

Appendix 1 (as supplied by the authors): Patient responses to questions from physician's office

| Question from Physician's Office | Patient Response |
|---|---|
| What is your name? | [Male] Greg Jackson [Female] Michelle Jackson |
| How old are you? | I'm 35 years old. |
| What is your date of birth? | January 9, 1976. |
| Do you have any other family members who need a doctor? | No |
| Are you married? | No |
| Do you have any children? | No |
| Why you need a family doctor? | I just moved here, and I don't have a family doctor. |
| Who was your previous family doctor? | I don't have one. I've been using walk-in clinics. |
| Do you live in the area? | Yes |
| Where do you live? | [Major intersection near physician's office, selected in advance of call using online map] |
| Where did you move from? | I was living in Sudbury before I moved to Toronto.* |
| Where are you calling from? | From my cell phone. |
| Where can I reach you? | You can reach me at my cell number. |
| When are you available to come in? | Any time. |
| Can you come in today to see the doctor? | I can't come in today. Do you have an appointment for any other time? |
| Can I get back to you? | Yes, please call me on my cell number. |
| How did you get our number? | I looked you up online. [If asked for further details] It was the doctor list from the College of Physicians. |
| Have you tried another family doctor? | I have been calling around the area with no luck so far. |
| Do you have an OHIP card? ** | Yes |
| Are you sick right now (today)? | No |
| [For patient without chronic health conditions] Do you have any health problems? | No |
| [For patient with diabetes and back pain] Do you have any health problems, other than diabetes and back pain? | No |
| [For patient with diabetes and back pain] Are you currently taking any medication for your diabetes? | No |

[For patient with diabetes and back pain] No
Are you currently taking any narcotics
for your back pain?

[For patient with diabetes and back pain] No
Are you looking for a physician to
prescribe narcotics for your back pain?

* Sudbury (population 165,000) is a city located about 240 miles north of Toronto.

** The Ontario Health Insurance Plan (OHIP) card serves as proof of coverage under Ontario's universal health insurance system.