

## Appendix A

### Categorization of types of unmet need

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#### Type of unmet need

- Accessibility (barriers that restrict the entry into or use of health care resources)
    - Cost
    - Transportation
  - Availability (reflecting perceived deficiencies in health care delivery that inhibit a person's ability to receive care)
    - Waiting time too long
    - Care not available when requested
    - Care not available in area
  - Acceptability (personal attributes and attitudes related to the health care system)
    - Dislike doctor/afraid
    - Language problems
    - Didn't know where to go
  - Personal choice (concerning attitudes and competing responsibilities not related to the health care system)
    - Too busy
    - Didn't get around to it/didn't bother
    - Felt it would be inadequate
    - Decided not to seek care
    - Personal/family responsibilities
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