

## APPENDIX: Survey questions

### Section one: Patient experience of integrated care

**Q1. Be considered as a whole by health professionals (providing for your physical, mental, spiritual, and social needs)**

*How often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important is it for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q2. Benefit from healthcare services that guarantee access to everyone without discrimination or distinctions of any kind**

*How often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important is it for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q3. Be involved by health professionals in the decision-making about your care and treatment programmes**

*How often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important is it for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q4. Benefit from healthcare services that guarantee the continuity of health professionals following the patient**

*How often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important is it for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q5. Be followed by a general practitioner available to listen to your questions, doubts, and concerns about your health status and/or about the treatments you receive whenever you need it**

*How often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important is it for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q6. Be followed by rheumatology specialists (e.g., a rheumatologist) available to listen to your questions, doubts, and concerns about your health status and/or about the treatments you receive whenever you need it**

*How often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important is it for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q7. Be contacted by your general practitioner to invite you for a medical check-up or follow-up examination**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q8. Be contacted by a rheumatology specialist (e.g., a rheumatologist) to invite you for a medical check-up or follow-up examination**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q9. Have the rheumatology clinics you need near where you live**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q10. Have the possibility to be examined at home by your general practitioner if you need it**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q11. Have the possibility to be examined at home by a rheumatology specialist (e.g., a rheumatologist) if you need it**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q12. Have short waiting times to be examined by your general practitioner**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q13. Have short waiting times to be examined by a rheumatology specialist (e.g., a rheumatologist)**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q14. Have the possibility to choose a specific doctor for your rheumatology examination**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q15. Have the possibility to choose the day and time of a rheumatology examination according to your schedule**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q16. Have the possibility to book a rheumatology examination online**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q17. Find all the data, information, and documents you need in a electronic health record**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q18. Have the possibility to be examined by your general practitioner via video call (e.g., Skype or Zoom)**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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**Q19. Have the possibility to be examined by a rheumatology specialist (e.g., a rheumatologist) via video call (e.g., Skype or Zoom)**

*In the last 12 months, how often did it happen to you?*

1 Never	2 Rarely	3 Sometimes	4 Often	5 Always
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*How important it is for you?*

1 Not important	2 Slightly important	3 Moderately important	4 Important	5 Very important
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## Section three: Respondent characteristics

### 21. Gender:

- Female
- Male

### 22. Age:

- 18-34
- 35-49
- 50-64
- 65 +

### 23. Region of residence:

- Northern Italy
- Central Italy
- South Italy

### 24. Marital status:

- Married
- Divorced
- Single

### 25. Education:

- University degree
- High school diploma
- Middle school diploma

### 26. Employment:

- Employed
- Retired
- Unemployed

### 27. How far away do you live from the rheumatology clinics where you are usually examined?

- More than 50km
- Between 20 km and 50km
- Less than 20 km

### 28. How many years have you suffered from your rheumatic condition(s)?

- More than 10 years
- Between 3 and 10 years
- Less than 3 years

### 29. Besides your rheumatic condition(s), do you suffer from any other diseases?

- Yes
- No

### 30. Self-reported health

We would like to know how good or bad your health is TODAY.

- This scale is numbered from 0 to 100.
- 100 means the best health you can imagine.
- 0 means the worst health you can imagine.
- Mark an X on the scale to indicate how your health is TODAY.

