CLER PATIENT PERSPECTIVE SUBPROTOCOL
PATIENT QUESTIONS

1. Could you please tell me, who is the doctor in charge of your care during your stay at this hospital/medical center?

    a. Are there residents who assist [DR. NAME]?

2. Do the doctor in charge and residents come into your room together each day to talk with you about your care?

    a. [If yes] Do they also come into your room together with nurses each day?

3. During your stay at this hospital/medical center, do your doctors go over the plans for your care in a way that you can understand?

    a. [If yes] Has a doctor ever left your room before you felt that you understood the plans for your care?

4. Have there been times when you have asked your nurse to explain what the doctor said about the plans for your care?

    a. [If yes] Could you tell me more?

5. At this hospital/medical center, do you feel your doctors encourage you to ask questions?

    a. [If yes] Have there been times when your doctors made you feel uncomfortable asking questions?

    b. [If yes] Could you tell me a little more about that?

6. [If interviewer believes that English is not the patient's primary language] Were there times when you felt you needed an interpreter to better communicate with your doctors?

    a. [If yes] What happened?

7. During your stay at this hospital/medical center, have there been times when you felt that there was a lack of coordination between your doctors in planning your care?

8. During your stay, have your doctors and nurses given you conflicting information about your care?

9. At this hospital/medical center, do the doctors and nurses seem to treat each other with respect?

10. Do the residents and nurses seem to treat each other with respect?

11. Do you feel the residents are respectful to you and your family?

12. During your stay at this hospital/medical center, have you noticed any of your doctors or nurses looking tired?

    a. [If yes] Were you concerned that they were too tired to be taking care of you?

    b. [If yes] What did you do when you noticed this?

13. Did anyone at the hospital/medical center explain to you what to do if you had a concern about your care?

    a. [If yes] Would you be comfortable reporting your concern?

    b. [If yes] Who would you speak to?

    c. [If patient provides an example] What happened next?

14. Is there anything else you would like to tell me about your interactions with your doctors at this hospital/medical center?