

Primary Care

QUESTIONS – All Respondents

1. When searching online for information about doctors, where do you find the most trusted information?
 - Hospital or healthcare facility's website
 - WebMD
 - Healthgrades
 - Vitals
 - Yelp
 - Google star rating
 - Insurance provider website
 - Social media recommendations (Facebook, Twitter, etc.)
 - Other (please specify)
2. When you are feeling ill, which of the following is most important when deciding which type of healthcare provider to go to for care (primary care provider, urgent care, emergency room, etc.)?
 - Location (closest to you)
 - Appointment availability
 - Wait time
 - Out-of-pocket Cost
 - Online ratings and reviews
 - Past experience
 - Being able to see a doctor and not a PA etc.
3. Thinking of the last time you or someone in your household were not feeling well, what best describes where you went to seek treatment?
 - Hospital Emergency Room (ER)
 - Urgent care
 - Primary care doctor
 - Clinic inside a retail store (like Walgreens, CVS, Walmart, etc.)
 - Telemedicine (online) visit
 - Called a nurse line
 - Searched online about symptoms, but did not visit a healthcare provider
 - Did no research; just took over-the-counter medicine and/or let the symptoms go away on their own
4. When seeing a doctor for a routine appointment or follow-up, how long is an appropriate amount of time to have with him/her?
 - 5 minutes or less

- 6-10 minutes
- 11-15 minutes
- 16-20 minutes
- 21-25 minutes
- 26 minutes or more

5. Do you have a primary care doctor?

- Yes
- No

QUESTIONS – Yes to PCP

6. How long have you had your primary care doctor?

- 1 year or less
- 2 to 5 years
- 6 to 10 years
- More than 10 years

7. Thinking of the last time you visited your primary care doctor, how recent was that visit?

- Within the last two weeks
- Within the last month
- Within the last three months
- Within the last six months
- Within the last year
- More than a year ago

8. During your primary care experiences, which of the following aspects of care have you been **most** satisfied with? Please select up to three aspects that you have been most satisfied with. [rotate rows, select 1-3]

- Ability to accurately find the location or facility I selected
- Access and ease of parking
- Checking in with the receptionist at time of arrival
- My personal waiting room experience (comfort level, wait time, etc.)
- Greeting from the medical assistant and escort to your exam room
- Initial assessment of my vital signs and intake questions given by the medical assistant
- Amount of wait time in the exam room for the doctor
- My personal interaction with the doctor
- Doctors and staff listen to me
- Checking out and leaving the doctor's office
- Follow-up from my doctor or medical assistant
- Understanding and ease of billing process
- Feeling involved and informed about my care
- Other, please specify: [anchor]

9. During your primary care experiences, which of the following aspects of care have you been **least** satisfied with? Please select up to three aspects that you have been least satisfied with. [rotate rows, select 1-3]

- Ability to accurately find the location or facility I selected
- Access and ease of parking
- Checking in with the receptionist at time of arrival

- My personal waiting room experience (comfort level, wait time, etc.)
- Greeting from the medical assistant and escort to your exam room
- Initial assessment of my vital signs and intake questions given by the medical assistant
- Amount of wait time in the exam room for the doctor
- My personal interaction with the doctor
- Doctors and staff do not listen to me
- Checking out and leaving the doctor's office
- Follow-up from my doctor or medical assistant
- Understanding and ease of billing process
- Feeling involved and informed about my care
- Other, please specify: [anchor]

10. Is your primary care doctor affiliated with a local hospital?

- Yes
- No
- Don't know

11. Is your primary care doctor affiliated with a health system?

- Yes
- No
- Don't know

12. How long does it take to travel to your primary care doctor's office from your home?

- 5 minutes or less
- 6-10 minutes
- 11-15 minutes
- 16-20 minutes
- 21-25 minutes
- 26 minutes or more

13. Please think back to when you selected your current primary care doctor and had your first appointment. What prompted you to begin your search for a primary care doctor? [multi-select, rotate responses]

- I was sick and needed care
- I didn't have a primary care provider previously
- I had recently relocated/moved
- I needed a referral to a specialist
- I started a new insurance plan (through starting a new job or a different reason)
- My previous provider retired, moved, stopped practicing, etc.
- I became unsatisfied with my previous primary care provider
- Family member or friend recommended that I get a primary care provider
- It was difficult to schedule an appointment with my previous primary care provider
- My previous primary care provider was too far away from my home/work
- Other, please specify: [anchor]

14. If you were to leave your primary care doctor, what would be the most likely reason?

- Cheaper alternatives (urgent care, telemedicine, retail clinic, etc.)
- No appointments available when I need them
- Doctor doesn't know me
- Office staff is unpleasant
- Distance from home too far to travel/availability of closer locations

- No need for a primary care doctor/I am healthy
- Feeling like my doctor does not listen to me or respect me
- My appointments feel rushed/I don't have enough time with my doctor
- The billing/payment process is difficult
- The overall length of appointment is too long
- The office's atmosphere/amenities are not nice enough
- Other, please specify:

15. When your primary care doctor recommends something to you, what best describes your level of trust in his/her recommendation?

- Complete and total trust
- Mostly trust recommendation but will do my own research
- Somewhat trust but will seek a second opinion
- Very little trust
- No trust

16. When selecting a primary care doctor, how important is it for the doctor to be the same gender as you?

- Extremely important – must be the same gender
- Somewhat important – I would prefer they be the same gender
- Does not matter what gender they are

QUESTION – No to PCP

17. What plays the biggest factor in you not having a primary care doctor?

- It costs too much
- Takes too long to get an appointment
- I don't need one, I am healthy
- I don't know how to find one
- I am too busy
- The office isn't open when I need to see a doctor
- There is not an office close enough to my home/work
- It makes me nervous to see a doctor
- I receive general care through a different type of healthcare provider (specialist, OB/GYN, etc.)
- Other, please specify: