

How do you rate your health care?

It is important that you are satisfied with the health care services that you receive. Thinking about the place that you go to for your regular health care (your medical group), how do you rate the items listed below? Please rate the quality of care you receive for each of the following items, by circling one number on each line.

1. Does your provider listen to your concerns?

Always	Most of the time	About half of the time	Sometimes	Rarely/Never
1	2	3	4	5

2. Does your provider make you feel at ease when discussing difficult issues?

Always	Most of the time	About half of the time	Sometimes	Rarely/Never
1	2	3	4	5

3. Does your provider show respect for you?

Always	Most of the time	About half of the time	Sometimes	Rarely/Never
1	2	3	4	5

4. Does your provider ask you your preferences about different treatment options?

Always	Most of the time	About half of the time	Sometimes	Rarely/Never
1	2	3	4	5

5. Does your provider spend enough time during appointments with you?

Always	Most of the time	About half of the time	Sometimes	Rarely/Never
1	2	3	4	5

6. Does your provider give you time to ask questions?

Always	Most of the time	About half of the time	Sometimes	Rarely/Never
1	2	3	4	5

7. Does you usually obtain answers to your questions from your provider?

Always	Most of the time	About half of the time	Sometimes	Rarely/Never
1	2	3	4	5

RESOURCES FOR OVERWEIGHT PATIENTS

Please rate the following items pertaining to health services you have received, by circling a number on the following scale:

Poor	Fair	Good	Excellent
1	2	3	4

(Please circle)

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| 8. The amount of time you have with doctors and medical staff during your visit: | 1 | 2 | 3 | 4 |
| 9. The medical staff's effort to make your visit comfortable and pleasant: | 1 | 2 | 3 | 4 |
| 10. The quality of examinations that you receive: | 1 | 2 | 3 | 4 |
| 11. The thoroughness and accuracy of your diagnosis: | 1 | 2 | 3 | 4 |
| 12. The comprehensiveness of routine check-ups and physicals: | 1 | 2 | 3 | 4 |
| 13. The ease of speaking to your primary care provider during visits: | 1 | 2 | 3 | 4 |
| 14. The reassurance and support offered to you by doctors and other staff: | 1 | 2 | 3 | 4 |
| 15. Friendliness and courtesy towards you by your primary care physician: | 1 | 2 | 3 | 4 |
| 16. Friendliness and courtesy towards you by the receptionist and office staff: | 1 | 2 | 3 | 4 |
| 17. Friendliness and courtesy towards you by nurses: | 1 | 2 | 3 | 4 |
| 18. The advice you receive from your provider about ways to stay healthy: | 1 | 2 | 3 | 4 |
| 19. The availability of health services tailored to your needs: | 1 | 2 | 3 | 4 |
| 20. Your provider's concern for your emotional well-being: | 1 | 2 | 3 | 4 |
| 21. The comfort of the office environment where you get health care: | 1 | 2 | 3 | 4 |