CANADIAN COMMUNITY HEALTH SURVEY

CYCLE 2.1 Supplement – Health Services Access Survey

January 2003 to November 2003

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For information only

ACCESS TO HEALTH CARE SERVICES

ACC_BEG　　　Collected starting in April 2003.

ACC_C1　　　If (do ACC block = 2), go to ACC_END.
ACCCFDO　　　Otherwise, go to ACC_C2.

ACC_C2　　　If proxy interview or if age < 15, go to ACC_END.
　　　　　　Otherwise, go to ACC_QINT10.

ACC_QINT10 **The next questions are about the use of various health care services.**
I will start by asking about your experiences getting health care from a medical specialist such as a cardiologist, allergist, gynaecologist or psychiatrist (excluding an optometrist).
INTERVIEWER: Press <Enter> to continue.

ACC_Q10　　**In the past 12 months, did you require a visit to a medical specialist for a diagnosis**
ACCC_10　　**or a consultation?**

　　　　　1　　Yes
　　　　　2　　No　　(Go to ACC_QINT20)
　　　　　　　DK, R　(Go to ACC_QINT20)

ACC_Q11　　**In the past 12 months, did you ever experience any difficulties getting the**
ACCC_11　　**specialist care you needed for a diagnosis or consultation?**

　　　　　1　　Yes
　　　　　2　　No　　(Go to ACC_QINT20)
　　　　　　　DK, R　(Go to ACC_QINT20)

ACC_Q12　　**What type of difficulties did you experience?**
　　　　　　INTERVIEWER: Mark all that apply.

ACCC_12A　　1　　Difficulty getting a referral
ACCC_12B　　2　　Difficulty getting an appointment
ACCC_12C　　3　　No specialists in the area
ACCC_12D　　4　　Waited too long - between booking appointment and visit
ACCC_12E　　5　　Waited too long - to see the doctor (i.e. in-office waiting)
ACCC_12F　　6　　Transportation - problems
ACCC_12G　　7　　Language - problem
ACCC_12H　　8　　Cost
ACCC_12I　　9　　Personal or family responsibilities
ACCC_12J　　10　General deterioration of health
ACCC_12K　　11　Appointment cancelled or deferred by specialist
ACCC_12L　　12　Still waiting for visit
ACCC_12M　　13　Unable to leave the house because of a health problem
ACCC_12N　　14　Other - Specify
　　　　　　　DK, R

ACC_C12S   If ACC_Q12 <> 14, go to ACC_QINT20.
Otherwise, go to ACC_Q12S.

ACC_Q12S   <u>INTERVIEWER</u>: Specify.

_____
(80 spaces)
DK, R

ACC_QINT20   **The following questions are about any surgery not provided in an emergency that you may have required, such as cardiac surgery, joint surgery, caesarean sections and cataract surgery, excluding laser eye surgery.**
<u>INTERVIEWER</u>: Press <Enter> to continue.

ACC_Q20
ACCC_20   **In the past 12 months, did you require any non-emergency surgery?**

1   Yes
2   No   (Go to ACC_QINT30)
      DK, R   (Go to ACC_QINT30)

ACC_Q21
ACCC_21   **In the past 12 months, did you ever experience any difficulties getting the surgery you needed?**

1   Yes
2   No   (Go to ACC_QINT30)
      DK, R   (Go to ACC_QINT30)

ACC_Q22   **What type of difficulties did you experience?**
<u>INTERVIEWER</u>: Mark all that apply.

ACCC_22A	1	Difficulty getting an appointment with a surgeon
ACCC_22B	2	Difficulty getting a diagnosis
ACCC_22C	3	Waited too long - for a diagnostic test
ACCC_22D	4	Waited too long - for a hospital bed to become available
ACCC_22E	5	Waited too long - for surgery
ACCC_22F	6	Service not available - in the area
ACCC_22G	7	Transportation - problems
ACCC_22H	8	Language - problem
ACCC_22I	9	Cost
ACCC_22J	10	Personal or family responsibilities
ACCC_22K	11	General deterioration of health
ACCC_22L	12	Appointment cancelled or deferred by surgeon or hospital
ACCC_22M	13	Still waiting for surgery
ACCC_22N	14	Unable to leave the house because of a health problem
ACCC_22O	15	Other - Specify
		DK, R

ACC_C22S   If ACC_Q22 <> 15, go to ACC_QINT30.
Otherwise, go to ACC_Q22S.

ACC_Q22S   <u>INTERVIEWER</u>: Specify.

_____
(80 spaces)
DK, R

ACC_QINT30   **Now some questions about MRIs, CAT Scans and angiographies provided in a non-emergency situation.**
INTERVIEWER: Press <Enter> to continue.

ACC_Q30
ACCC_30   **In the past 12 months, did you require one of these tests?**

1   Yes
2   No   (Go to ACC_QINT40)
DK, R   (Go to ACC_QINT40)

ACC_Q31
ACCC_31   **In the past 12 months, did you ever experience any difficulties getting the tests you needed?**

1   Yes
2   No   (Go to ACC_QINT40)
DK, R   (Go to ACC_ QINT40)

ACC_Q32   **What type of difficulties did you experience?**
INTERVIEWER: Mark all that apply.

ACCC_32A   1   Difficulty getting a referral
ACCC_32B   2   Difficulty getting an appointment
ACCC_32C   3   Waited too long - to get an appointment
ACCC_32D   4   Waited too long - to get test (i.e. in-office waiting)
ACCC_32E   5   Service not available - at time required
ACCC_32F   6   Service not available - in the area
ACCC_32G   7   Transportation - problems
ACCC_32H   8   Language - problem
ACCC_32I   9   Cost
ACCC_32J   10   General deterioration of health
ACCC_32K   11   Did not know where to go (i.e. information problems)
ACCC_32L   12   Still waiting for test
ACCC_32M   13   Unable to leave the house because of a health problem
ACCC_32N   14   Other - Specify
DK, R

ACC_C32S   If ACC_Q32 <> 14, go to ACC_ QINT40.
Otherwise, go to ACC_Q32S.

ACC_Q32S   INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

ACC_QINT40   **Now I'd like you to think about yourself <u>and family members living in your dwelling</u>. The next questions are about your experiences getting health information or advice when you needed them for yourself or a family member living in your dwelling.**
INTERVIEWER: Press <Enter> to continue.

ACC_Q40
ACCC_40

In the past 12 months, have you required health information or advice for yourself or a family member?

1   Yes
2   No   (Go to ACC_QINT50)
    DK, R   (Go to ACC_QINT50)

ACC_Q40A

Who did you contact when you needed health information or advice for yourself or a family member?
<u>INTERVIEWER</u>: Read categories to respondent. Mark all that apply.

ACCC_40A   1   **Doctor's office**
ACCC_40B   2   **Community health centre / CLSC**
ACCC_40C   3   **Walk-in clinic**
ACCC_40D   4   **Telephone health line (e.g., HealthLinks, Telehealth Ontario, HealthLink, Health-Line, TeleCare, Info-Santé)**
ACCC_40E   5   **Hospital emergency room**
ACCC_40F   6   **Other hospital service**
ACCC_40G   7   Other - Specify

ACC_C40AS   If ACC_Q40A <> 7, go to ACC_ Q41.
    Otherwise, go to ACC_Q40AS.

ACC_Q40AS   <u>INTERVIEWER</u>: Specify.

    _____
    (80 spaces)
    DK, R

ACC_Q41
ACCC_41

In the past 12 months, did you ever experience any difficulties getting the health information or advice you needed for yourself or a family member?

1   Yes
2   No   (Go to ACC_QINT50)
    DK, R   (Go to ACC_QINT50)

ACC_Q42
ACCC_42

Did you experience difficulties during "regular" office hours (that is, 9:00 am to 5:00 pm, Monday to Friday)?
<u>INTERVIEWER</u>: It is important to make a distinction between "No" (Did not experience problems) and "Did not require at this time".

1   Yes
2   No   (Go to ACC_Q44)
3   Not required at this time   (Go to ACC_Q44)
    DK, R   (Go to ACC_Q44)

ACC_Q43 | **What type of difficulties did you experience?**
INTERVIEWER: Mark all that apply.

ACCC_43A	1	Difficulty contacting a physician or nurse
ACCC_43B	2	Did not have a phone number
ACCC_43C	3	Could not get through (i.e. no answer)
ACCC_43D	4	Waited too long to speak to someone
ACCC_43E	5	Did not get adequate info or advice
ACCC_43F	6	Language - problem
ACCC_43G	7	Did not know where to go / call / uninformed
ACCC_43H	8	Unable to leave the house because of a health problem
ACCC_43I	9	Other - Specify
		DK, R

ACC_C43S | If ACC_Q43 <> 9, go to ACC_Q44.
Otherwise, go to ACC_Q43S.

ACC_Q43S | INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

ACC_Q44
ACCC_44 | **Did you experience difficulties getting health information or advice during evenings and weekends (that is, 5:00 to 9:00 pm Monday to Friday, or 9:00 am to 5:00 pm, Saturdays and Sundays)?**
INTERVIEWER: It is important to make a distinction between "No" (Did not experience problems) and "Did not require at this time".

1	Yes	
2	No	(Go to ACC_Q46)
3	Not required at this time	(Go to ACC_Q46)
	DK, R	(Go to ACC_Q46)

ACC_Q45 | **What type of difficulties did you experience?**
INTERVIEWER: Mark all that apply.

ACCC_45A	1	Difficulty contacting a physician or nurse
ACCC_45B	2	Did not have a phone number
ACCC_45C	3	Could not get through (i.e. no answer)
ACCC_45D	4	Waited too long to speak to someone
ACCC_45E	5	Did not get adequate info or advice
ACCC_45F	6	Language - problem
ACCC_45G	7	Did not know where to go / call / uninformed
ACCC_45H	8	Unable to leave the house because of a health problem
ACCC_45I	9	Other - Specify
		DK, R

ACC_C45S | If ACC_Q45 <> 9, go to ACC_Q46.
Otherwise, go to ACC_Q45S.

ACC_Q45S | INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

ACC_Q46
ACCC_46

Did you experience difficulties getting health information or advice during the middle of the night?
INTERVIEWER: It is important to make a distinction between "No" (Did not experience problems) and "Did not require at this time".

1   Yes
2   No   (Go to ACC_QINT50)
3   Not required at this time (Go to ACC_QINT50)
     DK, R   (Go to ACC_QINT50)

ACC_Q47

What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.

ACCC_47A	1	Difficulty contacting a physician or nurse
ACCC_47B	2	Did not have a phone number
ACCC_47C	3	Could not get through (i.e. no answer)
ACCC_47D	4	Waited too long to speak to someone
ACCC_47E	5	Did not get adequate info or advice
ACCC_47F	6	Language - problem
ACCC_47G	7	Did not know where to go / call / uninformed
ACCC_47H	8	Unable to leave the house because of a health problem
ACCC_47I	9	Other - Specify
		DK, R

ACC_C47S

If ACC_Q47 <> 9, go to ACC_QINT50.
Otherwise, go to ACC_Q47S.

ACC_Q47S

INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

ACC_QINT50

Now some questions about your experiences when you needed health care services for routine or on-going care such as a medical exam or follow-up for yourself or a family member living in your dwelling.
INTERVIEWER: Press <Enter> to continue.

ACC_Q50A
ACCC_50A

Do you have a regular family doctor?

1   Yes
2   No
     DK, R

ACC_Q50
ACCC_50

In the past 12 months, did you require any routine or on-going care for yourself or a family member?

1   Yes
2   No   (Go to ACC_QINT60)
     DK, R (Go to ACC_QINT60)

ACC_Q51
ACCC_51 **In the past 12 months, did you ever experience any difficulties getting the routine or on-going care you or a family member needed?**

    1   Yes
    2   No   (Go to ACC_QINT60)
         DK, R (Go to ACC_QINT60)

ACC_Q52
ACCC_52 **Did you experience difficulties getting such care during "regular" office hours (that is, 9:00 am to 5:00 pm, Monday to Friday)?**
INTERVIEWER: It is important to make a distinction between "No" (Did not experience problems) and "Did not require at this time".

    1   Yes
    2   No   (Go to ACC_Q54)
    3   Not required at this time (Go to ACC_Q54)
         DK, R   (Go to ACC_Q54)

ACC_Q53 **What type of difficulties did you experience?**
INTERVIEWER: Mark all that apply.

ACCC_53A	1	Difficulty contacting a physician
ACCC_53B	2	Difficulty getting an appointment
ACCC_53C	3	Do not have personal / family physician
ACCC_53D	4	Waited too long - to get an appointment
ACCC_53E	5	Waited too long - to see the doctor (i.e. in-office waiting)
ACCC_53F	6	Service not available - at time required
ACCC_53G	7	Service not available - in the area
ACCC_53H	8	Transportation - problems
ACCC_53I	9	Language - problem
ACCC_53J	10	Cost
ACCC_53K	11	Did not know where to go (i.e. information problems)
ACCC_53L	12	Unable to leave the house because of a health problem
ACCC_53M	13	Other - Specify
		DK, R

ACC_C53S   If ACC_Q53 <> 13, go to ACC_Q54.
               Otherwise, go to ACC_Q53S.

ACC_Q53S   INTERVIEWER: Specify.

    _____
    (80) spaces)
    DK, R

ACC_Q54
ACCC_54 **Did you experience difficulties getting such care during evenings and weekends that is, 5:00 to 9:00 pm, Monday to Friday or 9:00 am to 5:00 pm, Saturdays and Sundays)?**
INTERVIEWER: It is important to make a distinction between "No" (Did not experience problems) and "Did not require at this time".

    1   Yes
    2   No   (Go to ACC_QINT60)
    3   Not required at this time (Go to ACC_QINT60)
         DK, R   (Go to ACC_QINT60)

ACC_Q55 | **What type of difficulties did you experience?**
INTERVIEWER: Mark all that apply.

ACCC_55A | 1 | Difficulty contacting a physician
ACCC_55B | 2 | Difficulty getting an appointment
ACCC_55C | 3 | Do not have personal / family physician
ACCC_55D | 4 | Waited too long - to get an appointment
ACCC_55E | 5 | Waited too long - to see the doctor (i.e. in-office waiting)
ACCC_55F | 6 | Service not available - at time required
ACCC_55G | 7 | Service not available - in the area
ACCC_55H | 8 | Transportation - problems
ACCC_55I | 9 | Language - problem
ACCC_55J | 10 | Cost
ACCC_55K | 11 | Did not know where to go (i.e. information problems)
ACCC_55L | 12 | Unable to leave the house because of a health problem
ACCC_55M | 13 | Other - Specify
| | DK, R

ACC_C55S | If ACC_Q55 <> 13, go to ACC_QINT60.
Otherwise, go to ACC_Q55S.

ACC_Q55S | INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

ACC_QINT60 | **The next questions are about situations when you or a family member have needed immediate care for a minor health problem such as fever, headache, a sprained ankle, vomiting or an unexplained rash.**
INTERVIEWER: Press <Enter> to continue.

ACC_Q60
ACCC_60 | **In the past 12 months, have you or a family member required immediate health care services for a minor health problem?**

1 | Yes
2 | No | (Go to ACC_END)
| DK, R | (Go to ACC_END)

ACC_Q61
ACCC_61 | **In the past 12 months, did you ever experience any difficulties getting the immediate care needed for a minor health problem for yourself or a family member?**

1 | Yes
2 | No | (Go to ACC_END)
| DK, R | (Go to ACC_END)

ACC_Q62
ACCC_62 | **Did you experience difficulties getting such care during "regular" office hours (that is, 9:00 am to 5:00 pm, Monday to Friday)?**
INTERVIEWER: It is important to make a distinction between "No" (Did not experience problems) and "Did not require at this time".

1 | Yes
2 | No | (Go to ACC_Q64)
3 | Not required at this time (Go to ACC_Q64)
| DK, R | (Go to ACC_Q64)

ACC_Q63   **What type of difficulties did you experience?**

                <u>INTERVIEWER</u>: Mark all that apply.

ACCC_63A	1	Difficulty contacting a physician
ACCC_63B	2	Difficulty getting an appointment
ACCC_63C	3	Do not have personal / family physician
ACCC_63D	4	Waited too long - to get an appointment
ACCC_63E	5	Waited too long - to see the doctor (i.e. in-office waiting)
ACCC_63F	6	Service not available - at time required
ACCC_63G	7	Service not available - in the area
ACCC_63H	8	Transportation - problems
ACCC_63I	9	Language - problem
ACCC_63J	10	Cost
ACCC_63K	11	Did not know where to go (i.e. information problems)
ACCC_63L	12	Unable to leave the house because of a health problem
ACCC_63M	13	Other - Specify
		DK, R

ACC_C63S   If ACC_Q63 <> 13, go to ACC_Q64.

                Otherwise, go to ACC_Q63S.

ACC_Q63S   <u>INTERVIEWER</u>: Specify.

                _____

                (80 spaces)

                DK, R

ACC_Q64

ACCC_64   **Did you experience difficulties getting such care during evenings and weekends (that is, 5:00 to 9:00 pm, Monday to Friday or 9:00 am to 5:00 pm, Saturda**ys **and Sundays)?**

                <u>INTERVIEWER</u>: It is important to make a distinction between "No" (Did not experience problems) and "Did not require at this time".

1	Yes	
2	No	(Go to ACC_Q66)
3	Not required at this time	(Go to ACC_Q66)
	DK, R	(Go to ACC_Q66)

ACC_Q65   **What type of difficulties did you experience?**

                <u>INTERVIEWER</u>: Mark all that apply.

ACCC_65A	1	Difficulty contacting a physician
ACCC_65B	2	Difficulty getting an appointment
ACCC_65C	3	Do not have personal / family physician
ACCC_65D	4	Waited too long - to get an appointment
ACCC_65E	5	Waited too long - to see the doctor (i.e. in-office waiting)
ACCC_65F	6	Service not available - at time required
ACCC_65G	7	Service not available - in the area
ACCC_65H	8	Transportation - problems
ACCC_65I	9	Language - problem
ACCC_65J	10	Cost
ACCC_65K	11	Did not know where to go (i.e. information problems)
ACCC_65L	12	Unable to leave the house because of a health problem
ACCC_65M	13	Other - Specify
		DK, R

ACC_C65S   If ACC_Q65 <> 13, go to ACC_Q66.
            Otherwise, go to ACC_Q65S.

ACC_Q65S   <u>INTERVIEWER</u>: Specify.

            _____
            (80 spaces)
            DK, R

ACC_Q66   **Did you experience difficulties getting such care during the middle of the**
ACCC_66   **night?**
            <u>INTERVIEWER</u>: It is important to make a distinction between "No" (Did not experience
            problems) and "Did not require at this time".

            1   Yes
            2   No   (Go to ACC_END)
            3   Not required at this time (Go to ACC_END)
                    DK, R   (Go to ACC_END)

ACC_Q67   **What type of difficulties did you experience?**
            <u>INTERVIEWER</u>: Mark all that apply.

ACCC_67A   1   Difficulty contacting a physician
ACCC_67B   2   Difficulty getting an appointment
ACCC_67C   3   Do not have personal / family physician
ACCC_67D   4   Waited too long - to get an appointment
ACCC_67E   5   Waited too long - to see the doctor (i.e. in-office waiting)
ACCC_67F   6   Service not available - at time required
ACCC_67G   7   Service not available - in the area
ACCC_67H   8   Transportation - problems
ACCC_67I   9   Language - problem
ACCC_67J   10   Cost
ACCC_67K   11   Did not know where to go (i.e. information problems)
ACCC_67L   12   Unable to leave the house because of a health problem
ACCC_67M   13   Other - Specify
                    DK, R

ACC_C67S   If ACC_Q67 <> 13, go to ACC_END.
            Otherwise, go to ACC_Q67S.

ACC_Q67S   <u>INTERVIEWER</u>: Specify.

            _____
            (80 spaces)
            DK, R

ACC_END

WAITING TIMES

WTM_C01   If (do WTM block = 2), go to WTM_END.
WTMCFDO   Otherwise, go to WTM_C02.

WTM_C02   If proxy interview or if age < 15, go to WTM_END.
             Otherwise, go to WTM_C03.

WTM_C03   If (ACC_Q10 <> 1 (did not require a visit to a specialist)) and
                 (ACC_Q20 <> 1 (did not require non emergency surgery)) and
                 (ACC_Q30 <> 1 (did not require tests)), go to WTM_END.
             Otherwise, go to WTM_QINT.

WTM_QINT   **Now some additional questions about your experiences waiting for health care services.**
             <u>INTERVIEWER</u>: Press <Enter> to continue.

WTM_C04   If ACC_Q10 <> 1 (did not require a visit to a specialist), go to WTM_C16.
             Otherwise, go to WTM_Q01.

WTM_Q01   **You mentioned earlier that <u>you</u> required a visit to a medical specialist such as a cardiologist, allergist, gynaecologist or psychiatrist.**
WTMC_01   **In the past 12 months, did you require a visit to a medical specialist for a diagnosis or a consultation <u>for a new illness or condition</u>?**

             1   Yes
             2   No   (Go to WTM_C16)
                    DK, R   (Go to WTM_C16)

             Note: If sex = female, use **'Gynaecological problems'**, in WTM_Q02, category 8.
             Otherwise use blank.

WTM_Q02   **For what type of condition?**
WTMC_02   **If you have had more than one such visit, please answer for the most recent visit.**
             <u>INTERVIEWER</u>: Read categories to respondent.

             1   **Heart condition or stroke**
             2   **Cancer**
             3   **Asthma or other breathing conditions**
             4   **Arthritis or rheumatism**
             5   **Cataract or other eye conditions**
             6   **Mental health disorder**
             7   **Skin conditions**
             8   **[Gynaecological problems]**
             9   Other – Specify
                    DK, R

WTM_E02   **A blank answer has been selected. Please return and correct.**

             Trigger hard edit if (WTM_Q02 = 8 and Sex = Male)

WTM_C02S   If WTM_Q02 <> 9, go to WTM_Q03.
                   Otherwise, go to WTM_Q02S.

WTM_Q02S   <u>INTERVIEWER</u>: Specify.

                   _____
                   (80 spaces)
                   DK, R

WTM_Q03   **Were you referred by:**
WTMC_03   <u>INTERVIEWER</u>: Read categories to respondent.

                   1   **… a family doctor?**
                   2   **… another specialist?**
                   3   **… another health care provider?**
                   4   Did not require a referral
                              DK, R

WTM_Q04   **Have you already visited the medical specialist?**
WTMC_04

                   1   Yes
                   2   No   (Go to WTM_C08A)
                           DK, R   (Go to WTM_C08A)

WTM_Q05   **Thinking about this visit, did you experience any difficulties seeing the specialist?**
WTMC_05

                   1   Yes
                   2   No   (Go to WTM_C07A)
                             DK, R   (Go to WTM_C07A)

WTM_Q06   **What type of difficulties did you experience?**
                   <u>INTERVIEWER</u>: Mark all that apply. Question ACC_Q12 previously asked about
                   <u>any</u> difficulties getting specialist care. This question (WTM_Q06) deals with difficulties
                   experienced for the most recent visit for a new illness or condition.

WTMC_06A   1   Difficulty getting a referral
WTMC_06B   2   Difficulty getting an appointment
WTMC_06C   3   No specialists in the area
WTMC_06D   4   Waited too long - between booking appointment and visit
WTMC_06E   5   Waited too long - to see the doctor (i.e. in-office waiting)
WTMC_06F   6   Transportation - problems
WTMC_06G   7   Language - problem
WTMC_06H   8   Cost
WTMC_06I   9   Personal or family responsibilities
WTMC_06J   10   General deterioration of health
WTMC_06K   11   Appointment cancelled or deferred by specialist
WTMC_06L   12   Unable to leave the house because of a health problem
WTMC_06M   13   Other - Specify
                             DK, R

WTM_C06S   If WTM_Q06 <> 13, go to WTM_C07A.
Otherwise, go to WTM_Q06S.

WTM_Q06S   <u>INTERVIEWER</u>: Specify.

_____
(80 spaces)
DK, R

Note: If WTM_Q03 = 1 or 2, use 'you and your doctor decided that you should see a specialist' in WTM_Q07A.

If WTM_Q03 = 3, use 'you and your health care provider decided that you should see a specialist' in WTM_Q07A.

Otherwise, use 'the appointment was initially scheduled'.

WTM_Q07A   **How long did you have to wait between when [you and your doctor decided that**
WTMC_07A   **you should see a specialist/you and your health care provider decided that you**
should see a specialist/the appointment was initially scheduled] and when you
actually visited the specialist?
<u>INTERVIEWER</u>: Probe to get the most precise answer possible.

|_|_|_| (3 spaces)
(MIN:1)   (MAX: 365)
DK, R   (Go to WTM_C10)

WTM_N07B   <u>INTERVIEWER</u>: Enter unit of time.
WTMC_07B

1   Days
2   Weeks
3   Months
(DK, R are not allowed)

WTM_E07B   An unusual number has been entered. Please confirm.

Trigger soft edit if (WTM_Q07A > 31 and WTM_N07B = 1), or (WTM_Q07A > 12 and WTM_N07B = 2), or (WTM_Q07A > 18 and WTM_N07B=3).

Go to WTM_C10.

Note: If WTM_Q03 = 1 or 2, use 'you and your doctor decided that you should see a specialist' in WTM_Q08A.

If WTM_Q03 = 3, use 'you and your health care provider decided that you should see a specialist' in WTM_Q08A.

Otherwise, use 'the appointment was initially scheduled'

WTM_Q08A   **How long have you been waiting since [you and your doctor decided that**
WTMC_08A   **you should see a specialist/you and your health care provider decided that you**
should see a specialist/the appointment was initially scheduled]?
<u>INTERVIEWER</u>: Probe to get the most precise answer possible.

|_|_|_| (3 spaces)
(MIN:1)   (MAX: 365)
DK, R   (Go to WTM_C10)

13

WTM_N08B INTERVIEWER: Enter unit of time.
WTMC_08B

1   Days
2   Weeks
3   Months
     (DK, R are not allowed)

WTM_E08B **An unusual number has been entered. Please confirm.**

Trigger soft edit if (WTM_Q08A > 31 and WTM_N08B = 1), or (WTM_Q08A > 12 and WTM_N08B = 2), or (WTM_Q08A > 18 and WTM_N08B = 3).

Note: If WTM_Q04 = 1 (already visited specialist), use 'was the waiting time:' in WTM_Q10.
Otherwise, use 'has the waiting time been:'.

WTM_Q10 **In your view, [was the waiting time:/has the waiting time been:]**
WTMC_10 INTERVIEWER: Read categories to respondent. It is important to make a distinction between "No view" and "Don't Know".

1   **… acceptable?**   (Go to WTM_Q12)
2   **… not acceptable?**
3   No view
     DK, R

WTM_Q11A **In this particular case, what do you think is an acceptable waiting time?**
WTMC_11A

|_|_|_| (3 spaces)
(MIN:1)   (MAX: 365)
DK, R   (Go to WTM_Q12)

WTM_N11B INTERVIEWER: Enter unit of time.
WTMC_11B

1   Days
2   Weeks
3   Months
     (DK, R are not allowed)

WTM_E11B **An unusual number has been entered. Please confirm.**

Trigger soft edit if (WTM_Q11A > 31 and WTM_N11B = 1), or (WTM_Q11A > 12 and WTM_N11B = 2), or (WTM_Q11A > 18 and WTM_N11B=3).

WTM_Q12 **Was your visit cancelled or postponed at any time?**
WTMC_12

1   Yes
2   No   (Go to WTM_Q14)
     DK, R   (Go to WTM_Q14)

WTM_Q13 **Was it cancelled or postponed by:**
         INTERVIEWER: Read categories to respondent. Mark all that apply.

WTMC_13A 1   **… yourself?**
WTMC_13B 2   **… the specialist?**
WTMC_13C 3   Other - Specify
               DK, R

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WTM_C13S   If WTM_Q13 <> 3, go to WTM_Q14.
            Otherwise, go to WTM_Q13S.

WTM_Q13S   <u>INTERVIEWER</u>: Specify.

            _____
            (80 spaces)
            DK, R

WTM_Q14   **Do you think that your health, or other aspects of your life, have been affected in**
WTMC_14   **any way because you had to wait for this visit?**

            1   Yes
            2   No   (Go to WTM_C16)
                    DK, R   (Go to WTM_C16)

WTM_Q15   **How was your life affected as a result of waiting for this visit?**
            <u>INTERVIEWER</u>: Mark all that apply.

WTMC_15A   1   Worry, anxiety, stress
WTMC_15B   2   Worry or stress for family or friends
WTMC_15C   3   Pain
WTMC_15D   4   Problems with activities of daily living (e.g., dressing, driving)
WTMC_15E   5   Loss of work
WTMC_15F   6   Loss of income
WTMC_15G   7   Increased dependence on relatives/friends
WTMC_15H   8   Increased use of over-the-counter drugs
WTMC_15I   9   Overall health deteriorated, condition got worse
WTMC_15J   10   Health problem improved
WTMC_15K   11   Personal relationships suffered
WTMC_15L   12   Other - Specify
                    DK, R

WTM_C15S   If WTM_Q15 <> 12, go to WTM_C16.
            Otherwise, go to WTM_Q15S.

WTM_Q15S   <u>INTERVIEWER</u>: Specify.

            _____
            (80 spaces)
            DK, R

WTM_C16   If ACC_Q20 <> 1 (did not require non emergency surgery), go to WTM_C30.
            Otherwise, go to WTM_Q16.

Note: If sex = female, use 'Hysterectomy (Removal of uterus)' in WTM_Q16, category 5.
            Otherwise, use blank.

WTM_Q16
WTMC_16 **You mentioned earlier that in the past 12 months you required non emergency surgery.**
What type of surgery did you require? If you have had more than one in the past 12 months, please answer for the most recent surgery.
INTERVIEWER: Read categories to respondent.

1	**Cardiac surgery**
2	**Cancer related surgery**
3	**Hip or knee replacement surgery**
4	**Cataract or other eye surgery**
5	**Hysterectomy (Removal of uterus)**
6	**Removal of gall bladder**
7	Other - Specify
	DK, R

WTM_E16 **A blank answer has been selected. Please return and correct.**

Trigger hard edit if (WTM_Q16 = 5 and Sex = Male)

WTM_C16S If WTM_Q16 <> 7 go to WTM_Q17.
Otherwise, go to WTM_Q16S.

WTM_Q16S INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

WTM_Q17
WTMC_17 **Did you already have this surgery?**

1	Yes	
2	No	(Go to WTM_Q22)
	DK, R	(Go to WTM_Q22)

WTM_Q18
WTMC_18 **Did the surgery require an overnight hospital stay?**

1	Yes
2	No
	DK, R

WTM_Q19
WTMC_19 **Did you experience any difficulties getting this surgery?**

1	Yes	
2	No	(Go to WTM_Q21A)
	DK, R	(Go to WTM_Q21A)

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WTM_Q20   **What type of difficulties did you experience?**
INTERVIEWER: Mark all that apply. ACC_Q22 asked previously about <u>any</u> difficulties experienced getting the surgery you needed. This question (WTM_Q20) refers to difficulties experienced for the most recent non emergency surgery.

WTMC_20A	1	Difficulty getting an appointment with a surgeon
WTMC_20B	2	Difficulty getting a diagnosis
WTMC_20C	3	Waited too long - for a diagnostic test
WTMC_20D	4	Waited too long - for a hospital bed to become available
WTMC_20E	5	Waited too long - for surgery
WTMC_20F	6	Service not available - in the area
WTMC_20G	7	Transportation - problems
WTMC_20H	8	Language - problem
WTMC_20I	9	Cost
WTMC_20J	10	Personal or family responsibilities
WTMC_20K	11	General deterioration of health
WTMC_20L	12	Appointment cancelled or deferred by surgeon or hospital
WTMC_20M	13	Unable to leave the house because of a health problem
WTMC_20N	14	Other - Specify
		DK, R

WTM_C20S   If WTM_Q20 <> 14 go to WTM_Q21A.
Otherwise, go to WTM_Q20S.

WTM_Q20S   INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

WTM_Q21A   **How long did you have to wait between when you and the surgeon decided to go**
WTMC_21A   **ahead with surgery and the day of surgery?**
INTERVIEWER: Probe to get the most precise answer possible.

|_|_|_| (3 spaces)
(MIN:1)   (MAX: 365)
DK, R   (Go to WTM_C24)

WTM_N21B   INTERVIEWER: Enter unit of time.
WTMC_21B

1   Days
2   Weeks
3   Months
(DK, R are not allowed)

WTM_E21B   **An unusual number has been entered. Please confirm.**

Trigger a soft edit if (WTM_Q21A > 31 and WTM_N21B = 1), or (WTM_Q21A > 12 and WTM_N21B = 2), or (WTM_Q21A > 18 and WTM_N21B=3).

Go to WTM_C24.

WTM_Q22
WTMC_22

Will the surgery require an overnight hospital stay?

1   Yes
2   No
      DK, R

WTM_Q23A
WTMC_23A

How long have you been waiting since you and the surgeon decided to go ahead with the surgery?
INTERVIEWER: Probe to get the most precise answer possible.

|_|_|_| (3 spaces)
(MIN:1) (MAX: 365)
DK, R   (Go to WTM_C24)

WTM_N23B
WTMC_23B

INTERVIEWER: Enter unit of time.

1   Days
2   Weeks
3   Months
(DK, R are not allowed)

WTM_E23B

An unusual number has been entered. Please confirm.

Trigger soft edit if (WTM_Q23A > 31 and WTM_N23B = 1), or (WTM_Q23A > 12 and WTM_N23B = 2), or (WTM_Q23A > 18 and WTM_N23B = 3).

Note:

If WTM_Q17 = 1 (already had surgery), use 'was the waiting time:' in WTM_Q24. Otherwise, use 'has the waiting time been:'.

WTM_Q24
WTMC_24

In your view, [was the waiting time:/has the waiting time been:]
INTERVIEWER: Read categories to respondent. It is important to make a distinction between "No view" and "Don't Know".

1   **… acceptable?**   (Go to WTM_Q26)
2   **… not acceptable?**
3   No view
      DK, R

WTM_Q25A
WTMC_25A

In this particular case, what do you think is an acceptable waiting time?
|_|_|_| (3 spaces)
(MIN:1) (MAX: 365)
DK, R   (Go to WTM_Q26)

WTM_N25B
WTMC_25B

INTERVIEWER: Enter unit of time.

1   Days
2   Weeks
3   Months
(DK, R are not allowed)

WTM_E25B

An unusual number has been entered. Please confirm.

Trigger soft edit if (WTM_Q25A > 31 and WTM_N25B = 1), or (WTM_Q25A > 12 and WTM_N25B = 2), or (WTM_Q25A > 18 and WTM_N25B=3).

WTM_Q26
WTMC_26
    Was your surgery cancelled or postponed at any time?

    1   Yes
    2   No   (Go to WTM_Q28)
          DK, R   (Go to WTM_Q28)

WTM_Q27
    Was it cancelled or postponed by:
    INTERVIEWER: Read categories to respondent. Mark all that apply.

WTMC_27A   1   **… yourself?**
WTMC_27B   2   **… the surgeon?**
WTMC_27C   3   **… the hospital?**
WTMC_27D   4   Other - Specify

WTM_C27S   If WTM_Q27 <> 4 go to WTM_Q28
    Otherwise, go to WTM_Q27S.

WTM_Q27S   INTERVIEWER: Specify.

    _____
    (80 spaces)
    DK, R

WTM_Q28
WTMC_28
    Do you think that your health, or other aspects of your life, have been affected in any way due to waiting for this surgery?

    1   Yes
    2   No   (Go to WTM_C30)
          DK, R   (Go to WTM_C30)

WTM_Q29
    How was your life affected as a result of waiting for surgery?
    INTERVIEWER: Mark all that apply.

WTMC_29A   1   Worry, anxiety, stress
WTMC_29B   2   Worry or stress for family or friends
WTMC_29C   3   Pain
WTMC_29D   4   Problems with activities of daily living (e.g., dressing, driving)
WTMC_29E   5   Loss of work
WTMC_29F   6   Loss of income
WTMC_29G   7   Increased dependence on relatives/friends
WTMC_29H   8   Increased use of over-the-counter drugs
WTMC_29I   9   Overall health deteriorated, condition got worse
WTMC_29J   10   Health problem improved
WTMC_29K   11   Personal relationships suffered
WTMC_29L   12   Other - Specify
          DK, R

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WTM_C29S   If WTM_Q29 <> 12 go to WTM_C30.
            Otherwise, go to WTM_Q29S.

WTM_Q29S   <u>INTERVIEWER</u>: Specify.

            _____
            (80 spaces)
            DK, R

WTM_C30   If ACC_Q30 <> 1 (did not require tests), go to WTM_END.
            Otherwise, go to WTM_Q30.

WTM_Q30   **Now for MRIs, CAT Scans and angiographies provided in a non emergency situation.**
WTMC_30   **Earlier you mentioned that in the past 12 months you required one of these tests.**

            What type of test did you require?
            If you have had more than one in the past 12 months, please answer for the most
            recent test.
            <u>INTERVIEWER</u>: Read categories to respondent.

            1   **MRI**
            2   **CAT Scan**
            3   **Angiography**
                    DK, R

WTM_Q31   **For what type of condition?**
WTMC_31   <u>INTERVIEWER</u>: Read categories to respondent.

            1   **Heart disease or stroke**
            2   **Cancer**
            3   **Joints or fractures**
            4   **Neurological or brain disorders (e.g., for MS, migraine or headaches)**
            5   Other - Specify
                    DK, R

WTM_C31S   If WTM_Q31 <> 5 go to WTM_Q32.
            Otherwise, go to WTM_Q31S.

WTM_Q31S   <u>INTERVIEWER</u>: Specify.

            _____
            (80 spaces)
            DK, R

WTM_Q32   **Did you already have this test?**
WTMC_32
            1   Yes
            2   No   (Go to WTM_Q39A)
                    DK, R   (Go to WTM_Q39A)

WTM_Q33   **Where was the test done?**
WTMC_33   INTERVIEWER: Read categories to respondent.

    1   **Hospital**   (Go to WTM_Q35)
    2   **Public clinic**   (Go to WTM_Q35)
    3   **Private clinic**   (Go to WTM_Q34)
    4   Other - Specify   (Go to WTM_C33S)
         DK, R   (Go to WTM_Q36)

WTM_C33S   If WTM_Q33 <> 4, go to WTM_Q34.
             Otherwise, go to WTM_Q33S.

WTM_Q33S   INTERVIEWER: Specify.

        _____
        (80 spaces)
        DK, R

        Go to WTM_Q35

WTM_Q34   **Was the clinic located:**
WTMC_34   INTERVIEWER: Read categories to respondent.

    1   **… in your province?**
    2   **… in another province?**
    3   Other – Specify
         DK, R

WTM_C34S   If WTM_Q34 <> 3 go to WTM_Q35.
             Otherwise, go to WTM_Q34S.

WTM_Q34S   INTERVIEWER: Specify.

        _____
        (80 spaces)
        DK, R

WTM_Q35   **Were you a patient in a hospital at the time of the test?**
WTMC_35

    1   Yes
    2   No
         DK, R

WTM_Q36   **Did you experience any difficulties getting this test?**
WTMC_36

    1   Yes
    2   No   (Go to WTM_Q38A)
         DK, R   (Go to WTM_Q38A)

WTM_Q37   **What type of difficulties did you experience?**
INTERVIEWER: Mark all that apply. ACC_Q32 asked previously about <u>any</u> difficulties experienced getting the tests you needed. This question (WTM_Q37) refers to difficulties experienced for the most recent diagnostic test.

WTMC_37A	1	Difficulty getting a referral
WTMC_37B	2	Difficulty getting an appointment
WTMC_37C	3	Waited too long - to get an appointment
WTMC_37D	4	Waited too long - to get test (i.e. in-office waiting)
WTMC_37E	5	Service not available - at time required
WTMC_37F	6	Service not available - in the area
WTMC_37G	7	Transportation - problems
WTMC_37H	8	Language - problem
WTMC_37I	9	Cost
WTMC_37J	10	General deterioration of health
WTMC_37K	11	Did not know where to go (i.e. information problems)
WTMC_37L	12	Unable to leave the house because of a health problem
WTMC_37M	13	Other - Specify
		DK, R

WTM_C37S   If WTM_Q37 <> 13, go to WTM_Q38A.
Otherwise, go to WTM_Q37S.

WTM_Q37S   INTERVIEWER: Specify.

_____
(80 spaces)
DK, R

WTM_Q38A   **How long did you have to wait between when you and your doctor decided**
WTMC_38A   **to go ahead with the test and the day of the test?**
INTERVIEWER: Probe to get the most precise answer possible.

|_|_|_| (3 spaces)
(MIN:1)   (MAX: 365)
DK, R   (Go to WTM_C40)

WTM_N38B   INTERVIEWER: Enter unit of time.
WTMC_38B

1   Days
2   Weeks
3   Months
(DK, R are not allowed)

WTM_E38B   **An unusual number has been entered. Please confirm.**

Trigger soft edit if (WTM_Q38A > 31 and WTM_N38B = 1), or (WTM_Q38A > 12 and WTM_N38B = 2), or (WTM_Q38A > 18 and WTM_N38B=3).

Go to WTM_C40.

WTM_Q39A
WTMC_39A
How long have you been waiting for the test since you and your doctor decided to go ahead with the test?
INTERVIEWER: Probe to get the most precise answer possible.

|_|_|_| (3 spaces)
(MIN:1)   (MAX: 365)
DK, R   (Go to WTM_C40)

WTM_N39B
WTMC_39B
INTERVIEWER: Enter unit of time.

1   Days
2   Weeks
3   Months
(DK, R are not allowed)

WTM_E39B
An unusual number has been entered. Please confirm.

Trigger soft edit if (WTM_Q39A > 31 and WTM_N39B = 1), or (WTM_Q39A > 12 and WTM_N39 = 2), or (WTM_Q39A > 18 and WTM_N39B=3).

Note:
If WTM_Q32 = 1 (already had test), use 'was the waiting time:' in WTM_Q40. Otherwise, use 'has the waiting time been:'.

WTM_Q40
WTMC_40
In your view, [was the waiting time:/has the waiting time been:]
INTERVIEWER: Read categories to respondent. It is important to make a distinction between "No view" and "Don't Know".

1   **… acceptable?**   (Go to WTM_Q42)
2   **… not acceptable?**
3   No view
         DK, R

WTM_Q41A
WTMC_41A
In this particular case, what do you think is an acceptable waiting time?

|_|_|_| (3 spaces)
(MIN:1)   (MAX: 365)
DK, R   (Go to WTM_Q42)

WTM_N41B
WTMC_41B
INTERVIEWER: Enter unit of time.

1   Days
2   Weeks
3   Months
(DK, R are not allowed)

WTM_E41B
An unusual number has been entered. Please confirm.

Trigger soft edit if (WTM_Q41A > 31 and WTM_N41B = 1), or (WTM_Q41A > 12 and WTM_N41B = 2), or (WTM_Q41A > 18 and WTM_N41B=3).

WTM_Q42
WTMC_42
Was your test cancelled or postponed at any time?

1   Oui
2   Non   (Passez à WTM_Q44)
     NSP, R   (Passez à WTM_Q44)

WTM_Q43
WTMC_43
Was it cancelled or postponed by:

<u>INTERVIEWER</u>: Read categories to respondent.

1   **… yourself?**
2   **… the specialist?**
3   **… the hospital?**
4   **… the clinic?**
5   Other - Specify
     DK, R

WTM_C43S   If WTM_Q43 <> 5 go to WTM_Q44.
Otherwise, go to WTM_Q43S.

WTM_Q43S   <u>INTERVIEWER</u>: Specify.

_____

(80 spaces)
DK, R

WTM_Q44
WTMC_44
Do you think that your health, or other aspects of your life, have been affected in any way due to waiting for this test?

1   Yes
2   No   (Go to WTM_END)
     DK, R   (Go to WTM_END)

WTM_Q45   **How was your life affected as a result of waiting for this test?**
<u>INTERVIEWER</u>: Mark all that apply.

WTMC_45A	1	Worry, anxiety, stress
WTMC_45B	2	Worry or stress for family or friends
WTMC_45C	3	Pain
WTMC_45D	4	Problems with activities of daily living (e.g., dressing, driving)
WTMC_45E	5	Loss of work
WTMC_45F	6	Loss of income
WTMC_45G	7	Increased dependence on relatives/friends
WTMC_45H	8	Increased use of over-the-counter drugs
WTMC_45I	9	Overall health deteriorated, condition got worse
WTMC_45J	10	Health problem improved
WTMC_45K	11	Personal relationships suffered
WTMC_45L	12	Other - Specify
		DK, R

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WTM_C45S   If WTM_Q45 <> 12 go to WTM_END.
Otherwise, go to WTM_Q45S.

WTM_Q45S   <u>INTERVIEWER</u>: Specify.

_____
(80 spaces)
DK, R

WTM_END