



## CCAENA QUESTIONNAIRE – CONTINUITY OF CARE BETWEEN CARE LEVELS

### A. INTERVIEW INFORMATION

<b>1. Locality:</b> .....	___ ___
<b>2. Interviewer:</b> .....	___ ___ ___
<b>3. Date of interview:</b> .....	___ ___ / ___ ___ / ___ ___
<b>Start time:</b> .....	<b>4. Duration (minutes)</b> ___ ___
<b>End time:</b> .....	
<b>5. Patient's Primary care centre:</b> .....	___ ___
<b>6. Interview location</b>	
1 Home      2 Primary care centre      3 Café, bar      4 Outdoors      5 Workplace	
6 Other: Specify.....	

### INFORMATION FOR THE INTERVIEWEE

We are currently doing a study to identify the strengths and weaknesses of our health care services. A survey is being performed as part of this research to find out what patients think of the different health services they use.

The information which you will provide is very important, as it helps us to identify problems with the services and to make changes with view to improving the care offered in the primary care centres and in hospitals.

The people who make use of this information are obliged to comply with the law on statistical confidentiality, meaning that they cannot divulge it to other parties or use it for any purpose other than that described above, so we can ensure that the data will remain confidential.

(Articles 37, 38 and 39 of Law 23/1998 , 30th December)

Thank you for participating in this study.

## B. MEDICAL HISTORY

**\* Now I'm going to ask you a question about your health**

**7. In the last three months, for what health problems or illnesses have you consulted your GP and also the specialist or hospital?**

\_\_\_\_ \_  
\_\_\_\_ \_  
\_\_\_\_ \_

**\* Now I'm going to ask you some questions about \_\_\_\_ CITE REASON FOR CONSULTATION (QUESTION 7)**

**8. How long have you had \_\_\_\_\_? CITE REASON FOR CONSULTATION (QUESTION 7)**

\_\_\_\_ months or \_\_\_\_ years

\_\_\_\_ \_

**9. Which was the first place you consulted regarding \_\_\_\_\_?**

- |   |                                    |                         |                             |
|---|------------------------------------|-------------------------|-----------------------------|
| 1 Primary care centre                         | 2 Specialist visit (as outpatient) | 3 Hospital A&E          | 4 When admitted to hospital |
| 5 Emergency department at primary care centre | 6 Private healthcare centre        | 7 Medical check-up      |                             |
| 98 Does not reply                             | 99 Does not know                   | 8 Other. Specify: ..... |                             |

**10. Where were you informed that you had \_\_\_\_\_?**

- |   |                                    |                    |                             |
|---|------------------------------------|--------------------|-----------------------------|
| 1 Primary care centre                         | 2 Specialist visit (as outpatient) | 3 Hospital A&E     | 4 When admitted to hospital |
| 5 Emergency department at primary care centre | 6 Private healthcare centre        | 7 Medical check-up |                             |
| 8 Undiagnosed                                 | 98 Does not reply                  | 99 Does not know   | 9 Other. Specify .....      |

**11. Who is/are the person(s) responsible for treating your \_\_\_\_\_?**

- |                  |                       |        |                   |
|------------------|-----------------------|--------|-------------------|
| 1 GP             | 2 Specialist          | 3 Both | 98 Does not reply |
| 99 Does not know | Other. Specify: ..... |        |                   |

**12. How long have you been seeing the doctor(s) responsible for treating your \_\_\_\_\_?**

GP: \_\_\_\_ months or \_\_\_\_ years

Specialist: \_\_\_\_ months or \_\_\_\_ years

\_\_\_\_ \_  
\_\_\_\_ \_

**13. Due to your \_\_\_\_\_, in the last year, have you always visited the same GP? VISITS TO A&E AT THE PRIMARY CARE CENTRE ARE NOT INCLUDED**

- 1 Yes → go to question 16    2 No    8 Does not reply → go to question 16    99 Does not know → go to question 16

**ONLY FOR PATIENTS WHO HAVE VISITED MORE THAN ONE GP**

**14. As a result of your \_\_\_\_\_, how many doctors from the primary health centre have you seen in the last year?**

\_\_\_\_ \_

**15. Why did you see another GP?**

- |                                  |                         |                                 |                         |
|----------------------------------|-------------------------|---------------------------------|-------------------------|
| 1 My doctor was off work         | 2 My doctor was changed | 3 My doctor was away on holiday |                         |
| 4 I requested a change of doctor | 98 Does not reply       | 99 Does not know                | 5 Other. Specify: ..... |

**FOR ALL PATIENTS INTERVIEWED**

**16. As a result of your \_\_\_\_\_, in the last year, have you always been treated by the same specialist doctor (as an outpatient)? READ ALL POSSIBLE ANSWERS. DOCTORS WHO TREATED THE PATIENT IN A&E OR WHEN ADMITTED TO HOSPITAL ARE NOT INCLUDED. REFERS TO ONE SOLE MEDICAL SPECIALITY: THE ONE WHICH THEY HAVE VISITED MOST OFTEN.**

- 1 Yes → go to question 19    2 No    3 I have not visited any specialists as an outpatient → go to question 19  
98 Does not reply → go to question 19    99 Does not know → go to question 19

**ONLY FOR PATIENTS WHO HAVE VISITED MORE THAN ONE SPECIALIST**

**17. As a result of your \_\_\_\_\_, how many specialist doctors have treated you as an outpatient in the last year?**

\_\_\_\_ \_

**18. Why did you see another doctor?**

- |                                  |                         |                                 |                         |
|----------------------------------|-------------------------|---------------------------------|-------------------------|
| 1 My doctor was off work         | 2 My doctor was changed | 3 My doctor was away on holiday |                         |
| 4 I requested a change of doctor | 98 Does not reply       | 99 Does not know                | 5 Other. Specify: ..... |

## C. USE OF HEALTHCARE SERVICES

**\* Now I'm going to ask you a series of questions on the care you've received in the last 3 months for \_\_\_\_\_ CITE REASON FOR CONSULTATION (QUESTION 7)**

Care level	Location of consultation	19. Where have you consulted doctors regarding ___ in the last three months?	20. How many times have you been seen there?
Primary care	<b>Primary care centre</b>		
Secondary care	Specialist outpatient		
	Hospital A&E		
	Hospital inpatient		

**21. In what order did you consult them?** *INDICATE THE ORDER IN WHICH ALL THE SERVICES WERE USED IN THE LAST THREE MONTHS FOR THE SAME CONDITION. A SERVICE CAN BE SELECTED MORE THAN ONCE, BUT ONLY ONE BOX MAY BE SELECTED IN EACH COLUMN.*

Care level	Location of consultation	Order of consultation								
		1	2	3	4	5	6	7	8	
Primary care	<b>Primary care centre</b>									
Secondary care	Specialist outpatient									
	Hospital A&E									
	Hospital inpatient									

### Diagram of visits

*THIS TABLE IS SHOWN AS A GUIDE FOR THE INTERVIEWER*

Care level	Location of consultation	Order of consultation									
		1	2	3	4	5	6	7	8	9	10
Primary care	Primary care centre	X		X	X			X			X
Secondary care	Specialist outpatient		X								
	Hospital A&E				X				X		
	Hospital inpatient					X		X			
Is there a change in level? (Y/N)		-	Y	Y	N	Y	N	Y	Y	N	Y
Section to be filled in		-	4	1	-	5	-	3	6	-	2

**Go through the sections for which the patient has undergone a change in care level**

If they visited a <b>GP</b> after visiting the <b>specialist</b>	→ go through section 1
If they visited a <b>GP</b> after visiting <b>hospital A&amp;E</b>	→ go through section 2
If they visited a <b>GP</b> after being <b>discharged from hospital</b>	→ go through section 3
If they visited <b>specialist health care</b> after visiting their <b>GP</b>	→ go through section 4
If they visited <b>hospital A&amp;E</b> after visiting their <b>GP</b>	→ go through section 5
If they were <b>admitted to hospital</b> after visiting their <b>GP</b>	→ go through section 6

**1. GP after visiting the SPECIALIST**

**Order of consultation** \_\_\_\_\_

**\* The questions I'm going to ask you now refer to the care you received from your GP after consulting the specialist**

**22. Did the specialist send you to your GP?**

- 1 Yes → go to question 24      2 No      98 Does not reply      99 Does not know

**23. Why did you visit your GP?**

- 1 To get prescriptions      2 My GP had told me to come back again  
 3 To inform him/her of the visit with the specialist      4 To get signed off work/ declared fit for work  
 5 I felt unwell      6 Other. Specify: .....

**24. Where was your appointment to see the GP arranged?**

- 1 Primary care centre      2 Hospital      3 Health information hotline      4 Other. Specify: .....

**25. How many days passed between visiting the specialist and seeing your GP?**

Days \_\_\_\_\_

**26. How many days did it take from requesting an appointment until you saw your GP?**

Days \_\_\_\_\_

**27. What is your view on that amount of waiting time?**

- 1 Adequate      2 Long      3 Excessive      98 Does not reply      99 Does not know

**28. Did the specialist give you a medical report to be handed in to your GP?**

- 1 Yes      2 No      98 Does not reply      99 Does not know

**29. Was your GP aware of the instructions given to you by the specialist? (medication, check-ups, etc.) READ OUT POSSIBLE ANSWERS**

- 1 Yes      2 No      3 I wasn't given any instructions      98 Does not reply      99 Does not know

**30. Was your GP aware of the treatment prescribed by the specialist? READ OUT POSSIBLE ANSWERS**

- 1 Yes      2 No      3 I wasn't prescribed any treatments → go to question 35      98 Does not reply  
 99 Does not know

**31. Did your GP give you any explanations about the treatment prescribed by the specialist?**

- 1 Yes      2 No      98 Does not reply      99 Does not know

**32. Was your GP in agreement with the treatment prescribed by the specialist?**

- 1 Yes      2 No      98 Does not reply      99 Does not know

**33. Did your GP make any changes to the treatment prescribed by the specialist?**

- 1 Yes      2 No → go to question 35      98 Does not reply → go to question 35      99 Does not know → go to question 35

**34. What changes did he/she make?**

- 1 Withdrew the treatment      2 Changed the instructions for the treatment      3 Changed the dosage of the treatment  
 4 Added another treatment      5 Changed it for a similar one      6 Other. Specify: .....

**35. Did your GP resolve any doubts regarding your visit to the specialist? READ OUT POSSIBLE ANSWERS**

- 1 Yes      2 No      3 I had no doubts      4 I didn't ask      98 Does not reply      99 Does not know

**36A. Do you think your care was well coordinated in the transition from the specialist to your GP?**

- 1 Yes      2 No      3 Partially      98 Does not reply      99 Does not know

**36B. Why?**

\_\_\_\_\_  
 \_\_\_\_\_

_____
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**2. GP after visiting hospital A&E**

Order of consultation \_\_\_\_\_

\* The questions I'm going to ask you now refer to the care you received from your GP after having visited A&E at the hospital

**37. Did the doctor at A&E send you for a check-up with your GP?**

- 1 Yes → go to question 39      2 No      98 Does not reply      99 Does not know

**38. Why did you visit your GP?**

- 1 To get prescriptions      2 My GP told me to come back again  
 3 To inform him/her of the visit with the A&E doctor      4 To get signed off work/ declared fit for work  
 5 I felt unwell      6 Other. Specify: .....

**39. Where was your appointment to see the GP arranged?**

- 1 Primary care centre      2 Hospital      3 Health information hotline      4 Other. Specify: .....

**40. How many days passed between visiting the hospital A&E and seeing your GP?**

Days \_\_\_\_\_

**41. How many days did it take from requesting an appointment until you saw your GP?**

Days \_\_\_\_\_

**42. What is your view on that amount of waiting time from requesting an appointment until being seen?**

- 1 Adequate      2 Long      3 Excessive      98 Does not reply      99 Does not know

**43. Did the A&E doctor give you a report for your GP?**

- 1 Yes      2 No      98 Does not reply      99 Does not know

**44. Was your GP aware of the instructions given to you in A&E? (medication, check-ups, etc.)** *READ OUT POSSIBLE ANSWERS*

- 1 Yes      2 No      3 I wasn't given any instructions      98 Does not reply      99 Does not know

**45. Was your GP aware of the treatment prescribed by the A&E doctor?***READ OUT POSSIBLE ANSWERS*

- 1 Yes      2 No      3 I wasn't prescribed any treatments → go to question 35  
 98 Does not reply      99 Does not know

**46. Did your GP give you any explanations about the treatment prescribed by the A&E doctor?**

- 1 Yes      2 No      98 Does not reply      99 Does not know

**47. Was your GP in agreement with the treatment prescribed by the A&E doctor?**

- 1 Yes      2 No      98 Does not reply      99 Does not know

**48. Did your GP make any changes to the treatment prescribed by the A&E doctor?**

- 1 Yes      2 No → go to question 50      98 Does not reply → go to question 50      99 Does not know → go to question 50

**49. What changes did he/she make?**

- 1 Withdrew the treatment      2 Changed the instructions for the treatment      3 Changed the dosage of the treatment  
 4 Added another treatment      5 Changed it for a similar one      6 Other. Specify: .....

**50. Did your GP resolve any doubts regarding your visit to the A&E doctor?** *READ OUT POSSIBLE ANSWERS*

- 1 Yes      2 No      3 I had no doubts      4 I didn't ask      98 Does not reply      99 Does not know

**51A. Do you think your care was well coordinated in the transition from the A&E doctor to your GP?**

- 1 Yes      2 No      3 Partially      98 Does not reply      99 Does not know

**51B. Why?**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3. GP after being DISCHARGED FROM HOSPITAL**

Order of consultation \_\_\_\_\_

\* The questions I'm going to ask you now refer to the care you received from your GP after having been discharged from hospital

**52. When you were discharged from hospital, were you told that you had to visit your GP?**

- 1 Yes → go to question 54    2 No    98 Does not reply    99 Does not know

**53. Why did you visit your GP?**

- 1 To get prescriptions    2 My GP told me to come back again  
 3 To inform him/her of the visit with the specialist    4 To get signed off work/ declared fit for work    5 I felt unwell  
 6 Other. Specify: .....

**54. Where was your appointment to see the GP arranged?**

- 1 Primary care centre    2 Hospital    3 Health information hotline    4 Other. Specify: .....

**55. How many days passed between being discharged from hospital and seeing your GP?**

Days \_\_\_\_

**56. How many days did it take from requesting an appointment until you saw your GP?**

Days \_\_\_\_

**57. What is your view on that amount of waiting time from requesting an appointment until being seen?**

- 1 Adequate    2 Long    3 Excessive    98 Does not reply    99 Does not know

**58. Did the doctor at the hospital give you report about your hospitalization?**

- 1 Yes    2 No    98 Does not reply    99 Does not know

**59. Was your GP aware of the instructions given to you at the hospital? (medication, check-ups, etc.)***READ OUT POSSIBLE ANSWERS*

- 1 Yes    2 No    3 I wasn't given any instructions    98 Does not reply    99 Does not know

**60. Was your GP aware of the treatment prescribed at the hospital? *READ OUT POSSIBLE ANSWERS***

- 1 Yes    2 No    3 I wasn't prescribed any treatments → go to question 65    98 Does not reply    99 Does not know

**61. Did your GP give you any explanations about the treatment prescribed at the hospital?**

- 1 Yes    2 No    98 Does not reply    99 Does not know

**62. Was your GP in agreement with the treatment prescribed at the hospital?**

- 1 Yes    2 No    98 Does not reply    99 Does not know

**63. Did your GP make any changes to the treatment prescribed at the hospital?**

- 1 Yes    2 No → go to question 65    98 Does not reply → go to question 65    99 Does not know → go to question 65

**64. What changes did he/she make?**

- 1 Withdrew the treatment    2 Changed the instructions for the treatment    3 Changed the dosage of the treatment  
 4 Added another treatment    5 Changed it for a similar one    6 Other. Specify: .....

**65. Did your GP resolve any doubts regarding your hospitalization? *READ OUT POSSIBLE ANSWERS***

- 1 Yes    2 No    3 I had no doubts    4 I didn't ask    98 Does not reply    99 Does not know

**66A. Do you think your care was well coordinated in the transition from the hospital to your GP?**

- 1 Yes    2 No    3 Partially    98 Does not reply    99 Does not know

**66B. Why?**

\_\_\_\_  
 \_\_\_\_  
 \_\_\_\_

**4. SPECIALIST CARE after seeing the GP**

Order of consultation \_\_\_\_

\* The questions I'm going to ask you now refer to the care you received from the specialist after having seen your GP

**67. Did your GP send you to visit the specialist?**

- 1 Yes → go to question 69    2 No    98 Does not reply    99 Does not know

**68. Why did you visit the specialist?**

- 1 Appointment was arranged by the specialist    2 I was sent there from the hospital    3 Other. Specify: .....

**69. Where was your appointment to see the specialist arranged?**

- 1 Primary care centre    2 Hospital    3 Other. Specify: .....

**70. How many days did it take from requesting an appointment until you saw the specialist?**

Days: \_\_\_\_\_ or Weeks: \_\_\_\_\_ or Months: \_\_\_\_\_

**71. What is your view on the amount of waiting time from requesting an appointment until being seen?**

1 Adequate    2 Long    3 Excessive    98 Does not reply    99 Does not know

**72. Was the specialist who saw you aware of the reason why your GP sent you? READ OUT POSSIBLE ANSWERS**

1 Yes    2 No    3 I wasn't sent by my GP    98 Does not reply    99 Does not know

**73. Did the specialist already have information about your other illnesses? READ OUT POSSIBLE ANSWERS**

1 Yes    2 No    3 I don't have any other illnesses    98 Does not reply    99 Does not know

**74. Was the specialist aware of the results of the tests which were performed on you in primary care? READ OUT POSSIBLE ANSWERS**

1 Yes    2 No    3 I didn't have any tests done    98 Does not reply    99 Does not know

**75. Was the specialist already aware of any medicines you were taking? READ OUT POSSIBLE ANSWERS**

1 Yes    2 No    3 I wasn't taking any medicines    98 Does not reply    99 Does not know

**76A. Do you think your care was well coordinated in the transition from the specialist to your GP?**

1 Yes    2 No    3 Partially    98 Does not reply    99 Does not know

**76B. Why?**\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_**5. HOSPITAL A&E after visiting the GP****Order of consultation** \_\_\_\_\_**\* The questions I'm going to ask you now refer to the care you received from A&E at the hospital****77. Who made the decision to go to the hospital A&E?**1 I made it myself    2 A doctor at the Primary care centre → go to question 79A  
3 A family member or companion    4 Emergency medical services → go to question 79A    5 Other. Specify:.....**78. Why didn't you go to the primary care centre first?**1 It was closed    2 The care is better in A&E    3 I don't like going to the clinic  
4 I was told to go to A&E if my condition got worse    5 Other. Specify:.....**79A. Do you think that the doctors who saw you in A&E were aware of your medical history?**

1 Yes    2 No    98 Does not reply → go to question 80    99 Does not know → go to question 80

**79B. Why?**\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_**80. Did you have to explain the instructions which your GP gave you to the A&E doctor? (medication, check-ups,...) READ OUT POSSIBLE ANSWERS**

1 Yes    2 No    3 I wasn't given any instructions    98 Does not reply    99 Does not know

**6. ADMISSION TO HOSPITAL after seeing the GP****Order of consultation** \_\_\_\_\_**\* The questions I'm going to ask you now refer to the care you received from your during your hospitalization****81A. Do you think that the doctors who saw you in the hospital were aware of your medical history?**

1 Yes    2 No    98 Does not reply → go to question 82    99 Does not know → go to question 82

**81B. Why?**\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_**82. Did you have to explain the instructions which your GP gave you to the hospital doctor? (medication, check-ups,...) READ OUT POSSIBLE ANSWERS**

1 Yes    2 No    3 I wasn't given any instructions    98 Does not reply    99 Does not know

## D. PERCEPTION OF CONTINUITY OF CARE

### FOR ALL PATIENTS INTERVIEWED

\* The questions I'm going to ask you now are about your general opinion of the care you have received for all the illnesses for which you have been treated

#### INFORMATIONAL CONTINUITY: Transfer of medical information

\* Rate the following statements according to these categories: always, often, rarely and never

	Always	Often	Rarely	Never	Not applicable	Does not reply	Does not know
<b>83.</b> I believe that the professionals attending to me know my previous medical history							
<b>84.</b> After seeing the specialist, my GP discusses the visit with me							
<b>85.</b> My GP is aware of the instructions given to me by the specialist before I explain them to him/her							
<b>86.</b> The specialist is aware of the instructions given to me by my GP before I explain them to him/her							

#### MANAGERIAL CONTINUITY: Care coherence

\* Rate the following statements according to these categories: always, often, rarely and never

	Always	Often	Rarely	Never	Not applicable	Does not reply	Does not know
<b>87.</b> My GP is in agreement with the specialist's instructions							
<b>88.</b> My GP and my specialist communicate with each other							
<b>89.</b> The specialist is usually in agreement with my GP's instructions							
<b>90A.</b> The specialist repeats the tests which my GP has already done (blood tests, x-rays, etc.)							
<b>90B.</b> Why?							___ ___ ___
<b>91.</b> The specialist makes out the first prescription for the treatment he/she prescribes me							
<b>92.</b> The specialist sends me to my GP for follow-ups							
<b>93A.</b> I believe that the care I receive from my GP and the specialist is coordinated							
<b>93B.</b> Why?							___ ___ ___

#### MANAGERIAL CONTINUITY: Accessibility between levels

\* Rate the following statements according to these categories: always, often, rarely and never

	Always	Often	Rarely	Never	Not applicable	Does not reply	Does not know
<b>94.</b> My appointments with the specialist are arranged at the primary care centre							
<b>95.</b> When I request an appointment with my GP, I have to wait a long time to see him/her							
<b>96.</b> The centre where I am seen by the specialist schedules my follow-up visits with my GP							
<b>97.</b> When I request an appointment with the specialist, I have to wait a long time to see him/her							

**RELATIONAL CONTINUITY: patient-provider relationship**

\* Rate the following statements according to these categories: totally agree, agree, disagree and totally disagree

GP	Totally agree	Agree	Disagree	Totally disagree	Not applicable	Does not reply	Does not know
<b>98.</b> I have confidence in the professional ability of my GP							
<b>99.</b> I believe that my GP cares about me							
<b>100.</b> I feel comfortable consulting my GP about my doubts or health problems							
<b>101.</b> My GP understands what I tell him/her about my health							
<b>102.</b> The information my GP gives me is easy to understand							
<b>103A.</b> The information my GP gives me is sufficient							
<b>103B.</b> Why?						___	___
<b>104.</b> When I request an appointment with the GP, I always see the same doctor							
<b>105A.</b> I would recommend my GP to my family and friends							
<b>105B.</b> Why?						___	___

Specialists	Totally agree	Agree	Disagree	Totally disagree	Not applicable	Does not reply	Does not know
<b>106.</b> I have confidence in the professional ability of the specialists treating me							
<b>107.</b> I believe that the specialists care about me							
<b>108.</b> I feel comfortable consulting the specialists about my doubts							
<b>109.</b> The specialists understand what I tell them about my health							
<b>110.</b> The information the specialists give me is easy to understand							
<b>111A.</b> The information the specialists give me is sufficient							
<b>111B.</b> Why?						___	___
<b>112.</b> When I request an appointment for the same health problem I am always seen by the same specialist							
<b>113A.</b> I would recommend my specialists to my family and friends							
<b>113B.</b> Why?						___	___

**E. GENERAL MORBIDITY AND SOCIO-DEMOGRAPHIC DATA***FOR ALL PATIENTS INTERVIEWED***114. How would you describe your general health?**

1 Very good      2 Good      3 Fair      4 Poor      5 Very poor

**115. What illnesses do you have? OPEN ENDED**\_\_\_\_  
\_\_\_\_  
\_\_\_\_  
\_\_\_\_**116. Where do you go when you are ill or need advice about your health?**1 Primary care centre      2 Hospital A&E      3 Private healthcare  
4 Specialist      5 A&E at health centre/Clinic      6 Specialist in complementary medicine  
7 Friends or family      8 Other. Specify: .....**117. Sex**      1 Female      2 Male**118. Date of birth**

\_\_\_\_/\_\_\_\_/\_\_\_\_

**119. Where were you born?**

1 Spain → go to question 122      2 Other. Specify country: .....

\_\_\_\_

**120. What is your nationality? OPEN ENDED**\_\_\_\_  
\_\_\_\_**121. How long have you lived in Spain?**

Months: \_\_\_\_\_ or Years: \_\_\_\_\_

\_\_\_\_

**122. What is your profession? OPEN ENDED**\_\_\_\_  
\_\_\_\_**123. What is your current job? OPEN ENDED**\_\_\_\_  
\_\_\_\_**124. What is your academic level? OPEN ENDED**\_\_\_\_  
\_\_\_\_**125A. Do you have any private health insurance?**

1 Yes    2 No    → Go to comments    98 Does not reply → Go to comments    99 Does not know → Go to comments

**125B. What insurance do you have?****Would you like to make any further comments? PATIENT'S COMMENTS**.....  
.....  
.....  
.....