

HEALTH SERVICES ACCESS SURVEY

Questionnaire

For information only

Table of Contents

SECTION: Survey Introduction (IN) 3
SECTION: Waiting Times (WT)..... 3
SECTION: Access to 24/7 First Contact Health Care Services (AC) 18

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HEALTH SERVICES ACCESS SURVEY

SECTION: Survey Introduction (IN)

IN_I01 We are conducting a survey regarding your experience accessing health care services. The survey will focus specifically on issues related to waiting for services such as specialist care, surgery and diagnostic tests. It will also ask about your experience getting health information or advice and health care services when you need them.

This survey is a supplement to the Canadian Community Health Survey in which you participated last year. In order to keep this survey as short as possible your answer will be added to those you gave when interviewed for the Canadian Community Health Survey.

While participation is voluntary, your cooperation is essential to ensure the results. Under the Statistics Act your answers are strictly confidential. (Registration#: STC/SSD-040-7522).

SECTION: Waiting Times (WT)

WT_I01 The following questions are about your experience in getting health care from a medical specialist such as a cardiologist, allergist, gynecologist or psychiatrist (excluding optometrist) for a new illness or condition.

WT_Q02 In the past 12 months, did you require a visit to a medical specialist for a diagnosis or a consultation for a new illness or condition?

- 1 Yes
- 2 No
- DK, RF

(Go to WT_I16)

(Go to WT_I16)

WT_Q03 For what type of condition? If you have had more than one such visit, please answer with the most recent in mind.
INTERVIEWER: Read categories to respondent.

- 1 Heart or circulatory conditions
- 2 Cancer
- 3 Asthma or other breathing conditions
- 4 Arthritis or other joint conditions
- 5 Cataract or other eye conditions
- 6 Mental health
- 7 Skin conditions
- 8 ^GynE
- 9 Do not recall
- 10 Other - Specify

Note: If the respondent is female, set ^GynE to 'Gynecological problems', otherwise set ^GynE to ' '.

WT_E03 An invalid answer has been selected. Please return and correct.

Note: Trigger hard edit if respondent is male and WT_Q03=8.

WT_C03S If Other - Specify in WT_Q03, Go to WT_Q03S, else Go to WT_Q04.

WT_Q03S (For what type of condition?)
_____ (80 spaces)

WT_Q04 Were you referred by ...
INTERVIEWER: Read categories to respondent.

- 1 a family doctor?
- 2 another specialist?
- 3 another health care provider?
- 4 did not require a referral?

WT_Q05 Have you already visited the specialist?

- 1 Yes
- 2 No (Go to WT_Q09A)
DK, RF (Go to WT_Q09A)

WT_Q06 Thinking about this visit, did you experience any difficulties seeing the specialist?

- 1 Yes
- 2 No (Go to WT_Q08A)
DK, RF (Go to WT_Q08A)

WT_Q07 What type of difficulties did you experience?

INTERVIEWER: Mark all that apply.

- 1 Getting a referral
- 2 Getting an appointment
- 3 No specialists in the area
- 4 Waited too long between when appointment was booked and when visited specialist
- 5 Once arrived at the office, had to wait too long to see the doctor
- 6 Transportation problems
- 7 Language problems
- 8 General deterioration of health
- 9 Appointment cancelled or deferred by specialist
- 10 Other - Specify

WT_C07S If Other - Specify in WT_Q07, Go to WT_Q07S, else Go to WT_Q08A.

WT_Q07S (What type of difficulties did you experience?)
_____ (80 spaces)

WT_Q08A How long did you have to waitappt
INTERVIEWER: Probe to get the most precise answer possible.

__ (3 spaces) [Min: 1 Max: 365]

Note: If WT_Q04=1, 2, or 3, then ^waitappt equals 'wait between when you and your doctor decided that you should see a specialist and when you actually visited the specialist?' or else ^waitappt equals 'wait between when the appointment was initially scheduled and when you actually visited the specialist?'

WT_C08B If WT_Q08A=Response, Go to WT_Q08B, then go to WT_Q10.

WT_Q08B INTERVIEWER: Enter unit of time.

- 1 Days
- 2 Weeks
- 3 Months

WT_E08B If (WT_Q08A>31 and WT_Q08B=1), or (WT_Q08A>12 and WT_Q08B=2), or (WT_Q08A>18 and WT_Q08B=3).

Note: Trigger standard soft range edit.

WT_Q09A How long have you been waiting ^waitspec
INTERVIEWER: Probe to get the most precise answer possible.

__ (3 spaces) [Min: 1 Max: 365]

Note: If WT_Q04=1, 2, or 3, then ^waitspec equals 'since you and your doctor decided that you should see a specialist?' or else ^waitspec equals 'since the appointment was initially scheduled?'

WT_C09B If WT_Q09A=Response, Go to WT_Q09B, else go to WT_Q10.

WT_Q09B INTERVIEWER: Enter unit of time.

- 1 Days
- 2 Weeks
- 3 Months

WT_E09B If (WT_Q09A>31 and WT_Q09B=1), or (WT_Q09A>12 and WT_Q09B=2), or (WT_Q09A>18 and WT_Q09B=3).

Note: Trigger standard soft range edit.

WT_Q10 In your view, was the waiting time ...
INTERVIEWER: Read categories to respondent.

- 1 acceptable? (Go to WT_Q12)
- 2 not acceptable?
- 3 no view

WT_Q11A In your particular case, what do you think is an acceptable waiting time?

__ (3 spaces) [Min: 1 Max: 365]

WT_C11B If WT_Q11A=Response, Go to WT_Q11B, else Go to WT_Q12.

WT_Q11B INTERVIEWER: Enter unit of time.

- 1 Days
- 2 Weeks
- 3 Months

WT_E11B If (WT_Q11A>31 and WT_Q11B=1), or (WT_Q11A>12 and WT_Q11B=2), or (WT_Q11A>18 and WT_Q11B=3).

Note: Trigger standard soft range edit.

WT_Q12 Was your visit cancelled or postponed at any time?

- 1 Yes
- 2 No (Go to WT_Q14)
- DK, RF (Go to WT_Q14)

WT_Q13 Was it cancelled or postponed by ...
INTERVIEWER: Read categories to respondent. Mark all that apply.

- 1 yourself?
- 2 the specialist?
- 3 other - specify

WT_C13S If Other - Specify in WT_Q13, Go to WT_Q13S, else Go to WT_Q14.

WT_Q13S (Was it cancelled or postponed by ...) _____ (80 spaces)

WT_Q14 Do you think that your health, or other aspects of your life, have been affected in any way because you had to wait for this visit?

- 1 Yes
- 2 No (Go to WT_I16)
- DK, RF (Go to WT_I16)

WT_Q15 How was your life affected as a result of waiting for this visit?
INTERVIEWER: Mark all that apply.

- 1 Worry, anxiety, stress
- 2 Worry or stress for family or friends
- 3 Pain
- 4 Problems with activities of daily living (e.g. dressing, driving etc.)
- 5 Loss of work
- 6 Loss of income
- 7 Increased dependence on relatives/friends
- 8 Increased use of over-the-counter drugs
- 9 Overall health deteriorated; condition got worse
- 10 Health problem improved
- 11 Personal relationships suffered
- 12 Other - Specify

WT_C15S If Other - Specify in WT_Q15, Go to WT_Q15S, else Go to WT_I16.

WT_Q15S (How was your life affected as a result of waiting for this visit?)
_____ (80 spaces)

WT_I16 The following questions relate to any surgery not provided in an emergency you may personally have required, such as cardiac surgery, joint surgery and cataract surgery excluding laser eye surgery/CesSect.

Note: If the respondent is female, set ^CesSect to 'and cesarean section', otherwise set ^CesSect to ' '. If the respondent is male, set ^and equal to 'and', otherwise set ^and to ' '. If respondent is male set ^CesSect equal to ' '.

WT_Q17 In the past 12 months, did you require any non emergency surgery?

- 1 Yes
- 2 No (Go to WT_I32)
DK, RF (Go to WT_I32)

WT_Q18 What type of surgery? If you have had more than one in the last 12 months, please answer with the most recent in mind.
INTERVIEWER: Read categories to respondent.

- 1 Cardiac surgery
- 2 Cancer related surgery
- 3 Hip or knee replacement surgery (or other joints)
- 4 Cataract or other eye surgery
- 5 ^HysE
- 6 Removal of gall bladder
- 7 Other - Specify

Note: If the respondent is female, set ^HysE to 'Hysterectomy (Removal of uterus)' otherwise set ^HysE to ' '.

WT_E18 An invalid answer has been selected. Please return and correct.

Note: Trigger hard edit if respondent is male and WT_Q18=5.

WT_C18S If Other - Specify in WT_Q18, Go to WT_Q18S, else Go to WT_Q19.

WT_Q18S (What type of surgery?)
_____ (80 spaces)

WT_Q19 Did you already have this surgery?

- 1 Yes
- 2 No (Go to WT_Q24)
DK, RF (Go to WT_Q24)

WT_Q20 Did the surgery require an overnight hospital stay?

- 1 Yes
- 2 No

WT_Q21 Thinking about this surgery, did you experience any difficulties getting it?

- 1 Yes
- 2 No (Go to WT_Q23A)
DK, RF (Go to WT_Q23A)

WT_Q22 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.

- 1 Getting an appointment with the surgeon
- 2 Getting a diagnosis
- 3 Waiting for a diagnostic test
- 4 Waiting for a hospital bed to become available
- 5 Waited too long for surgery
- 6 Service not available in the area
- 7 Transportation problems
- 8 Language problems
- 9 Personal or family responsibilities
- 10 Surgery cancelled or postponed by surgeon or hospital
- 11 Other - Specify

WT_C22S If Other - Specify in WT_Q22, Go to WT_Q22S, else Go to WT_Q23A.

WT_Q22S (What type of difficulties did you experience?)
_____ (80 spaces)

WT_Q23A How long did you have to wait between when you and the surgeon decided to go ahead with surgery and the day of surgery?
INTERVIEWER: Probe to get the most precise answer possible.
____ (3 spaces) [Min: 1 Max: 365]

WT_C23B If WT_Q23A=Response, Go to WT_Q23B, then Go to WT_Q26.

WT_Q23B INTERVIEWER: Enter unit of time.

- 1 Days
- 2 Weeks
- 3 Months

WT_E23B If (WT_Q23A>31 and WT_Q23B=1), or (WT_Q23A>12 and WT_Q23B=2), or (WT_Q23A>18 and WT_Q23B=3).

Note: Trigger standard soft range edit.

- WT_Q24 Will the surgery require an overnight hospital stay?
- 1 Yes
 - 2 No
- WT_Q25A 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]
- WT_C25B If WT_Q25A=Response, Go to WT_Q25B, else Go to WT_Q26.
- WT_Q25B INTERVIEWER: Enter unit of time.
- 1 Days
 - 2 Weeks
 - 3 Months
- WT_E25B If (WT_Q25A>31 and WT_Q25B=1), or (WT_Q25A>12 and WT_Q25B=2), or (WT_Q25A>18 and WT_Q25B=3).
- Note: Trigger standard soft range edit.
- WT_Q26 In your view, was the waiting time ...
INTERVIEWER: Read categories to respondent.
- 1 acceptable? (Go to WT_Q28)
 - 2 not acceptable?
 - 3 no view
- WT_Q27A In your particular case, what do you think is an acceptable waiting time?
 (3 spaces) [Min: 1 Max: 365]
- WT_C27B If WT_Q27A=Response, Go to WT_Q27B, else Go to WT_Q28.
- WT_Q27B INTERVIEWER: Enter unit of time.
- 1 Days
 - 2 Weeks
 - 3 Months

WT_E27B If (WT_Q27A>31 and WT_Q27B=1), or (WT_Q27A>12 and WT_Q27B=2), or (WT_Q27A>18 and WT_Q27B=3).

Note: Trigger standard soft range edit.

WT_Q28 Was your surgery cancelled or postponed at any time?

- 1 Yes
- 2 No (Go to WT_Q30)
- DK, RF (Go to WT_Q30)

WT_Q29 Was it cancelled or postponed by ...
INTERVIEWER: Read categories to respondent. Mark all that apply.

- 1 yourself?
- 2 the surgeon?
- 3 the hospital?
- 4 other - specify

WT_C29S If Other - Specify in WT_Q29, Go to WT_Q29S, else Go to WT_Q30.

WT_Q29S (Was it cancelled or postponed by ...)
_____ (80 spaces)

WT_Q30 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 WT_I32)
- DK, RF (Go to WT_I32)

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WT_Q31 How was your life affected as a result of waiting for surgery?
INTERVIEWER: Mark all that apply.

- 1 Worry, anxiety, stress
- 2 Worry or stress for family or friends
- 3 Pain
- 4 Problems with activities of daily living (e.g. dressing, driving etc.)
- 5 Loss of work
- 6 Loss of income
- 7 Increased dependence on relatives/friends
- 8 Increased use of over-the-counter drugs
- 9 Overall health deteriorated; condition got worse
- 10 Health problem improved
- 11 Personal relationships suffered
- 12 Other - Specify

WT_C31S If Other - Specify in WT_Q31, Go to WT_Q31S, else Go to WT_I32.

WT_Q31S (How was your life affected as a result of waiting for surgery?)
_____ (80 spaces)

WT_I32 The following questions relate to MRIs, CAT Scans and angiographies provided in a non emergency situation.

WT_Q33 In the past 12 months, did you require one of these tests?

- 1 Yes
- 2 No (Go to WT_STP)
DK, RF (Go to WT_STP)

WT_Q34 What type of test? If you have had more than one in the last 12 months, please answer with the most recent in mind.

INTERVIEWER: Read categories to respondent.

- 1 MRI
- 2 CAT Scan
- 3 Angiography

WT_Q35 For what type of condition?
INTERVIEWER: Read categories to respondent.

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

WT_C35S If Other - Specify in WT_Q35, Go to WT_Q35S, else Go to WT_Q36.

WT_Q35S (For what type of condition?)
 _____ (80 spaces)

WT_Q36 Did you already have the test?

- 1 Yes
- 2 No (Go to WT_Q43A)
 DK, RF (Go to WT_Q43A)

WT_Q37 Where was the test done?
INTERVIEWER: Read categories to respondent.

- 1 Hospital (Go to WT_Q39)
- 2 Public clinic (Go to WT_Q39)
- 3 Private clinic (Go to WT_Q38)
- 4 Other - Specify (Go to WT_Q37S)
 DK, RF (Go to WT_Q40)

WT_Q37S (Where was the test done?)
 _____ (80 spaces) (Go to WT_Q39)

WT_Q38 Was the clinic located ...
INTERVIEWER: Read categories to respondent.

- 1 in your province?
- 2 in another province?
- 3 other – specify

WT_C38S If Other - Specify in WT_Q38, Go to WT_Q38S, else Go to WT_Q39.

WT_Q38S (Was the clinic located ...)
 _____ (80 spaces)

WT_Q39 Were you a patient in a hospital at the time of the test?

1 Yes
2 No

WT_Q40 Thinking about this test, did you experience any difficulties getting it?

1 Yes
2 No (Go to WT_Q42A)
DK, RF (Go to WT_Q42A)

WT_Q41 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.

1 Getting a referral
2 Getting an appointment
3 Waited too long between when appointment was booked and when had the test
4 Once arrived at the facility, had to wait too long to get the test
5 Service not available at time required
6 Service not available in the area
7 Transportation problems
8 Language problems
9 Did not know where to go (i.e. information problems)
10 Other - Specify

WT_C41S If Other - Specify in WT_Q41, Go to WT_Q41S, else Go to WT_Q42A.

WT_Q41S (What type of difficulties did you experience?)
_____ (80 spaces)

WT_Q42A How long did you have to wait between when you and your doctor decided 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]

WT_C42B If WT_Q42A=Response, Go to WT_Q42B, then Go to WT_Q44.

WT_Q42B INTERVIEWER: Enter unit of time.

- 1 Days
- 2 Weeks
- 3 Months

WT_E42B If (WT_Q42A>31 and WT_Q42B=1), or (WT_Q42A>12 and WT_Q42B=2), or (WT_Q42A>18 and WT_Q42B=3).

Note: Trigger standard soft range edit.

WT_Q43A 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]

WT_C43B If WT_Q43A=Response, Go to WT_Q43B, else Go to WT_Q44.

WT_Q43B INTERVIEWER: Enter unit of time.

- 1 Days
- 2 Weeks
- 3 Months

WT_E43B If (WT_Q43A>31 and WT_Q43B=1), or (WT_Q43A>12 and WT_Q43B=2), or (WT_Q43A>18 and WT_Q43B=3).

Note: Trigger standard soft range edit.

WT_Q44 In your view, was the waiting time ...

INTERVIEWER: Read categories to respondent.

- 1 acceptable? (Go to WT_Q46)
- 2 not acceptable?
- 3 no view

WT_Q45A In your particular case, what do you think would have been an acceptable waiting time?

__ (3 spaces) [Min: 1 Max: 365]

WT_C45B If WT_Q45A=Response, Go to WT_Q45B, else Go to WT_Q46.

WT_Q45B INTERVIEWER: Enter unit of time.

- 1 Days
- 2 Weeks
- 3 Months

WT_E45B If (WT_Q45A>31 and WT_Q45B=1), or (WT_Q45A>12 and WT_Q45B=2), or (WT_Q45A>18 and WT_Q45B=3).

Note: Trigger standard soft range edit.

WT_Q46 Was your test cancelled or postponed at any time?

- 1 Yes
- 2 No
- DK, RF

(Go to WT_Q48)
(Go to WT_Q48)

WT_Q47 Was it cancelled or postponed by ...
INTERVIEWER: Read categories to respondent.

- 1 yourself?
- 2 the specialist?
- 3 the hospital?
- 4 the clinic?
- 5 other – specify

WT_C47S If Other - Specify in WT_Q47, Go to WT_Q47S, else Go to WT_Q48.

WT_Q47S (Was it cancelled or postponed by ...)

_____ (80 spaces)

WT_Q48 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
- DK, RF

(Go to WT_STP)
(Go to WT_STP)

WT_Q49 How was your life affected as a result of waiting for this test?
INTERVIEWER: Mark all that apply.

- 1 Worry, anxiety, stress
- 2 Worry or stress for family or friends
- 3 Pain
- 4 Problems with activities of daily living (e.g. dressing, driving etc.)
- 5 Loss of work
- 6 Loss of income
- 7 Increased dependence on relatives/friends
- 8 Increased use of over-the-counter drugs
- 9 Overall health deteriorated; condition got worse
- 10 Health problem improved
- 11 Personal relationships suffered
- 12 Other - Specify

WT_C49S If Other - Specify in WT_Q49, Go to WT_Q49S, else Go to WT_STP.

WT_Q49S (How was your life affected as a result of waiting for this test?)
_____ (80 spaces)

SECTION: Access to 24/7 First Contact Health Care Services (AC)

AC_I01 I will now be asking about your experiences getting health information or advice when you needed them for you or a family member living in your dwelling.

AC_Q02 In the past 12 months, have you required health information or advice for yourself or a family member?

- 1 Yes
- 2 No
- DK, RF

(Go to AC_I17)

(Go to AC_I17)

AC_Q03 Who did you contact most often when you needed health information or advice for yourself or a family member

... during “regular” office hours (i.e. 9:00 am to 5:00 pm Mon-Fri)?

- 1 Doctor’s office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Telephone health-line (e.g. Info-Sante, TeleCare, Health-Line)
- 5 Hospital
- 6 Emergency room
- 7 Have not required health info or advice during regular office hours
- 8 Other - Specify

AC_C03S If Other - Specify in AC_Q03, Go to AC_Q03S, else Go to AC_Q04.

AC_Q03S (Who did you contact most often when you needed health information or advice ... during “regular” office hours?)

(80 spaces)

AC_Q04 Thinking about the past 12 months and about the health services in your area, who did you contact most often when you needed health information or advice for yourself or a family member

... during evenings and weekends (i.e. 5:00 to 9:00 pm Mon-Fri or 9:00 am to 5:00 pm Sat-Sun)?

- 1 Doctor’s office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Telephone health-line (e.g. Info-Sante, TeleCare, Health-Line)
- 5 Hospital
- 6 Emergency room
- 7 Have not required health info or advice during evenings and weekends
- 8 Other - Specify

AC_C04S If Other - Specify in AC_Q04, Go to AC_Q04S, else Go to AC_Q05.

AC_Q04S (Who did you contact most often when you needed health information or advice ... during evenings and weekends?)
_____ (80 spaces)

AC_Q05 Thinking about the past 12 months and about the health services in your area, who did you contact most often when you needed health information or advice for yourself or a family member
... during the middle of the night?

- 1 Doctor's office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Telephone health-line (e.g. Info-Sante, TeleCare, Health-Line)
- 5 Hospital
- 6 Emergency room
- 7 Have not required health info or advice during the middle of the night
- 8 Other – Specify

AC_C05S If Other - Specify in AC_Q05, Go to AC_Q05S, else Go to AC_Q06.

AC_Q05S (Who did you contact most often when you needed health information or advice ... during the middle of the night?)
_____ (80 spaces)

AC_Q06 In the past 12 months, did you ever experience any difficulties getting the health information or advice you needed for you or a family member?

- 1 Yes
- 2 No (Go to AC_Q13)
- DK, RF (Go to AC_Q13)

AC_C06 If (AC_Q03=<07> and AC_Q06=1) Go to AC_C09, else Go to AC_Q07.

AC_Q07 Did you experience difficulties during regular office hours (i.e. 9:00 am to 5:00 pm Mon-Fri)?

INTERVIEWER: It is important to make a distinction between “No” (I did not experience problems) and “Did not require care at this time”.

- 1 Yes
- 2 No (Go to AC_C09)
- DK, RF (Go to AC_C09)

AC_Q08 What type of difficulties did you experience?

INTERVIEWER: Mark all that apply.

- 1 Contacting a physician or nurse
- 2 Did not have a phone number
- 3 Could not get through (i.e. no answer)
- 4 Waited too long to speak to someone
- 5 Did not get adequate info or advice
- 6 Other - Specify

AC_C08S If Other - Specify in AC_Q08, Go to AC_Q08S, else Go to AC_C09.

AC_Q08S (What type of difficulties did you experience?)
_____ (80 spaces)

AC_C09 If (AC_Q04=<07> and AC_Q06=>1) Go to AC_C11, else Go to AC_Q09.

AC_Q09 Did you experience difficulties getting health information or advice during evenings and weekends (i.e. 5:00 to 9:00 pm Mon-Fri or 9:00 am to 5:00 pm Sat-Sun)?

INTERVIEWER: It is important to make a distinction between “No” (I did not experience problems) and “Did not require care at this time”.

- 1 Yes
- 2 No (Go to AC_C11)
- DK, RF (Go to AC_C11)

- AC_Q10 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.
- 1 Contacting a physician or nurse
 - 2 Did not have a phone number
 - 3 Could not get through (i.e. no answer)
 - 4 Waited too long to speak to someone
 - 5 Did not get adequate info or advice
 - 6 Other - Specify
- AC_C10S If Other - Specify in AC_Q10, Go to AC_Q10S, else Go to AC_C11.
- AC_Q10S (What type of difficulties did you experience?)
 _____ (80 spaces)
- AC_C11 If (AC_Q05=<07> and AC_Q06=1) Go to AC_Q13, else Go to AC_Q11.
- AC_Q11 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” (I did not experience problems) and “Did not require care at this time”.
- 1 Yes
 - 2 No (Go to AC_Q13)
 DK, RF (Go to AC_Q13)
- AC_Q12 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.
- 1 Contacting a physician or nurse
 - 2 Did not have a phone number
 - 3 Could not get through (i.e. no answer)
 - 4 Waited too long to speak to someone
 - 5 Did not get adequate info or advice
 - 6 Other - Specify
- AC_C12S If Other - Specify in AC_Q12, Go to AC_Q12S, else Go to AC_Q13.
- AC_Q12S (What type of difficulties did you experience?)
 _____ (80 spaces)

AC_Q13 During the past 12 months, was there ever a time when you felt that you needed health information or advice for yourself or a family member but you didn't receive it?

- 1 Yes
- 2 No (Go to AC_I17)
- DK, RF (Go to AC_I17)

AC_Q14 Thinking of the most recent time, why didn't you get the information or advice?
INTERVIEWER: Mark all that apply.

- 1 Did not know who to call
- 2 Doctor not available - at time required (e.g. on holidays, inconvenient hours)
- 3 Felt would be inadequate
- 4 Too busy
- 5 Didn't get around to it / didn't bother
- 6 Language problems
- 7 Personal or family responsibilities
- 8 Dislikes doctors / afraid
- 9 Decided not to seek advice
- 10 Did not get adequate info or advice
- 11 Service not available
- 12 Other - Specify

AC_C14S If Other - Specify in AC_Q14, Go to AC_Q14S, else Go to AC_Q15.

AC_Q14S (Thinking of the most recent time, why didn't you get the information or advice?)
_____ (80 spaces)

AC_Q15 Again, thinking of the most recent time, did you require health information or advice about...

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 1 a physical health problem?
- 2 an emotional or mental health problem?
- 3 routine care?
- 4 an injury?
- 5 other - specify

AC_C15S If Other - Specify in AC_Q15, Go to AC_Q15S, else Go to AC_Q16.

AC_Q15S (Again, thinking of the most recent time, did you require health information or advice about ...)

_____ (80 spaces)

AC_Q16 From whom did you try to get the health information or advice?

- 1 Doctor's office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Telephone health-line (e.g. Info-Sante, TeleCare, Health-Line)
- 5 Hospital
- 6 Emergency room
- 7 Other - Specify

AC_C16S If Other - Specify in AC_Q16, Go to AC_Q16S, else Go to AC_I17.

AC_Q16S (From whom did you try to get the health information or advice?)

_____ (80 spaces)

AC_I17 I will now be asking about your experience when you needed health care services for routine or on-going care for yourself or a family member living in your dwelling.

AC_Q18 Do you have a regular family doctor?

- 1 Yes (Go to AC_Q19)
- 2 No (Go to AC_Q20)
- DK, RF (Go to AC_Q21)

AC_Q19 Thinking about the last 12 months, how would you rate the quality of care provided by this doctor? Would you say it was ...

INTERVIEWER: Read categories to respondent.

- 1 excellent? (Go to AC_Q21)
- 2 good? (Go to AC_Q21)
- 3 fair? (Go to AC_Q21)
- 4 poor? (Go to AC_Q21)
- DK, RF (Go to AC_Q21)

- AC_Q20 Why do you not have a regular family doctor?
- 1 No family doctors available in the area
 - 2 Family doctors in the area are not taking new patients
 - 3 Have not tried to contact one
 - 4 Had a family doctor but he/she left or retired
 - 5 Other – Specify
- AC_C20S If Other - Specify in AC_Q20, Go to AC_Q20S, else Go to AC_Q21.
- AC_Q20S (Why do you not have a regular family doctor?)
_____ (80 spaces)
- AC_Q21 Thinking about the past 12 months, where did you most often go to get routine or on-going health care services for you or a family member ... during “regular” office hours (i.e. 9:00 am to 5:00 pm Mon-Fri)?
- 1 Doctor’s office
 - 2 Community health centre (CLSC in Quebec)
 - 3 Walk-in clinic
 - 4 Hospital
 - 5 Emergency room
 - 6 Have not required health care services during regular office hours
 - 7 Other - Specify
- AC_C21S If Other - Specify in AC_Q21, Go to AC_Q21S, else Go to AC_Q22.
- AC_Q21S (Thinking about the past 12 months, where did you most often go to get routine or on-going health care services for you or a family member ... during “regular” office hours?)
_____ (80 spaces)

AC_Q22 Thinking about the past 12 months, where did you most often go to get routine or on-going health care services for you or a family member

... during evenings and weekends (i.e. 5:00 to 9:00 pm Mon-Fri or 9:00 am to 5:00 pm Sat-Sun)?

- 1 Doctor's office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Hospital
- 5 Emergency room
- 6 Have not required health care services during evenings and weekends
- 7 Other – Specify

AC_C22S If Other - Specify in AC_Q22, Go to AC_Q22S, else Go to AC_Q23.

AC_Q22S (Thinking about the past 12 months, where did you most often go to get routine or on-going health care services for you or a family member ... during evenings and weekends?)

_____ (80 spaces)

AC_Q23 In the past 12 months, did you ever experience any difficulties getting routine or on-going health care services you or a family member needed?

- 1 Yes
- 2 No (Go to AC_I28)
DK, RF (Go to AC_I28)

AC_C24 If (AC_Q21=<06> and AC_Q23=1) Go to AC_C26, else Go to AC_Q24.

AC_Q24 Did you experience difficulties getting such care during “regular” office hours (i.e. 9:00 am to 5:00 pm Mon-Fri)?

INTERVIEWER: It is important to make a distinction between “No” (I did not experience any problems) and “Did not require care at this time”.

- 1 Yes
- 2 No (Go to AC_C26)
DK, RF (Go to AC_C26)

AC_Q25 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.

- 1 Contacting a physician
- 2 Getting an appointment
- 3 Do not have a personal/family GP
- 4 Wait too long to get an appointment
- 5 Waiting to see the doctor (i.e. in-office waiting)
- 6 Service not available at time required
- 7 Service not available in the area
- 8 Transportation problems
- 9 Language problems
- 10 Did not know where to go (i.e. information problems)
- 11 Other - Specify

AC_C25S If Other - Specify in AC_Q25, Go to AC_Q25S, else Go to AC_C26.

AC_Q25S (What type of difficulties did you experience?)
_____ (80 spaces)

AC_C26 If (AC_Q22=<06> and AC_Q23=1) Go to AC_I28, else Go to AC_Q26.

AC_Q26 Did you experience difficulties getting such care during evenings and weekends (i.e. 5:00 to 9:00 pm Mon-Fri or 9:00 am to 5:00 pm Sat-Sun)?
INTERVIEWER: It is important to make a distinction between “No” (I did not experience problems) and “Did not require care at this time”.

- 1 Yes
- 2 No (Go to AC_I28)
DK, RF (Go to AC_I28)

AC_Q27 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.

- 1 Contacting a physician
- 2 Getting an appointment
- 3 Do not have a personal/family GP
- 4 Wait too long to get an appointment
- 5 Waiting to see the doctor (i.e. in-office waiting)
- 6 Service not available at time required
- 7 Service not available in the area
- 8 Transportation problems
- 9 Language problems
- 10 Did not know where to go (i.e. information problems)
- 11 Other - Specify

AC_C27S If Other - Specify in AC_Q27, Go to AC_Q27S, else Go to AC_I28.

AC_Q27S (What type of difficulties did you experience?)
_____ (80 spaces)

AC_I28 The following questions relate to those situations when you, or a family member, have needed immediate care for a minor health problem such as fever, headache, sprained ankle, vomiting or unexplained rash.

AC_Q29 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 AC_Q40)
- DK, RF (Go to AC_Q40)

AC_Q30 Thinking about the past 12 months, where did you most often go to get immediate health care services for you or a family member

... during “regular” office hours (i.e. 9:00 am to 5:00 pm Mon-Fri)?

- 1 Doctor’s office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Hospital
- 5 Emergency room
- 6 Have not required immediate health care services during regular office hours
- 7 Other – Specify

AC_C30S If Other - Specify in AC_Q30, Go to AC_Q30S, else Go to AC_Q31.

AC_Q30S (Thinking about the past 12 months, where did you most often Go to get immediate health care services for you or a family member ... during “regular” office hours?)
_____ (80 spaces)

AC_Q31 Thinking about the past 12 months, where did you most often Go to get immediate health care services for you or a family member
... during evenings and weekends (i.e. 5:00 to 9:00 pm Mon-Fri or 9:00 am to 5:00 pm Sat-Sun)?

- 1 Doctor’s office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Hospital
- 5 Emergency room
- 6 Have not required immediate health care services during evenings and weekends
- 7 Other - Specify

AC_C31S If Other - Specify in AC_Q31, Go to AC_Q31S, else Go to AC_Q32.

AC_Q31S (Thinking about the past 12 months, where did you most often Go to get immediate health care services for you or a family member ... during evenings and weekends?)
_____ (80 spaces)

AC_Q32 Thinking about the past 12 months, where did you most often Go to get immediate health care services for you or a family member
... during the middle of the night?

- 1 Doctor’s office
- 2 Community health centre (CLSC in Quebec)
- 3 Walk-in clinic
- 4 Hospital
- 5 Emergency room
- 6 Have not required immediate health care services during the middle of the night
- 7 Other – Specify

- AC_C32S If Other - Specify in AC_Q32 Go to AC_Q32S, else Go to AC_Q33.
- AC_Q32S (Thinking about the past 12 months, where did you most often go to get immediate health care services for you or a family member ... during the middle of the night?)
_____ (80 spaces)
- AC_Q33 In the past 12 months, did you ever experience any difficulties getting immediate care needed for a minor health problem for you or a family member?
- 1 Yes
2 No (Go to AC_Q40)
DK, RF (Go to AC_Q40)
- AC_C34 If (AC_Q30=<06> and AC_Q33=1) Go to AC_C36 else got to AC_Q34.
- AC_Q34 Did you experience difficulties getting such care during “regular” office hours (i.e. 9:00 am to 5:00 pm Mon-Fri)?
INTERVIEWER: It is important to make a distinction between “No” (I did not have any problems getting care) and “Did not require care at this time”.
- 1 Yes
2 No (Go to AC_C36)
DK, RF (Go to AC_C36)
- AC_Q35 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.
- 1 Contacting a physician
2 Getting an appointment
3 Do not have a personal/family GP
4 Wait too long to get an appointment
5 Waiting to see the doctor (i.e. in-office waiting)
6 Service not available at time required
7 Service not available in the area
8 Transportation problems
9 Language problems
10 Did not know where to go (i.e. information problems)
11 Other – Specify
- AC_C35S If Other - Specify in AC_Q35, Go to AC_Q35S, else Go to AC_C36.

AC_Q35S (What type of difficulties did you experience?)
_____ (80 spaces)

AC_C36 If (AC_Q31=<06> and AC_Q33=1) Go to AC_C38 else Go to AC_Q36.

AC_Q36 In the past 12 months, did you experience difficulties getting such care
... during evenings and weekends (i.e. 5:00 to 9:00 pm Mon-Fri or 9:00 am to
5:00 pm Sat-Sun)?

INTERVIEWER: It is important to make a distinction between “No” (I did not
experience problems) and “Did not require care at this time”.

- 1 Yes
- 2 No (Go to AC_C38)
- DK, RF (Go to AC_C38)

AC_Q37 What type of difficulties did you experience?

INTERVIEWER: Mark all that apply.

- 1 Contacting a physician
- 2 Getting an appointment
- 3 Do not have a personal/family GP
- 4 Wait too long to get an appointment
- 5 Waiting to see the doctor (i.e. in-office waiting)
- 6 Service not available at time required
- 7 Service not available in the area
- 8 Transportation problems
- 9 Language problems
- 10 Did not know where to go (i.e. information problems)
- 11 Other - Specify

AC_C37S If Other - Specify in AC_Q37, Go to AC_Q37S, else Go to AC_C38.

AC_Q37S (What type of difficulties did you experience?)
_____ (80 spaces)

AC_C38 If (AC_Q32=<06> and AC_Q33=1) Go to AC_Q40 else Go to AC_Q38.

AC_Q38 Did you experience difficulties getting such care ... during the middle of the night?
INTERVIEWER: It is important to make a distinction between “No” (I did not experience problems) and “Did not require care at this time”.

- 1 Yes
- 2 No (Go to AC_Q40)
- DK, RF (Go to AC_Q40)

AC_Q39 What type of difficulties did you experience?
INTERVIEWER: Mark all that apply.

- 1 Contacting a physician
- 2 Getting an appointment
- 3 Do not have a personal/family GP
- 4 Wait too long to get an appointment
- 5 Waiting to see the doctor (i.e. in-office waiting)
- 6 Service not available at time required
- 7 Service not available in the area
- 8 Transportation problems
- 9 Language problems
- 10 Did not know where to go (i.e. information problems)
- 11 Other – Specify

AC_C39S If Other - Specify in AC_Q39, Go to AC_Q39S, else Go to AC_Q40.

AC_Q39S (What type of difficulties did you experience?)
_____ (80 spaces)

AC_Q40 Finally, a few questions about health care services in general. During the past 12 months, was there ever a time when you felt that you needed health care services for yourself or a family member, but you didn't receive them?

- 1 Yes
- 2 No (Go to AC_STP)
- DK, RF (Go to AC_STP)

AC_Q41 Thinking of the most recent time, why was such care not provided to you or a family member?

INTERVIEWER: Mark all that apply.

- 1 Not available - in the area
- 2 Not available - at time required (e.g. doctor on holidays, inconvenient hours)
- 3 Waiting time too long
- 4 Felt would be inadequate
- 5 Cost
- 6 Too busy
- 7 Didn't get around to it / didn't bother
- 8 Didn't know where to go
- 9 Transportation problems
- 10 Language problems
- 11 Personal or family responsibilities
- 12 Dislikes doctors / afraid
- 13 Decided not to seek care
- 14 Other - Specify

AC_C41S If Other - Specify in AC_Q41, Go to AC_Q41S, else Go to AC_Q42.

AC_Q41S (Thinking of the most recent time, why was such care not provided to you or a family member?)

_____ (80 spaces)

AC_Q42 Again, thinking of the most recent time, what was the type of care that was needed?

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 1 Treatment of a physical health problem
- 2 Treatment of an emotional or mental health problem
- 3 A regular check-up (including regular pre-natal care)
- 4 Care of an injury
- 5 Other - Specify

AC_C42S If Other - Specify in AC_Q42, Go to AC_Q42S, else Go to AC_Q43.

AC_Q42S (Again, thinking of the most recent time, what was the type of care that was needed?)

_____ (80 spaces)

AC_Q43 What specific type of service was needed?
INTERVIEWER: Read categories to respondent.

- 1 Care from a doctor or nurse
- 2 Care from a specialist
- 3 Surgery
- 4 Diagnostic Test
- 5 Other - Specify

AC_C43S If Other - Specify in AC_Q43, Go to AC_Q43S, else Go to AC_Q44.

AC_Q43S (What specific type of service was needed?)
_____ (80 spaces)

AC_Q44 Where did you try to get the service you were seeking?
INTERVIEWER: Mark all that apply.

- 1 Doctor's office
- 2 Hospital
- 3 Hospital emergency room
- 4 Walk-in clinic
- 5 Medical or community health centre (CLSC in Quebec)
- 6 Other - Specify

AC_C44S If Other - Specify in AC_Q44, Go to AC_Q44S, else Go to AC_STP.

AC_Q44S (Where did you try to get the service you were seeking?)
_____ (80 spaces)

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