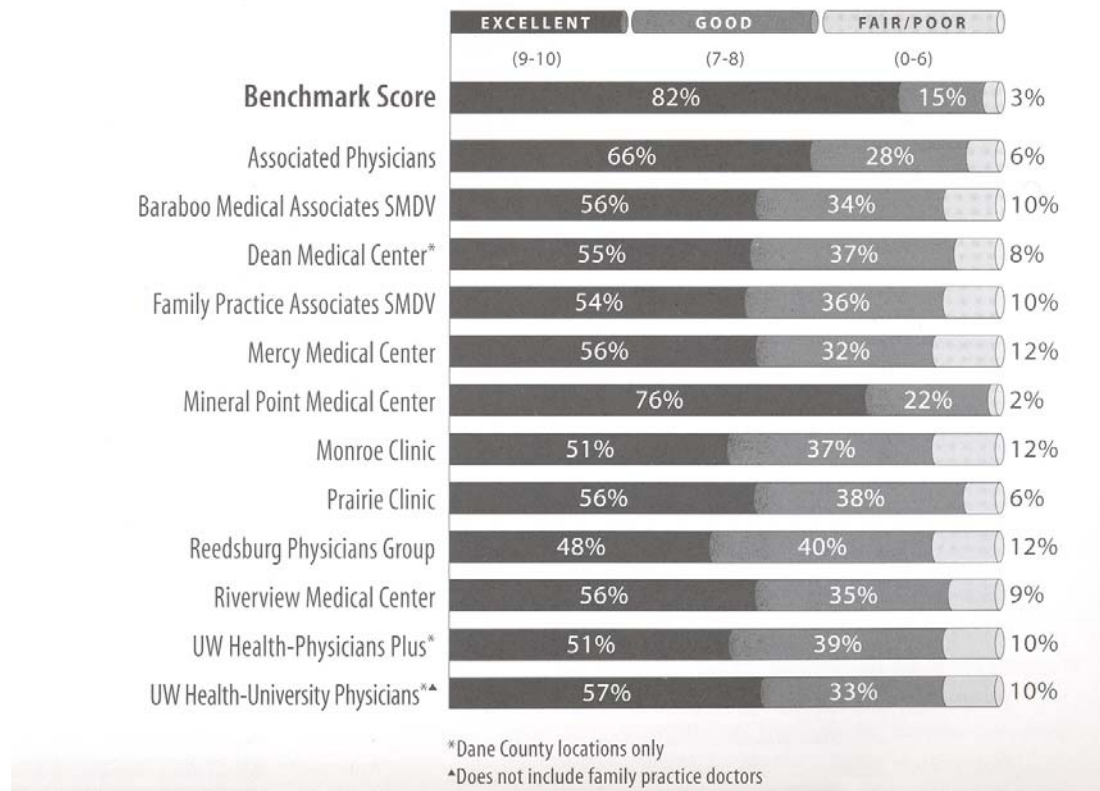


Doctor Communication and Care

Doctor Rating

- Overall rating of personal doctor or nurse

We want to know your rating of your personal doctor or nurse. Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?

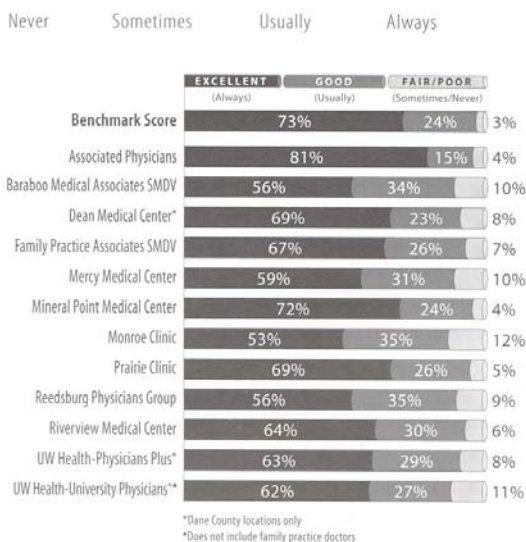


Employer Health Care Alliance (Madison Alliance)

Quality Counts: Consumer Information for Better Health Care: Medical Group Report, 1998.

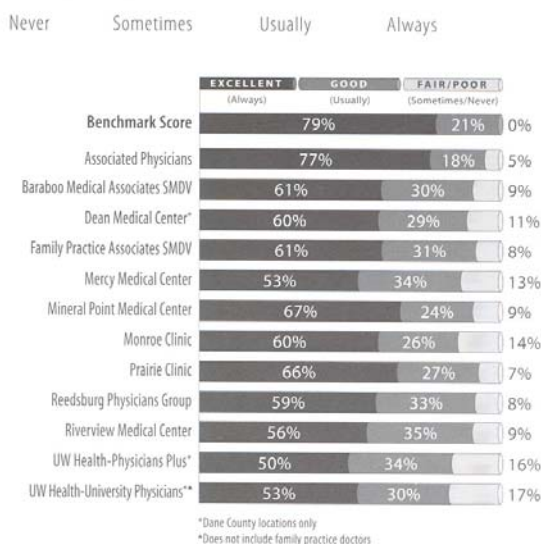
Getting help or advice by phone

In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?



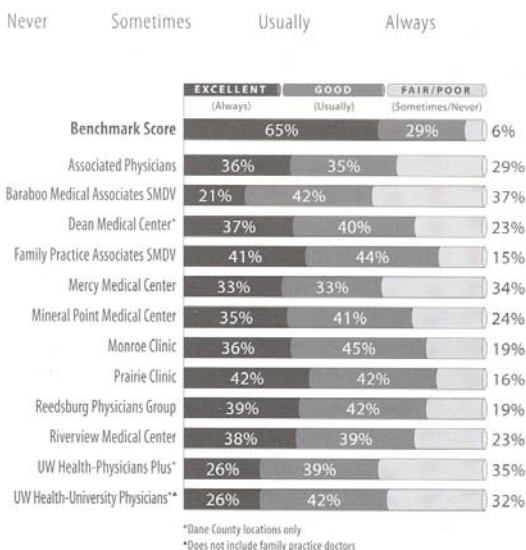
Getting timely care for an illness or injury

In the last 12 months, when you needed to see a doctor or other health provider for an illness or injury right away, how often did you get care as soon as you wanted?



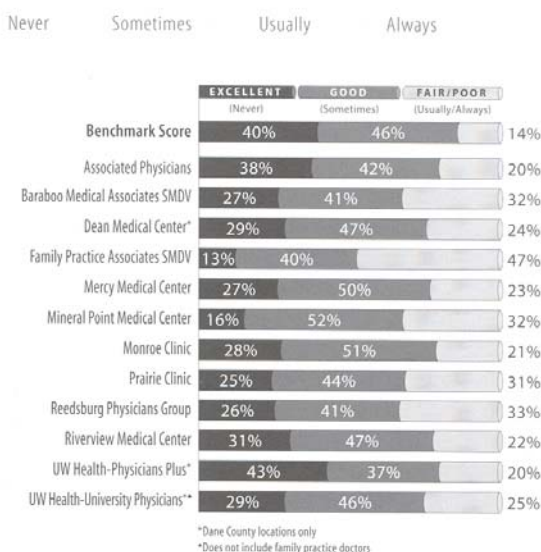
Getting a timely appointment for routine care

In the last 12 months, when you needed regular or routine health care, how often did you get an appointment as soon as you wanted?



Being seen on time when you have an appointment

In the last 12 months, how often did you wait in the clinic more than 15 minutes past your appointment time to see the person you went to see?



Reproduced with permission of Employer Health Care Alliance (Madison Alliance), December 2005.

If you are unable to access this document, please send an email to cahps1@ahrq.gov requesting an alternate format of the information.