

APPENDIX

Appendix. This document was used to assist moderators explain and conduct the focus group.

This focus group is designed for us to understand your healthcare choices. We will be asking the group questions and hope each of you will feel comfortable sharing about your experience. There are no wrong answers. People have different experiences and points of view, and we want to hear them all. Please feel free to share your point of view even if it is different from what others have said. We are recording this session, to keep a record of what you have to say. All information will be kept confidential and will never be connected to any of you individually.

First, we want to talk about your thoughts regarding medical conditions requiring medical evaluation and how you handle them. Then, we will talk more about how you assess the severity of your condition and your decision making when choosing to visit the primary care clinic or the ER.

General Knowledge

- *What type of medical scenarios require medical evaluation? Why?*
 - o *What type of medical scenarios require immediate (urgent) medical evaluation? Why?*
- *Where do you go for conditions requiring immediate evaluation? Why?*
- *What type of medical scenarios can wait for medical evaluation? Why?*
- *Where do you go for conditions that do not require immediate care? Why?*
- *When should people go to the emergency department? Why?*
- *When should people go to a primary care doctor/clinic? Why?*
- *How confident are you in choosing the most appropriate place to seek medical care? Why?*

Concept 1: Why did you choose “Nothing” (over MD or ER)

Why did you select “nothing” for certain scenarios?

- *How do you assess the severity of your illnesses?*
 - o Symptom severity, symptom type, other medical conditions, risk of future health problems, etc.
- *Does time of day impact your response?*
- *Does the location of the clinic or ER impact your response? How?*
- *How does the cost of health care impact your response?*

What was the most important factor when deciding NOT to seek medical care?

Concept 2: Why did you choose MD or ER?

How do you decide where to seek medical care? (ER, PCP, Specialist, Urgent Care, Non-traditional, other)

- **Preference**
 - o *Quality of care-Which setting do you feel provides the best care? Why?*
 - o *Relationship/familiarity with provider-Does your relationship with a doctor or clinic impact where you go? How?*
 - o *Other*
- **Convenience**
 - o *Availability (time of day, day of week, waiting)- Does the time of day or day of the week impact where you go? How?*
 - o *Proximity (location)- Does the location of the ER or clinic impact where you go? How?*
 - o *One stop shopping all-inclusive care (labs, diagnostics, specialists, medicines)- Does the process of testing impact where you go? How?*
 - o *Other*
- **Cost**

- *Do costs impact where you go? How?*
- **Severity of illness/injury**
 - *Need for hospital care, lab testing, specialist or procedures- Does the severity of your condition impact where you go? How?*
- **Other**
 - *Are there other important factors that impact where you go? How?*

Why do people choose to see their PCP for medical care?

- **Preference**
 - *Quality of care-Do primary care clinics provide the best care? Why?*
 - *Relationship/familiarity with provider/clinic-Does your relationship with a doctor or clinic impact where you go? Why?*
- **Convenience**
 - *Proximity-Does the location of a clinic impact the decision? How?*
 - *Availability (time of day or day of week)- Do clinic hours and availability impact your decision? How?*
 - *Ease of appointments or no appointment necessary-Does the appointment scheduling process impact your actions? How?*
 - *Services available/provided-Does the availability of labs, x-rays and testing at your clinic impact your decision? How?*
- **Cost-Do clinic costs impact your decision? How?**
- **Severity of Illness- Does the type of medical problem, or severity of symptoms impact your decision? How?**
- **Other-Are there other important factors influencing your decision to see your PCP, for an acute illness? What are they?**

Why do people choose to visit the ER for medical care?

- **Preference**
 - *Quality of care- Do ERs provide the best care? Why?*
 - *Relationship/familiarity with provider/clinic- Does it matter that you don't have an established relationship with ER providers? Why?*
- **Convenience**
 - *Proximity- Does the location of the ER impact your decision? How?*
 - *Availability (time of day or day of week)- Does 24/7 availability of the ER impact your decision? How?*
 - *No appointment necessary-Does the lack of required appointments impact your decision? How?*
 - *Services available/provided- Does the availability of labs, x-rays and testing at the ER impact your decision? How?*
- **Cost-Do ER costs impact your decision? How?**
- **Severity of Illness- Does the type of medical problem, or severity of symptoms impact your decision? How?**
- **Other- Are there other important factors influencing your decision to see your PCP, for an acute illness? What are they?**

*What is the **most important** factor impacting your decision to go to the clinic versus the ER?*

Concept 3: What barriers do you experience to receiving health care?

What are barriers you experience to receiving health care?

- **Transportation**-Does transportation present a barrier?
- **Cost**-Do costs present a barrier?
- **Clinic Availability**-
 - o Does getting an appointment present a barrier?
 - o Are appointments available when you need them?
 - o Do you experience significant wait times for appointments?
 - o What is a reasonable amount of time to wait for an appointment? (Hours, Days, Weeks)
 - o Does your clinic have open appointments? Is this helpful?
- **Phone Access**-Do you have access to your clinic by phone for advice?
- **Complexity of System**-Do you have a clear understanding of where to go for certain conditions?
- **Other**

What is the **most important** barrier preventing you from receiving health care?

Wrap up: Thank you for participating and sharing your thoughts. I would like to take this opportunity to summarize some of the main thoughts that were expressed today. Please feel free to correct me or add any thoughts you think are important to include in a summary of main thoughts expressed today. Please don't feel like you have to agree with everything that I'm about to say, only that it includes your thoughts on the topics discussed today.