

**Section C. Patient Satisfaction**

TIME THIS SECTION BEGINS RECORDED HERE  
TSST09C

C1. Overall, how would you rate the quality of the medical care you received in the past 6 months?  
**B09C01** **(Circle One)**

- Poor, ..... 1
- Fair, ..... 2
- Good, ..... 3
- Very Good, or ..... 4
- Excellent? ..... 5

VERSION 11 - 13:

C2. Would you recommend the place you got the majority of your care, other than hospital care, to other people with HIV infection?  
**B09C02** **(Circle One)**

- YES, DEFINITELY ..... 1
- NO, NOT AT ALL ..... 2
- YES, PROBABLY ..... 3

**NOTE:** *Prior to version 11, C2 was a yes / no question.*

C3. CHECK A1, MODULE 6 (UTILIZATION). IF A1, MODULE 6 CODED 1, ASK C4. ALL OTHERS SKIP TO C5a.

C4. Thinking back to your hospital stay(s) in the last 6 months:

(Circle One Number on Each Line)

		<u>YES</u>	<u>NO</u>
<b>B09C04A</b>	a. Did you have enough say about your treatment in the hospital? .....	1	2
<b>B09C04B</b>	b. Was there one particular doctor who was in charge of your care in the hospital? .....	1	2
<b>B09C04C</b>	c. Was it easy for you to find someone on the hospital staff to talk to about your personal concerns? .....	1	2
<b>B09C04D</b>	d. When you needed help with things like eating, bathing, or getting to the bathroom, did you usually get it in time? .....	1	2
<b>B09C04E</b>	e. When you had important questions to ask a doctor or nurse, did you always get answers you could understand? .....	1	2
<b>B09C04F</b>	f. Did you feel like you were treated with respect and dignity while you were in the hospital?.....	1	2
<b>B09C04G</b>	g. Do you think that much of your pain could have been eliminated if the hospital staff had acted more promptly?.....	1	2
<b>B09C04H</b>	h. Sometimes, in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this ever happen to you during your hospital stay? .....	1	2
<b>B09C04I</b>	i. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you? .....	1	2
<b>B09C04J</b>	j. After the major tests were done, did a doctor or nurse always explain the results in a way you could understand? .....	1	2

C5a. How much do you trust your doctor or clinic to offer you high quality medical care? Would you say:

(Circle One)

- B09C05A** Completely, ..... 1  
Mostly, ..... 2  
Somewhat, ..... 3  
A little, or ..... 4  
Not at all? ..... 5

C5b. How much do you trust your doctor or clinic to put your health above all other concerns? Would you say:

(Circle One)

- B09C05B** Completely, ..... 1  
Mostly, ..... 2  
Somewhat, ..... 3  
A little, or ..... 4  
Not at all? ..... 5

C6a. CHECK A1, MODULE 6 (UTILIZATION). IF A1, MODULE 6 CODED 1, ASK C6b. ALL OTHERS SKIP TO D1.

C6b. Overall, how would you rate the care you received at the hospital?

(Circle One)

- B09C06B** Poor, ..... 1  
Fair, ..... 2  
Good, ..... 3  
Very good, or ..... 4  
Excellent? ..... 5

C7. Would you recommend the hospital to other persons with HIV?

(Circle One)

- B09C07** Yes, definitely ..... 1  
Yes, probably ..... 2  
No, not at all ..... 3