

Online Supplementary Material

Howard M, Goertzen J, Hutchison B, Kaczorowski J, Morris K. Patient satisfaction with care for urgent health problems: A survey of family practice patients. *Ann Fam Med*. 2007;5(5):419-424.

<http://www.annfammed.org/cgi/content/full/5/5/419/DC1>

**Supplemental Appendix. Section of Survey Instrument Asking About Urgent Health Problem and Health Services Used**

In the last 6 months, did you have a health emergency while in Thunder Bay (that is, a health problem or injury requiring urgent medical assistance)?

- ☐ Yes – please answer questions 5 through 11.
- ☐ No – please go to question 11 on the last page.

**Please Note:**

Questions 5 through 10 are to be answered **ONLY** if you had a health problem or injury requiring urgent medical assistance while in Thunder Bay in the **last 6 months**.  
Otherwise, please turn to question 11 on the last page.

5. How many health emergencies have you had in the last 6 months in Thunder Bay (that is, a health problem or injury requiring urgent medical assistance)?

\_\_\_\_\_ emergencies

**Please answer the following questions about your MOST RECENT emergency in the last 6 months in Thunder Bay.**

6. Please indicate with an **X** the month of your MOST RECENT emergency:

September 2004	October 2004	November 2004	December 2004	January 2005	February 2005

7. For your most recent emergency, what time was it when you (or someone acting on your behalf) began to seek medical assistance?

- ☐ Daytime: Monday - Friday (9:00 AM - 5:00 PM)
- ☐ Evening: Monday - Friday (5:00 p.m. - 9:00 PM)
- ☐ Nighttime: Monday - Friday (9:00 PM - 9:00 AM)
- ☐ Weekend or Holiday: Daytime (9:00 AM - 5:00 PM)
- ☐ Weekend or Holiday: Evening/Nighttime (5:00 PM - 9:00 AM)

8. Please describe your most recent emergency.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

9. Using the chart below, please answer the following questions by following the arrows.

<p>Regarding your most recent health emergency, did you telephone your family doctor's office?</p> <div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> Yes</span> <span><input type="checkbox"/> No</span> </div>	
<p>Did you visit your family doctor?</p> <div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> Yes</span> <span><input type="checkbox"/> No</span> </div>	<p>Instead of phoning your family doctor what did you do?</p> <div style="margin-top: 10px;"> <input type="checkbox"/> Phoned Tele-health (telephone health advisory service)  <input type="checkbox"/> Called for an ambulance  <input type="checkbox"/> Went to the Thunder Bay Emergency Department  <input type="checkbox"/> Went to Walk-in clinic where my doctor works  <input type="checkbox"/> Went to another Walk-in clinic  <input type="checkbox"/> Other: _____              _____           </div> <p>I did NOT call my family doctor because:</p> <div style="margin-top: 10px;"> <input type="checkbox"/> I felt the emergency was too serious  <input type="checkbox"/> I wanted to use a service that was more convenient  <input type="checkbox"/> I did not know my family doctor handled emergencies  <input type="checkbox"/> Other: _____              _____           </div>
<p>I did NOT see my family doctor because:</p> <div style="margin-top: 10px;"> <input type="checkbox"/> I was able to speak with the doctor  <input type="checkbox"/> I was told to go to the Thunder Bay Emergency Department  <input type="checkbox"/> I was told to go to the Walk-in clinic where my doctor works  <input type="checkbox"/> I was told to go to any Walk-in clinic available  <input type="checkbox"/> The office was closed and there was no way to reach the doctor  <input type="checkbox"/> The office was open but my doctor was not available for an appointment  <input type="checkbox"/> Other: _____              _____           </div>	

10. Regarding your most recent emergency, did you call Tele-health?

☐ Yes   ☐ No   ☐ I don't know what Tele-health is.

If yes, what advice were you given?

- ☐ Advised how to handle the problem at home
- ☐ Advised to go to my doctor's Walk-in clinic
- ☐ Advised to go to any Walk-in clinic
- ☐ Advised to make appointment with my family doctor
- ☐ Advised to go to the Thunder Bay Emergency Department
- ☐ Advised to call an ambulance
- ☐ Other: \_\_\_\_\_

## Online Supplementary Data

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11. Please indicate overall how dissatisfied or satisfied you were with how your most recent emergency was handled by circling the most appropriate answer:

1	2	3	4	5	6	7
very dissatisfied			neither dissatisfied nor satisfied			very satisfied