phone
 ☐ Both
 ☐ No

21 If your clinic offered a video visit, what would get in the way? (tick all that apply)

- ☐ Nothing
 ☐ No suitable device
 ☐ Poor internet
 ☐ No private space
 ☐ Not sure how
 ☐ I prefer in person

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Appointments, hours and waiting

22 The last time you asked for a routine appointment, how long until the first opening?

- ☐ Within a week ☐ 1 to 2 weeks ☐ 3 to 4 weeks ☐ Over a month ☐ Don't remember

23 The last time you were sick and wanted to be seen quickly, how soon were you seen?

- ☐ Same day ☐ Next day ☐ 2 to 3 days ☐ 4 days or more ☐ Went elsewhere

24 In the past 12 months, did you go to an emergency room because you could not get care anywhere else in time?

- ☐ No ☐ Yes, once ☐ Yes, more than once

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
25 When I call or message my usual place of care, I hear back the same day.	1	2	3	4	5

26 Which of these would make getting an appointment easier for you? (tick all that apply)

- ☐ Evening hours ☐ Weekend hours ☐ Online booking ☐ Walk-in times ☐ Video visits
☐ Text reminders

Being heard and understood

27 What language do you prefer for talking with a doctor or nurse?

- ☐ English ☐ Spanish ☐ Another language ☐ Prefer not to say

28 When you needed an interpreter, how often did you get one?

- ☐ Always ☐ Usually ☐ Sometimes ☐ Never ☐ Have not needed one

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
29 My health care providers explain things in words I understand.	1	2	3	4	5

30 How often have you felt judged or treated unfairly when getting care?

- ☐ Never ☐ Rarely ☐ Sometimes ☐ Often ☐ Always

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Dental, mental health and other care

31 In the past 12 months, which of these did you need but go without? (tick all that apply)

- ☐ Dental care ☐ Mental health care ☐ Eye care or glasses ☐ A specialist ☐ Prescription medicine
☐ None of these

32 During the past 12 months, was there any time when you needed counseling or therapy from a mental health professional, but did not get it because of the cost?

- ☐ Yes ☐ No ☐ Not sure

33 About how long has it been since your last routine checkup?

- ☐ Within the past year ☐ 1 to 2 years ☐ 2 to 5 years ☐ Over 5 years ☐ Never

34 About how long has it been since you last saw a dentist?

- ☐ Within the past year ☐ 1 to 2 years ☐ 2 to 5 years ☐ Over 5 years ☐ Never

About you

35 How old are you?

- ☐ 18 to 34 ☐ 35 to 49 ☐ 50 to 64 ☐ 65 or older ☐ Prefer not to say

36 Which best describes where you live?

- ☐ A city ☐ A suburb ☐ A small town ☐ A rural area

37 Do you have a disability or long-term condition that makes getting care harder?

- ☐ Yes ☐ No ☐ Prefer not to say