Access to Care (AC) Section

LOOP_01
=======
----------------------------------------------------
| FOR EACH ELEMENT IN THE RU-MEMBERS-ROSTER, ASK |
| AC01-END_LP01                                    |
----------------------------------------------------

----------------------------------------------------

| LOOP DEFINITION: LOOP_01 COLLECTS THE NAME OF    |
| THE USUAL SOURCE OF CARE PROVIDER, IF ANY, FOR    |
| EACH CURRENT RU MEMBER. THIS LOOP CYCLES ON       |
| PERSONS WHO MEET THE FOLLOWING CONDITIONS:        |
|                                                 |
| - PERSON IS A CURRENT RU MEMBER                   |
| - PERSON IS NOT DECEASED                          |
| - PERSON IS NOT INSTITUTIONALIZED                  |

----------------------------------------------------

AC01
=====

PRND.HAVE_USC DOES PERSON HAVE A USC PROVIDER?

(Person's first middle and last name)

Is there a particular doctor's office, clinic, health center, or other place that (PERSON) usually (go/goes) if (PERSON) (are/is) sick or (need/needs) advice about (PERSON)'s health?

YES ..................................... 1 {AC05}
NO ...................................... 2 {AC03}
MORE THAN ONE PLACE ..................... 3
REF ..................................... -7 {END_LP01}
DK ...................................... -8 {END_LP01}

[Code One]

PRESS F1 FOR DEFINITION OF USUAL SOURCE OF HEALTH CARE.
AC02

{PERSON'S FIRST MIDDLE AND LAST NAME}

Would (PERSON) go to one of these places first or most often if (PERSON) are/is sick?

YES .....................................  1 {AC05}
NO ......................................  2
REF ..................................... -7 {END_LP01}
DK ...................................... -8 {END_LP01}

AC03

{PERSON'S FIRST MIDDLE AND LAST NAME}

What is the main reason (PERSON) do/does not have a usual source of health care?

SELDOM OR NEVER GETS SICK ...............  1 {AC04}
RECENTLY MOVED INTO AREA ...............  2 {AC04}
DON'T KNOW WHERE TO GO FOR CARE ......  3 {AC04}
USUAL SOURCE OF MEDICAL CARE IN THIS
AREA IS NO LONGER AVAILABLE ...........  4 {AC04}
CAN'T FIND A PROVIDER WHO SPEAKS
(PERSON)'S LANGUAGE ....................  5 {AC04}
LIKES TO GO TO DIFFERENT PLACES FOR
DIFFERENT HEALTH NEEDS ...............  6 {AC04}
JUST CHANGED INSURANCE PLANS ...........  7 {AC04}
DON'T USE DOCTORS/TREAT MYSELF ........  8 {AC04}
COST OF MEDICAL CARE ...................  9 {AC04}
OTHER REASON .......................... 91
REF ..................................... -7 {END_LP01}
DK ...................................... -8 {END_LP01}

[Code One]

PRESS F1 FOR DEFINITION OF USUAL SOURCE OF HEALTH CARE.
What are the other reasons (PERSON) (do/does) not have a usual source of health care?

CODE ALL THAT APPLY.

NO OTHER REASONS ...................... 0
SELDOM OR NEVER GETS SICK .............. 1
RECENTLY MOVED INTO AREA ............... 2
DON'T KNOW WHERE TO GO FOR CARE ....... 3
USUAL SOURCE OF MEDICAL CARE IN THIS
   AREA IS NO LONGER AVAILABLE ........... 4
CAN'T FIND A PROVIDER WHO SPEAKS
   (PERSON)'S LANGUAGE ................... 5
LIKES TO GO TO DIFFERENT PLACES FOR
   DIFFERENT HEALTH NEEDS ............. 6
JUST CHANGED INSURANCE PLANS ........... 7
DON'T USE DOCTORS/TREAT MYSELF ........ 8
COST OF MEDICAL CARE .................. 9
OTHER REASON .......................... 91
REF .................................... -7
DK ...................................... -8

[Code All That Apply]
PRESS F1 FOR DEFINITION OF USUAL SOURCE OF HEALTH CARE.

---

IF CODED '91' (OTHER REASON) ALONE OR IN COMBINATION WITH OTHER CODES, CONTINUE WITH AC04OV

---

OTHERWISE, GO TO END_LP01

---

EDIT: IF CODED '0' (NO OTHER REASONS), '-7' (REFUSED), OR '-8' (DON'T KNOW) IN THE FIRST FIELD, NO OTHER REASON CATEGORY CAN BE CODED. IF CODED '0' (NO OTHER REASONS), '-7' (REFUSED), OR '-8' (DON'T KNOW), IN A FIELD OTHER THAN THE FIRST FIELD AND A SUBSEQUENT CODE IS ENTERED, DISPLAY THE FOLLOWING MESSAGE: 'INVALID RESPONSE. PRESS ENTER ON A BLANK FIELD.'

---

AC04OV

<table>
<thead>
<tr>
<th>PRND.OTHRSSOS</th>
<th>OTH REASON NO USC: OTHER SPECIFY</th>
</tr>
</thead>
</table>

ENTER OTHER REASON:

- [Enter Other Specify]  {END_LP01}
- REF  {END_LP01}
- DK  {END_LP01}

-7  {END_LP01}

-8  {END_LP01}
(PERSON'S FIRST MIDDLE AND LAST NAME)

Please give me the name of the medical person, doctor's office, clinic, health center, or other place that (PERSON) usually (go/goes) if (PERSON) (are/is) sick or (need/needs) advice about (PERSON)'s health.

PRESS ENTER TO CONTINUE.

PRESS F1 FOR DEFINITION OF USUAL SOURCE OF HEALTH CARE.
FLAG THE PROVIDER ADDED OR SELECTED AS THE 'USC (USUAL SOURCE OF CARE) PROVIDER' FOR THIS PERSON FOR THIS PARTICULAR ROUND.

IF THIS USC PROVIDER IS FLAGGED AS 'FACILITY-TYPE-PROVIDER' OR 'PERSON-IN-FACILITY-PROVIDER' AND AC06 WAS NOT ALREADY ASKED FOR THIS USC PROVIDER IN AN EARLIER LOOP, CONTINUE WITH AC06

IF THIS USC PROVIDER IS FLAGGED AS 'PERSON-TYPE-PROVIDER', GO TO AC09A

OTHERWISE, GO TO BOX_03
### AC06

<table>
<thead>
<tr>
<th>PROVIDER IS HOSPITAL BASED</th>
<th>WHAT KIND OF PLACE IS/DOES PROVID WORK AT?</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROV.HSBASED</td>
<td>PROV.PLACETYP</td>
</tr>
</tbody>
</table>

(Person's First Middle and Last Name)  (Name of Medical Care Provider....)

Ask if not obvious.

(Is (Provider)/Does (Provider) work at) a clinic in a hospital, a hospital outpatient department, an emergency room at a hospital, or some other kind of place?

<table>
<thead>
<tr>
<th>HOSPITAL CLINIC OR OUTPATIENT DEPARTMENT</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOSPITAL EMERGENCY ROOM</td>
<td>2</td>
</tr>
<tr>
<td>OTHER KIND OF PLACE</td>
<td>3</td>
</tr>
<tr>
<td>REF</td>
<td>-7</td>
</tr>
<tr>
<td>DK</td>
<td>-8</td>
</tr>
</tbody>
</table>

(Code One)

Press F1 for definitions of answer categories.

---

Display 'Is (provider)' if USC provider is flagged as 'facility-type-provider'. Display 'Does (provider) work at' if USC provider is flagged as 'person-in-facility-provider'.

---

If coded '2' (hospital emergency room), flag this USC provider as 'hospital based'.

---

Note: For questions AC06 – AC12, the context header will display the person-provider name if the USC provider being asked about is flagged as 'person-type-provider' or 'person-in-facility-provider'. If the USC provider being asked about is flagged as 'facility-type-provider', the context header will display the facility-provider name.
AC07

<table>
<thead>
<tr>
<th>PROVIDER IS HOSPITAL BASED</th>
<th>IS CLINIC/OP DEPT OWNED BY HS OR PRIVATE</th>
</tr>
</thead>
</table>

{PERSON'S FIRST MIDDLE AND LAST NAME}  {NAME OF MEDICAL CARE PROVIDER......}

Is this clinic or outpatient department owned and operated by the hospital or is this a private doctor's office located at the hospital?

OWNED AND OPERATED BY HOSPITAL ........ 1
PRIVATE DOCTOR'S OFFICE ............... 2
REF .................................. -7
DK .................................. -8

[Code One]

-----------------------------------------------
IF CODED '1' (OWNED AND OPERATED BY HOSPITAL) OR '-8' (DON'T KNOW), FLAG THIS USC PROVIDER AS 'HOSPITAL BASED'.
-----------------------------------------------

BOX_03

-----------------------------------------------
IF THIS USC PROVIDER IS FLAGGED AS 'HOSPITAL BASED', CONTINUE WITH AC08
-----------------------------------------------

OTHERWISE, GO TO AC09A
-----------------------------------------------

8
(PERSON'S FIRST MIDDLE AND LAST NAME) (NAME OF MEDICAL CARE PROVIDER......)

What is the main reason (PERSON) usually (go/goes) to (PROVIDER), that is, {someone who works at} a {hospital emergency room/hospital clinic or outpatient department}, for health care?

PREFERS/LIKES THIS AS A SOURCE OF CARE .. 1 {AC09}
DON'T KNOW WHERE ELSE TO GO ............. 2 {AC09}
CAN'T AFFORD TO GO ELSEWHERE ............ 3 {AC09}
MY DOCTOR HAS AN OFFICE AT THE OUTPATIENT DEPARTMENT/CLINIC .......... ............ 4 {AC09}
ONLY CARE AVAILABLE WHEN (PERSON) HAS TIME TO GO ......................... 5 {AC09}
CONVENIENCE ........................................ 6 {AC09}
BEST PLACE TO GET CARE FOR MY HEALTH CONDITION ......................... 7 {AC09}
OTHER REASON ........................................ 91
REF ........................................ -7 {AC09A}
DK ........................................ -8 {AC09A}

[Code One]

----------------------------------------
DISPLAY 'someone who works at' IF THIS USC PROVIDER IS FLAGGED AS 'PERSON-IN-FACILITY-PROVIDER'. OTHERWISE, USE A NULL DISPLAY.

DISPLAY 'hospital emergency room' IF AC06 WAS CODED '2' (HOSPITAL EMERGENCY ROOM) DURING ANY LOOP FOR THIS USC PROVIDER. DISPLAY 'hospital clinic or outpatient department' IF AC07 WAS CODED '1' (OWNED AND OPERATED BY HOSPITAL) OR '-8' (DON'T KNOW) DURING ANY LOOP FOR THIS USC PROVIDER.

----------------------------------------
What are the other reasons (PERSON) usually (go/goes) to (PROVIDER) for health care?

CODE ALL THAT APPLY.

NO OTHER REASONS ......................... 0
PREFERS/LIKES THIS AS A SOURCE OF CARE .. 1
DON’T KNOW WHERE ELSE TO GO ............. 2
CAN’T AFFORD TO GO ELSEWHERE ............. 3
MY DOCTOR HAS AN OFFICE AT THE OUTPATIENT DEPARTMENT/CLINIC ...................... 4
ONLY CARE AVAILABLE WHEN (PERSON) HAS TIME TO GO .............................. 5
CONVENIENCE ............................... 6
BEST PLACE TO GET CARE FOR MY HEALTH CONDITION .............................. 7
OTHER REASON ............................... 91
REF ....................................... -7
DK ......................................... -8

[Code All That Apply]
IF CODED '91' (OTHER REASON) ALONE OR IN COMBINATION WITH OTHER CODES, CONTINUE WITH AC09OV

OTHERWISE, GO TO AC09A

EDIT: IF CODED '0' (NO OTHER REASONS), '-7' (REFUSED), OR '-8' (DON'T KNOW) IN THE FIRST FIELD, NO OTHER REASON CATEGORY CAN BE CODED. IF CODED '0' (NO OTHER REASONS), '-7' (REFUSED), OR '-8' (DON'T KNOW), IN A FIELD OTHER THAN THE FIRST FIELD AND A SUBSEQUENT CODE IS ENTERED, DISPLAY THE FOLLOWING MESSAGE: 'INVALID RESPONSE. PRESS ENTER ON A BLANK FIELD.'

AC09OV

ENTER OTHER REASON:

[Enter Other Specify] .................
REF ..................................... -7
DK ...................................... -8

AC09A

HOW DOES PERSON GET TO USC PROVIDER?

How does (PERSON) usually get to (PROVIDER)?

DRIVE/IS DRIVEN ...................... 1
TAXI, BUS, TRAIN, OTHER
   PUBLIC TRANSPORTATION .......... 2
WALKS .................................. 3
REF ..................................... -7
DK ...................................... -8
IF THIS USC PROVIDER IS FLAGGED AS 'PERSON-TYPE-PROVIDER' OR 'PERSON-IN-FACILITY-PROVIDER' AND AC10 WAS NOT ALREADY ASKED FOR THIS USC PROVIDER IN AN EARLIER LOOP, CONTINUE WITH AC10

OTHERWISE, GO TO END_LP01

AC10

<table>
<thead>
<tr>
<th>PROV.MEDTYPE</th>
<th>IS PROVIDER A MD OR SOME OTHER TYPE MEDICAL PROVIDER</th>
</tr>
</thead>
</table>

(PERSON'S FIRST MIDDLE AND LAST NAME)  (NAME OF MEDICAL CARE PROVIDER......)

Is (PROVIDER) a medical doctor?

YES ................................. 1 (AC12)
NO ................................... 2
REF ................................... -7 (END_LP01)
DK ................................... -8 (END_LP01)

PRESS F1 FOR DEFINITION OF MEDICAL DOCTOR.
AC11
====

PROV.OTHTYPE  WHAT OTH TYPE OF MED PERS IS PROV?

{PERSON'S FIRST MIDDLE AND LAST NAME}  {NAME OF MEDICAL CARE PROVIDER......}

Is (PROVIDER) a nurse, nurse practitioner, physician's assistant, midwife, or some other kind of person?

CODE '5' IF CHIROPRACTOR VOLUNTEERED AS TYPE OF MEDICAL PERSON.

NURSE ...................................  1 [END_LP01]
NURSE PRACTITIONER ......................  2 [END_LP01]
PHYSICIAN'S ASSISTANT ...................  3 [END_LP01]
MIDWIFE ..................................  4 [END_LP01]
CHIROPRACTOR .............................  5 [END_LP01]
OTHER ................................... 91 [END_LP01]
REF ..................................... -7 [END_LP01]
DK ...................................... -8 [END_LP01]

[Code One]

PRESS F1 FOR DEFINITIONS OF ANSWER CATEGORIES.

AC11OV
======

PROV.MDTYPEOS  TYPE OF MEDICAL PERSON: OTHER SPECIFY

ENTER OTHER:

[Enter Other Specify] ....................  [END_LP01]
REF ..................................... -7 [END_LP01]
DK ..................................... -8 [END_LP01]
What is (PROVIDER)'s specialty?

- GENERAL/FAMILY PRACTICE ............... 1
- INTERNAL MEDICINE ...................... 2
- PEDIATRICS ............................. 3
- OB/GYN ................................ 4
- SURGERY ................................. 5
- CHIROPRACTOR ........................... 6
- OTHER .................................. 91
- REF ................................... -7
- DK .................................... -8

[Code One]

ENTER OTHER:

[Enter Other Specify] ......................
REF ....................................... -7
DK ........................................ -8

-------------------
| CYCLE ON NEXT PERSON IN THE RU-MEMBERS-ROSTER WHO |
| MEETS THE CONDITIONS STATED IN THE LOOP DEFINITION |
-------------------
| IF NO OTHER PERSONS MEET THE STATED CONDITIONS, |
| END LOOP_01 AND CONTINUE WITH BOX_05 |
-------------------
BOX_05
======

IF AT LEAST ONE PROVIDER FLAGGED AS 'USC PROVIDER' ON THE RU-MEDICAL-PROVIDERS-ROSTER, CONTINUE WITH LOOP_02

----------------------------------------------------

<table>
<thead>
<tr>
<th>OTHERWISE, GO TO AC22</th>
</tr>
</thead>
</table>

LOOP_02
=======

FOR EACH ELEMENT IN THE RU-MEDICAL-PROVIDERS-ROSTER, ASK AC13-END_LP02

-----------------------------------------------

LOOP DEFINITION: LOOP_02 COLLECTS DETAILED INFORMATION ON EACH UNIQUE USUAL SOURCE OF CARE PROVIDER IDENTIFIED FOR THIS RU. THIS LOOP CYCLES ON PROVIDERS WHO MEET THE FOLLOWING CONDITION:

- PROVIDER FLAGGED AS 'USC PROVIDER' DURING THE CURRENT ROUND FOR A CURRENT RU MEMBER.

------------

NOTE: IF THE USC PROVIDER BEING LOOPED ON IS FLAGGED AS 'PERSON-TYPE-PROVIDER' OR 'PERSON-IN-FACILITY-PROVIDER' THE CONTEXT HEADER IN LOOP_02 WILL DISPLAY THE PERSON-PROVIDER NAME. IF THE USC PROVIDER BEING LOOPED ON IS FLAGGED AS 'FACILITY-TYPE-PROVIDER' THE CONTEXT HEADER IN LOOP_02 WILL DISPLAY THE FACILITY-PROVIDER NAME.
(NAME OF MEDICAL CARE PROVIDER......)

The next few questions ask about the experience (READ NAME(S) BELOW) have had with (PROVIDER). Please think about their overall experiences when answering the following questions.

TO SCROLL, USE ARROW KEYS. TO LEAVE SCREEN, PRESS ESC.

[1. First Name,[Middle Name],Last Name-65]
[2. First Name,[Middle Name],Last Name-65]
[3. First Name,[Middle Name],Last Name-65]

---------------------------------------------------------------------
| ROSTER DEFINITION: THIS ITEM DISPLAYS ALL PERSONS |\n| ON THE RU-MEMBERS-ROSTER WHO MEET THE FOLLOWING |\n| CONDITION:                                          |\n| - PERSON IDENTIFIED PROVIDER BEING ASKED ABOUT AS |\n| PERSON'S USC PROVIDER FOR THE CURRENT ROUND        |\n---------------------------------------------------------------------
## Access to Care (AC) Section

### April 30, 1998

<table>
<thead>
<tr>
<th>USCP.MINORPRB</th>
<th>GOTO USC FOR ROUTINE OR MINOR HLTH PROB?</th>
</tr>
</thead>
<tbody>
<tr>
<td>USCP.PREVENTV</td>
<td>GOTO USC FOR PREVENTIVE HEALTH CARE?</td>
</tr>
<tr>
<td>USCP.REFERRAL</td>
<td>GOTO USC FOR REFERRALS?</td>
</tr>
</tbody>
</table>

(NAME OF MEDICAL CARE PROVIDER......)

Is (PROVIDER) the (person/place) they would go to for ...

- YES = 1
- NO = 2

| AC14_01  | a. New health problems? ( ) |
| AC14_02  | b. Preventive health care, such as general checkups, examinations, and immunizations? ( ) |
| AC14_03  | c. Referrals to other health professionals when needed? ( ) |

PRESS F1 FOR DEFINITION OF PREVENTIVE HEALTH CARE AND REFERRAL.

---

DISPLAY 'person' IF THE USC PROVIDER BEING LOOPED ON IS FLAGGED AS 'PERSON-TYPE-PROVIDER' OR 'PERSON-IN-FACILITY-PROVIDER'. DISPLAY 'place' IF USC PROVIDER BEING LOOPED ON IS FLAGGED AS 'FACILITY-TYPE-PROVIDER'.

---

ALLOW '-7' (REFUSED) AND '-8' (DON'T KNOW) ON ALL FORM ITEMS.

---

IF AC06 WAS CODED '2' (HOSPITAL EMERGENCY ROOM) FOR THIS USC PROVIDER, GO TO AC19

---

OTHERWISE, CONTINUE WITH AC15
AC15

<table>
<thead>
<tr>
<th>USCP.OFFHOURS</th>
<th>DOES USC HAVE OFFICE HRS AT NIGHT/WKEND?</th>
</tr>
</thead>
<tbody>
<tr>
<td>{NAME OF MEDICAL CARE PROVIDER......}</td>
<td></td>
</tr>
<tr>
<td>Does (PROVIDER) have office hours at night or on weekends?</td>
<td></td>
</tr>
<tr>
<td>YES .....................................  1</td>
<td></td>
</tr>
<tr>
<td>NO ......................................  2</td>
<td></td>
</tr>
<tr>
<td>REF ..................................... -7</td>
<td></td>
</tr>
<tr>
<td>DK ...................................... -8</td>
<td></td>
</tr>
</tbody>
</table>

AC16

<table>
<thead>
<tr>
<th>USCP.APPORWLK</th>
<th>HAVE APPOINTMENT OR WALK IN?</th>
</tr>
</thead>
<tbody>
<tr>
<td>{NAME OF MEDICAL CARE PROVIDER......}</td>
<td></td>
</tr>
<tr>
<td>When they go to (PROVIDER), do they usually have an appointment ahead of time, just walk in, or sometimes have an appointment and sometimes not?</td>
<td></td>
</tr>
<tr>
<td>HAVE APPOINTMENT ........................  1</td>
<td></td>
</tr>
<tr>
<td>JUST WALKS IN ...........................  2 {AC19}</td>
<td></td>
</tr>
<tr>
<td>SOMETIMES APPOINTMENT, SOMETIMES WALKS IN ..............................  3</td>
<td></td>
</tr>
<tr>
<td>REF ..................................... -7 {AC19}</td>
<td></td>
</tr>
<tr>
<td>DK ...................................... -8 {AC19}</td>
<td></td>
</tr>
</tbody>
</table>

[Code One]
{NAME OF MEDICAL CARE PROVIDER.....}

How difficult is it to get appointments with (PROVIDER) on short notice, for example, within one or two days?

Would you say it is ...

(IF ASKED WHAT IS MEANT BY 'APPOINTMENTS WITH (PROVIDER)', SAY: This refers to appointments with any medical person at (PROVIDER), not necessarily a specific medical person.)

very difficult, .........................  1
somewhat difficult, ......................  2
not too difficult, or ......................  3
not at all difficult? ......................  4
REF ..................................... -7
DK ...................................... -8

[Code One]
AC18
====

<table>
<thead>
<tr>
<th>USCP.WAITTIME</th>
<th>HOW LONG DO THEY USUALLY HAVE TO WAIT?</th>
</tr>
</thead>
</table>

{NAME OF MEDICAL CARE PROVIDER......}

If they arrive on time for an appointment, about how long do they usually have to wait before seeing (a medical person at) (PROVIDER)?

- LESS THAN 5 MINUTES ..................... 1
- 5 TO 15 MINUTES .......................... 2
- 16 TO 30 MINUTES .......................... 3
- 31 MINUTES TO 59 MINUTES .................. 4
- 1 TO 2 HOURS ............................. 5
- MORE THAN 2 HOURS ......................... 6
- REF ..................................... -7
- DK ...................................... -8

[Code One]

| DISPLAY 'a medical person at' IF USC PROVIDER |
| BEING LOOPED ON IS FLAGGED AS 'FACILITY-TYPE-|
| PROVIDER'. OTHERWISE, USE A NULL DISPLAY. |
How difficult is it to contact a medical person at (PROVIDER) over the telephone about a health problem?

Would you say it is ...

- very difficult, ......................... 1
- somewhat difficult, ................... 2
- not too difficult, or ................ 3
- not at all difficult? .................. 4
- REF ................................ -7
- DK .................................. -8

[Code One]

---

DISPLAY 'a medical person at' IF USC PROVIDER BEING LOOPED ON IS FLAGGED AS 'FACILITY-TYPE-PROVIDER'. OTHERWISE, USE A NULL DISPLAY.
AC19A
=====

USCP.PRLISTEN   DOES USC PROV LISTEN?

(NAME OF MEDICAL CARE PROVIDER......)

Does (PROVIDER) generally listen to them and give them the information needed about health and health care?

YES .....................................  1
NO ......................................  2
REF ..................................... -7
DK ...................................... -8

AC19B
=====

USCP.TREATMNT   DOES USC PROV ASK ABOUT OTH TREATMENTS?

(NAME OF MEDICAL CARE PROVIDER......)

Does (PROVIDER) usually ask about prescription medications and treatments other doctors may give them?

YES .....................................  1
NO ......................................  2
REF ..................................... -7
DK ...................................... -8

AC19C
=====

USCP.CONFIDNT   CONFIDENT IN USC PROV'S ABILITY?

(NAME OF MEDICAL CARE PROVIDER......)

Are they confident in (PROVIDER)'s ability to help when they have a medical problem?

YES .....................................  1
NO ......................................  2
REF ..................................... -7
DK ...................................... -8

22
AC19D

<table>
<thead>
<tr>
<th>USCP.PROSTAFF</th>
<th>HOW SATISFIED W/ PROFESSIONAL STAFF?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(NAME OF MEDICAL CARE PROVIDER......)</td>
</tr>
</tbody>
</table>

How satisfied are they with the professional staff at 
((PROVIDER)/(PROVIDER)'s office)?

Would you say ...

very satisfied, .........................  1
somewhat satisfied, .....................  2
not too satisfied, or ..................  3
not at all satisfied? ...................  4
REF ..................................... -7
DK ...................................... -8

[Code One]

PRESS F1 FOR DEFINITION OF PROFESSIONAL STAFF.

AC19E

<table>
<thead>
<tr>
<th>USCP.USC_CARE</th>
<th>HOW SATISFIED W/ QUALITY OF CARE FRM USC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(NAME OF MEDICAL CARE PROVIDER......)</td>
</tr>
</tbody>
</table>

Overall, how satisfied are they with the quality of care 
received from (PROVIDER)?

Would you say ...

very satisfied, .........................  1
somewhat satisfied, .....................  2
not too satisfied, or ..................  3
not at all satisfied? ...................  4
REF ..................................... -7
DK ...................................... -8

[Code One]

PRESS F1 FOR DEFINITION OF PROFESSIONAL STAFF.
END_LP02

----------------------------------------------------
| CYCLE ON NEXT PROVIDER IN THE RU-MEDICAL-PROVIDERS-ROSTER WHO MEETS THE CONDITIONS STATED IN THE LOOP DEFINITION. |
----------------------------------------------------

----------------------------------------------------
| IF NO OTHER PROVIDERS MEET THE STATED CONDITIONS, END LOOP_02 AND CONTINUE WITH AC20 |
----------------------------------------------------

AC20

HAS ANYONE CHANGED USC IN LAST 12 MNTHS?

Over the last year, has anyone in the family changed the person or place they usually go if they are sick or need advice about their health?

| YES ..................................... 1 |
| NO ..................................... 2 {AC24} |
| REF ..................................... -7 {AC24} |
| DK ..................................... -8 {AC24} |
AC21
====

HOME.YCHNGUSC  WHY DID THIS CHANGE OCCUR?

Why did this change occur?

- FAMILY/PERSN CHNgd INSURANCE PLANS ... 1 (AC24)
- INSURANCE PLAN CHNgd DOCTRS IT COVERS ......................... 2 (AC24)
- DISSATISFIED WITH QUALITY OF CARE ...... 3 (AC24)
- HEALTH CARE NEEDS CHNgd ..................... 4 (AC24)
- TOO FAR AWAY ............................... 5 (AC24)
- MOVED TO NEW AREA .......................... 6 (AC24)
- OLD PROVIDER NO LONGER AVAILABLE ...... 7 (AC24)
- OTHER ....................................... 91
- REF ......................................... -7 (AC24)
- DK ........................................... -8 (AC24)

[Code One]

AC21OV
=====

HOME.CHNGRSOS  REASON CHNGD USC: OTHER SPECIFY

ENTER OTHER:

[Enter Other Specify] ...................... (AC24)
REF .......................................... -7 (AC24)
DK ............................................ -8 (AC24)

AC22
=====

HOME.ANYUSC  HAS ANYONE HAD A USC IN LAST 12 MONTHS?

Within the last year, has anyone in the family had a person or place they usually go if they are sick or need advice about their health?

- YES ............................................ 1
- NO ............................................ 2 (AC24)
- REF .......................................... -7 (AC24)
- DK ............................................ -8 (AC24)
AC23

HOME.YNOMORE | WHY DON'T THEY HAVE A USC ANYMORE?

Why do they not have a usual source of health care any more?

- FAMILY/PERSN CHANGED INSURANCE PLANS ... 1 (AC24)
- INSURANCE PLAN CHANGED DOCTORS IT COVERS ......................... 2 (AC24)
- DISSATISFIED WITH QUALITY OF CARE ...... 3 (AC24)
- HEALTH CARE NEEDS CHANGED............... 4 (AC24)
- TOO FAR AWAY .................................. 5 (AC24)
- MOVED TO NEW AREA ............................ 6 (AC24)
- OLD PROVIDER NO LONGER AVAILABLE ...... 7 (AC24)
- OTHER ........................................ 91
- REF ........................................... -7 (AC24)
- DK ........................................... -8 (AC24)

[Code One]

AC230V

HOME.RSNUSCOS | REASON NO USC ANYMORE: OTHER SPECIFY

ENTER OTHER:

- [Enter Other Specify] .........................
- REF ........................................... -7
- DK ........................................... -8

AC24

HOME.NOCARE | DID ANYONE GO W/OUT HEALTH CARE?

During the last year, did any family member not receive a doctor's care or prescription medications because the family needed the money to buy food, clothing, or pay for housing?

- YES ........................................... 1
- NO ........................................... 2
- REF ........................................... -7
- DK ........................................... -8
AC24A  
=====  
<table>
<thead>
<tr>
<th>HOME.HCNEEDS</th>
<th>HOW SATISFIED THAT FAMILY CAN GET HC?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Overall, how satisfied are you that members of your family can get health care if they need it?</td>
</tr>
<tr>
<td></td>
<td>Would you say ...</td>
</tr>
<tr>
<td></td>
<td>very satisfied, ........................ 1</td>
</tr>
<tr>
<td></td>
<td>somewhat satisfied, ...................... 2</td>
</tr>
<tr>
<td></td>
<td>not too satisfied, or .................... 3</td>
</tr>
<tr>
<td></td>
<td>not at all satisfied? .................... 4</td>
</tr>
<tr>
<td></td>
<td>REF ..................................... -7</td>
</tr>
<tr>
<td></td>
<td>DK ...................................... -8</td>
</tr>
</tbody>
</table>

[Code One]

AC25  
====  
<table>
<thead>
<tr>
<th>HOME.OBTAINHC</th>
<th>DID ANYONE HAVE DIFFICULTY OBTAINING HEALTH CARE?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SHOW CARD AC-1.</td>
</tr>
<tr>
<td></td>
<td>In the last 12 months, did anyone in the family experience difficulty in obtaining any type of health care, delay obtaining care, or not receive health care they thought they needed due to any of the reasons listed on this card?</td>
</tr>
<tr>
<td></td>
<td>YES ........................................... 1</td>
</tr>
<tr>
<td></td>
<td>NO .......................................... 2</td>
</tr>
<tr>
<td></td>
<td>REF ....................................... -7</td>
</tr>
<tr>
<td></td>
<td>DK ......................................... -8</td>
</tr>
</tbody>
</table>

27
SHOW CARD AC-1.

Which of these is the main problem that caused family members' difficulty, delay, or not receiving needed health care?

- Couldn't afford care ................. 1
- Insurance company wouldn't approve, cover, or pay for care ............ 2
- Pre-existing condition ............... 3
- Insurance required a referral, but couldn't get one ................... 4
- Doctor refused to accept family's insurance plan ..................... 5
- Medical care too far away ............ 6
- Can't drive/don't have car/no public transportation available .......... 7
- Too expensive to get there .......... 8
- Hearing impairment or loss .......... 9
- Different language .................... 10
- Hard to get into building ............ 11
- Hard to get around inside building ...... 12
- No appropriate equipment in office ...... 13
- Couldn't get time off work .......... 14
- Didn't know where to go to get care .... 15
- Was refused services ................. 16
- Couldn't get child care .............. 17
- Didn't have time or took too long ...... 18
- Other ................................... 91
- Ref .................................... -7 {BOX_06}
- DK .................................... -8 {BOX_06}

[Code One]
What are the other problems that caused family members' difficulty, delay, or not receiving needed health care?

CODE ALL THAT APPLY.

NO OTHER PROBLEMS ......................... 0
C O U L D N ' T A F F O R D C A R E .................. 1
INSURANCE COMPANY WOULDN'T APPROVE,
COVER, OR PAY FOR CARE ................... 2
PRE-EXISTING CONDITION ..................... 3
INSURANCE REQUIRED A REFERRAL, BUT
COULDN'T GET ONE ........................... 4
DOCTOR REFUSED TO ACCEPT FAMILY'S
INSURANCE PLAN ............................... 5
MEDICAL CARE TOO FAR AWAY ................. 6
C A N ' T D R I V E / D O N ' T H A V E C A R / N O P U B L I C
TRANSPORTATION AVAILABLE ................ 7
TOO EXPENSIVE TO GET THERE ................. 8
HEARING IMPAIRMENT OR LOSS ................ 9
DIFFERENT LANGUAGE .......................... 10
HARD TO GET INTO BUILDING .................. 11
HARD TO GET AROUND INSIDE BUILDING ...... 12
NO APPROPRIATE EQUIPMENT IN OFFICE ...... 13
COULDN'T GET TIME OFF WORK ................. 14
DIDN'T KNOW WHERE TO GO TO GET CARE ..... 15
WAS REFUSED SERVICES ........................ 16
COULDN'T GET CHILD CARE .................... 17
DIDN'T HAVE TIME OR TOOK TOO LONG ........ 18
OTHER .......................................... 91
REF ........................................ -7
DK ...................................... -8

[Code All That Apply]

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EDIT: IF CODED '0' (NO OTHER REASONS), '-7' (REFUSED), OR '-8' (DON'T KNOW) IN THE FIRST FIELD, NO OTHER REASON CATEGORY CAN BE CODED. IF CODED '0' (NO OTHER REASONS), '-7' (REFUSED), OR '-8' (DON'T KNOW), IN A FIELD OTHER THAN THE FIRST FIELD AND A SUBSEQUENT CODE IS ENTERED, DISPLAY THE FOLLOWING MESSAGE: 'INVALID RESPONSE. PRESS ENTER ON A BLANK FIELD.'

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| SHOW CARD AC-1 WILL HAVE TOPIC HEADINGS. ANSWER CATEGORIES WERE ABBREVIATED IN ORDER TO SAVE SCREEN SPACE. |

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BOX_06

GO TO NEXT QUESTIONNAIRE SECTION

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