

MAIN STUDY - ROUND 1  
 COMMUNITY COMPONENT  
 SC. SATISFACTION WITH CARE

We're interested in how you feel about the medical care (you have/SP has) received [over the past year 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	<b>MCQUALTY</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

SC2. The availability of medical services at night and on weekends.

SHOW CARD SC1	<b>MCAVAIL</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

SC3. The ease and convenience of getting to a doctor from where (you live/SP lives).

SHOW CARD SC1	<b>MCEASE</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

SC4. The out-of-pocket costs (you/SP) paid for medical services.

SHOW CARD SC1	<b>MCCOSTS</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

SC5. The information given to (you/you or SP) about what was wrong with (you/SP).

SHOW CARD SC1	<b>MCINFO</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

SC6. The follow-up care (you/SP) received after an initial treatment or operation.

SHOW CARD SC1	<b>MCFOLUP</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

SC7. The concern of doctors for (your/SP's) overall health rather than just for an isolated symptom or disease.

SHOW CARD SC1	<b>MCCONCRN</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

SC8. Getting all (your/SP's) medical care needs taken care of at the same location.

SHOW CARD SC1	<b>MCSAMLOC</b>	VERY SATISFIED .....	1
		SATISFIED .....	2
		UNSATISFIED .....	3
		VERY UNSATISFIED .....	4
		NOT APPLICABLE .....	5

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

<b>MCDISVB1</b>		<b>VCMCDIS1</b>
<b>MCDISVB2</b>		<b>VCMCDIS2</b>
<b>MCDISVB3</b>		<b>VCMCDIS3</b>
		<b>VCMCDIS4</b>

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**

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**VCMCIMP1**

**MCIMPVB2**

\_\_\_\_\_

**VCMCIMP2**

**MCIMPVB3**

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**VCMCIMP3**

**VCMCIMP4**

SC11. During 1991, 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 NEXT SECTION

DON'T KNOW ..... -8 NEXT SECTION

SC12. What was the health problem or condition?

ENTER ON CONTION ROSTER.

**CONDTION**

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ASK SC13 AND SC14, IF APPLICABLE, ABOUT CONDITIONS REPORTED IN SC12.

SC13. This card lists some reasons people have given for not seeing a doctor or other medical person about a health problem or condition. 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.]

PROGRAM: DISPLAY CONDITION(S) REPORTED IN SC12.

SHOW CARD SC2	MCRNSERS	DIDN'T THINK THE PROBLEM WAS SERIOUS .....	1
	MRCRCOST	THOUGHT IT WOULD COST TOO MUCH .....	2
	MCRTIME	DIDN'T HAVE TIME .....	3
	MCRAPPT	COULDN'T GET AN APPOINTMENT SOON ENOUGH .....	4
		NO DOCTOR WAS AVAILABLE .....	5
	<b>M CRAVAIL</b>	DIDN'T HAVE A WAY TO GET TO THE DOCTOR .....	6
	<b>M CRWAY</b>	COULDN'T LEAVE OTHER FAMILY MEMBER .....	7
	<b>M CRFAMILY</b>	THOUGHT DOCTOR COULDN'T DO MUCH	
	MCRDRCDM	ABOUT PROBLEM .....	8
		WAS AFRAID OF FINDING OUT WHAT WAS WRONG .....	9
	<b>M CRFEAR</b>	DOCTOR CHARGED MORE THAN MEDICARE	
	<b>M CRDRCHG</b>	WOULD PAY .....	10
		COULDN'T FIND A DOCTOR WHO WOULD	
	<b>M CRACCPT</b>	ACCEPT MEDICARE .....	11
	<b>M CROTHR</b>	OTHER (SPECIFY) .....	
	<b>M CROTHOS</b>	.....	91
		REFUSED .....	-7 (NEXT SECTION)
	DON'T KNOW .....	-8 (NEXT SECTION)	

IF MORE THAN ONE REASON GIVEN IN SC13, ASK SC14. OTHERWISE, GO TO NEXT SECTION.

SC14. 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	<b>M CRMAIN</b>	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
	<b>M CROTHOS</b>	OTHER (SPECIFY) .....	91