

**AMERICAN BOARD OF INTERNAL MEDICINE**  
**Using Patient Assessment for Continuous Professional Development**

As part of the American Board of Internal Medicine (ABIM) Continuous Professional Development Program, you have been selected to answer the following questions about your doctor. This is a voluntary activity and you may decline to participate.

**Doctor's Name:**  
**Doctor's ID Number:**  
**Due Date:**

- **PLEASE USE A TOUCH-TONE TELEPHONE.** A rotary phone, or push-button phone that is set to 'pulse' cannot access the system.
- **DIAL 1-800-841-6024.** Using your telephone keypad, enter the Doctor's ID Number listed above.
- **USING YOUR TELEPHONE KEYPAD, PLEASE RATE YOUR DOCTOR IN EACH OF THE AREAS LISTED BELOW.**
- **DO NOT MAIL THIS SURVEY TO THE ABIM OR YOUR DOCTOR.** If there is a problem with the telephone system, or you have any questions, please call 1-800-441-2246, ext. 3583.
- **YOUR ANSWERS WILL BE CONFIDENTIAL.** You do not have to provide any personal information, and the ABIM assures you that your confidentiality is preserved by removing all individual identifying characteristics following data analysis and validation.

**RATING SCALE**

HOW IS THIS DOCTOR AT...	Poor	Fair	Good	Very Good	Excellent	Unable to Evaluate
1. Telling you everything; being truthful, upfront and frank; not keeping things from you that you should know	1	2	3	4	5	#
2. Greeting you warmly; calling you by the name you prefer; being friendly, never crabby or rude	1	2	3	4	5	#
3. Treating you like you're on the same level; never "talking down" to you or treating you like a child	1	2	3	4	5	#
4. Letting you tell your story; listening carefully; asking thoughtful questions; not interrupting you while you're talking	1	2	3	4	5	#
5. Showing interest in you as a person; not acting bored or ignoring what you have to say	1	2	3	4	5	#
6. Warning you during the physical exam about what he/she is going to do and why; telling you what he/she finds	1	2	3	4	5	#

## RATING SCALE

	Poor	Fair	Good	Very Good	Excellent	Unable to Evaluate
7. Discussing options with you; asking your opinion; offering choices and letting you help decide what to do; asking what you think before telling you what to do	1	2	3	4	5	#
8. Encouraging you to ask questions; answering them clearly; never avoiding your questions or lecturing you	1	2	3	4	5	#
9. Explaining what you need to know about your problems, how and why they occurred, and what to expect next	1	2	3	4	5	#
10. Using words you can understand when explaining your problems and treatment; explaining any technical medical terms in plain language	1	2	3	4	5	#

*The following questions are asked for statistical purposes. Your responses are confidential.*

11. Please enter your age: \_\_\_\_\_
12. Please enter your gender:  
**1** Male  
**2** Female
13. In general, how is your health:  
**1** Poor  
**2** Fair  
**3** Good  
**4** Very Good  
**5** Excellent
14. Is this doctor your primary care doctor whom you see for general care or a consultant or specialist whom you see for a particular health-related problem?  
**1** Primary Care Doctor  
**2** Consultant
15. How long have you been under this doctor's care?  
**1** This was my 1<sup>st</sup> visit  
**2** Less than 6 months  
**3** 6 months to 1 year  
**4** More than 1 year
16. How many visits did you make to this doctor in the past 12 months?  
**1** 1-3  
**2** 4-7  
**3** More than 7
17. Would you recommend this physician to a friend or relative?  
**1** Yes  
**2** No
18. Please enter your telephone number including your area code:  
 ( \_\_\_ ) - \_\_\_ - \_\_\_\_\_

*Thank you for completing your assessment of this doctor  
 as part of the ABIM Continuous Professional Development Program.*

*Note 1:* Reprinted with permission from the American Board of Internal Medicine, [www.abim.org](http://www.abim.org).

*Note 2:* Examples of supporting references are below.

McLeod PJ, Tamblyn R., Benaroya S, et al. Faculty ratings of resident humanism predict patient satisfaction ratings in ambulatory medical clinics. *J Gen. Intern Med.* 1994;9:321-26.

Tamblyn R, Benaroya S, Snell L, et al. The feasibility and value of using patient satisfaction ratings to evaluate internal medicine residents. *J Gen Intern Med.* 1994;9:146-152.