

MAIN STUDY - ROUND 4
 COMMUNITY COMPONENT
 SC. SATISFACTION WITH CARE

BOX SC1A	IF SP DECEASED OR INSTITUTIONALIZED, GO TO BOX US1A .
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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.

SHOW CARD SC1

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).

SHOW CARD SC1

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.

SHOW CARD SC1

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.

SHOW CARD SC1

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.

SHOW CARD SC1

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 1992, 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 US1A
REFUSED	-7 US1A
DON'T KNOW	-8 US1A

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)
	MCRCOST	THOUGHT IT WOULD COST TOO MUCH	2 (SC14)
	MCRTIME	DIDN'T HAVE TIME	3 (SC14)
	MCRAPPT	COULDN'T GET AN APPOINTMENT SOON	
	M CRAVAIL	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)
	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 MEDICARE	11 (SC14)
	MCROTHR	OTHER (SPECIFY) _____	
	MCRTHOS	91 (SC14)
		REFUSED	-7 BOX US1A
		DON'T KNOW	-8 BOX US1A

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 MEDICARE 11
- OTHER (SPECIFY) _____
..... 91