

GLOBAL HEALTH MULTI-SITE SURVEY

CHIEF COMPLAINT/PRESENTING PROBLEM:

What brought you to the clinic today?

ACCESS/BARRIERS TO CARE:

How did you learn about the clinic?

Where do you normally go to access health care services?

How often do you access health care services?

Where do you go to get your medications?

How do you get to your doctor's appointments and get your medication?

Are follow up services available? Will you be able to access follow up services?

What are the barriers to accessing follow up care?
(availability of services, no services, time and day of services, finances, lack of transportation, no child care)

I have to pay more for my medical care than I can afford...

Where I get medical care, people have to wait too long for emergency treatment...

I am able to receive medical care whenever I need it....

Healthcare providers act too business like and impersonal to me...

Healthcare providers sometimes ignore what I tell them...

Those who provide my medical care sometimes hurry too much when they treat me...

PATIENT SATISFACTION:

What services did you access today? Were these services helpful to you?

How well did your care meet your expectations?

How was your overall clinic experience?

Were you treated with respect during the healthcare process?

How well did the health care providers address your fears and anxiety?

Did the healthcare providers communicate to you clearly the treatment options in a way you could clearly understand?

Did the health care providers explain what to expect after you leave the clinic?

I feel that I can receive the medical care I need without being set back financially...

I am dissatisfied with some things about the medical care I receive...

FUTURE RECOMMENDATIONS FOR SERVICES:

How could this experience be better and meet your needs better?

What would you like to see the clinic offer in the future?