



Dear Patient:

Please help us find out how well we communicate with patients at **{ORG NAME HERE}**. This survey will take less than 10 minutes.

Please do not write your name on the survey. Your answers to these questions cannot be matched with your name. Your answers to these questions will not change how you are treated.

Instructions:

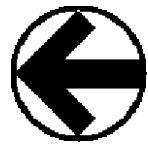
1. Please, fill out this survey.
2. Place the survey in the envelope and seal it.
3. Put the sealed envelope in any U.S. Postal Service collection box, or hand it in at the reception desk.

Your answers to these questions are very important. But, you do not have to fill out this survey if you do not want to.

Thank you for your help.

Check this box if a staff person helps you fill out the survey

About this hospital...



p1. How many times have you visited the hospital in the last *6 months*? →

p2. Could you find your way around the hospital?

p3. Could you understand the hospital's signs and maps?

p4. Did hospital staff help you find community resources?

p5. Could you understand the people at the front desk?

p6. Was it easy to ask questions at the hospital?

p7. Were the hospital's forms easy for you to fill out?



p8. Did hospital staff offer to help you fill out the forms?

p9. Did you understand the hospital's informed consent forms?

p10. Was information in the waiting areas helpful?

p11. Did you take educational materials home from the hospital?

p12. Did the educational materials meet your needs?



p13. Were the educational materials easy to understand?

p14. Did doctors pay attention to what you said?

p15. Did doctors treat what you said as important?

Never
Sometimes
Always
Not Sure

Never	Sometimes	Always	Not Sure
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?

About the doctors at this hospital...



p16. Did doctors describe things in a way that made sense to you?

p17. Did doctors ask you to repeat their instructions?

P18. Did doctors involve you in decisions about your health care?

P19. Did doctors at the hospital try to understand your culture?

p20. Could you talk to your doctors about home remedies?



p21. Did doctors ask if you had any questions?

p22. Did you have enough time to talk with your doctor?

☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?
☹	☺	☺	?

When leaving the hospital...



p23. Did you know your main health problem?

Never Sometimes Always Not Sure

☹ ☺ ☺ ?

p24. Did you understand your doctor's instructions?

☹ ☺ ☺ ?

p25. Did you know how to take your medicine?

☹ ☺ ☺ ?

p26. Was it easy to reach someone on the phone if you had a question?

☹ ☺ ☺ ?



p27. Did you understand what hospital staff told you over the phone?

☹ ☺ ☺ ?

P28. Did you know whom to call if you wanted to complain?

☹ ☺ ☺ ?

Overall...



P29. Do you feel welcome at the hospital?

☹ ☺ ☺ ?

p30. Are you happy with the care you get at the hospital?

☹ ☺ ☺ ?

p31. Does the hospital communicate well with patients?

☹ ☺ ☺ ?

p32. Does the hospital serve your community well?

☹ ☺ ☺ ?

p33. Do hospital staff come from your community?

☹ ☺ ☺ ?

p34. Would you bring a family member to this hospital?

☹ ☺ ☺ ?

Talking about some specific issues...



p35. Has a hospital staff member asked you if there are foods you do not eat?

No Yes Not Sure

?

p36. Were you allowed to have a friend/family member stay with you if you wanted?

?

p37. Has a hospital staff member talked to you about "advance care planning" (what to do if you are not able to make medical decisions)?

?

P38. Has a hospital staff member asked you who would make your medical decisions if you are not able to?

?



Information about you

P39. How old are you? _____

p40. Are you:

- Male
- Female

p41. Did a hospital staff member ask your race and ethnicity?

- Yes
- No

p42. What is the highest grade you finished in school? (circle one number)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17+
Grade School								High School				College				Graduate

p43. Do you consider yourself:

(You may check more than one)

- (A) Hispanic or Latino/a (country: _____)(AA)
- (B) American Indian or Alaska Native
- (C) Asian (country: _____)(CC)
- (D) Black or African American
- (E) African (country: _____)(EE)
- (F) White
- (G) Native Hawaiian or Pacific Islander
- (O) Other: _____(OO)

p44. In what language would you like to talk to your doctor?

- English
- Spanish
- Chinese
- Hmong
- Polish
- Portuguese
- Vietnamese
- Other language: _____(OO)

P45. How can the hospital communicate better with you? _____

If you prefer to talk to your doctor in English, you are done.

Thank you for helping us with this survey!

**If you prefer to talk to your doctor in a language other than English,
please answer a few more questions on the next page.**

	No	Yes	Not Sure
P46. Has someone from the hospital asked you what language you speak?	<input type="checkbox"/>	<input type="checkbox"/>	?
P47. Do you need an interpreter when you visit the hospital?	<input type="checkbox"/>	<input type="checkbox"/>	?
P48. Do you prefer to have a family member or friend interpret for you at the hospital?	<input type="checkbox"/>	<input type="checkbox"/>	?
P49. Has someone from the hospital asked if you need an interpreter?	<input type="checkbox"/>	<input type="checkbox"/>	?
p50. Does the hospital charge patients for using interpreters?	<input type="checkbox"/>	<input type="checkbox"/>	?

In the last 6 months...

	Never	Sometimes	Always	Not Sure
p51. Were forms written in your language?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	?
p52. Was it is easy to get an interpreter at the hospital?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	?
p53. Did the hospital's interpreters understand everything you said?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	?
p54. Were you happy with the hospital's interpreters?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	?

- P55. Who usually interprets for you at the hospital? (You may check more than one)
- Bilingual staff member (A)
 - Trained medical interpreter (B)
 - Interpreter over the phone (C)
 - Adult friend or family member (D)
 - My child (under age 18) (E)

P56. How long do you usually wait for an interpreter? _____ (minutes)

Thank you for helping us with this survey!