

## Supplementary Online Content

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**eFigure.** Sample Discrete Choice Question.

**eTable.** Characteristics of Parent Respondents (n=820) and Non-Respondents (n=1412).

**eAppendix.** Survey Instrument for "Parents' Preferences for Enhanced Access in the Pediatric Medical Home: A Discrete Choice Experiment."

This supplementary material has been provided by the authors to give readers additional information about their work.

**eFigure. Sample Discrete Choice Question**

Imagine that you are moving to a new area and need to pick a new primary care office for your child.

The offices are different in the ways listed below. Otherwise, Office A and Office B both take your insurance, have the same co-pays, and have doctors who are experienced with children.

Of the two offices, which would you prefer as the primary care office for your child?

	Office A	Office B
<b>Communication outside of office visits</b>	Phone advice: 24 hours, 7 days a week Email/internet: none	Phone advice: 24 hours, 7 days a week Email/internet: none
<b>Sick visits</b>	Rarely the same day, usually in 1-2 days.	Usually on the same day, but may be asked to wait 1-2 days depending on how sick your child is.
<b>Check-ups and physicals</b>	Usually available same day to within 1 week.	Usually available within 2 to 4 weeks.
<b>Weekday hours</b>	5 full days a week.	3 full days and 2 half-days a week.
<b>Late hours</b>	2 evenings per week 5-8 PM.	No office hours after 5 PM.
<b>Weekend hours</b>	No weekend hours.	Half-day on Saturday.
<b>Seeing the same doctor</b>	See whoever is available for well and sick visits.	See the same doctor for nearly all check-ups and some sick visits.
<b>Travel time</b>	30 minutes	5 minutes
<b>Which office would you choose for your child?</b>	Office A <input type="radio"/>	Office B <input type="radio"/>

**eTable. Characteristics of Parent Respondents (n=820) and Non-Respondents (n=1412)**

Characteristics	Respondents, n (%)	Non-Respondents, n (%)
Female	443 (54)	882 (63)
Age		
18-29 y	145 (18)	433 (31)
30-44 y	474 (58)	695 (49)
45-59 y	190 (23)	271 (19)
≥60 y	11 (1)	13 (1)
Race/ethnicity		
White, non-Hispanic	436 (53)	430 (31)
Black, non-Hispanic	165 (20)	342 (24)
Hispanic	174 (21)	584 (41)
Other/multiple	45 (5)	56 (4)
Education		
Less than high school	74 (9)	215 (15)
High school	214 (26)	365 (26)
Some college	232 (28)	504 (36)
Bachelor's degree or greater	300 (37)	328 (23)
Household income <200% FPL	282 (34)	747 (53)
No internet (prior to panel enrollment)	148 (18)	505 (32)
Rural (non-metropolitan) MSA	119 (15)	216 (14)

Abbreviations: FPL – federal poverty level; MSA – metropolitan statistical area

<sup>a</sup> As defined by the Child and Adolescent Health Measurement Initiative's Children with Special Health Care Needs Screener (Bethell, et.al. 2002)

**eAppendix. Survey Instrument for “Parents’ Preferences for Enhanced Access in the Pediatric Medical Home: A Discrete Choice Experiment”**

Thank you for agreeing to participate in this survey. The purpose of this survey is to ask you about different ways of getting advice and scheduling appointments at your child’s primary care office. A primary care office is where children usually get medical care such as check-ups and physicals, shots, and sick care.

It is important to know that there are no right or wrong answers to the questions we will be asking you. We are just interested in hearing your opinions. Your opinions will help doctors, insurance companies, and policy makers better understand parents’ priorities for services in primary care offices for children.

Q1. How many children are in your household (include all children age 0-17) for which you are the parent, step-parent, foster parent, or guardian?

Q2. Please provide information on each child age 17 or younger in your household for which you are the parent, step-parent, foster parent or guardian.

Begin with the oldest age child.

- 2a. Child
- 2b. Age (years)
- 2c. Gender M, F
- 2d. In general, how would you rate this child’s health? Excellent, Very Good, Good, Fair, Poor

For the rest of the questions in this survey, please think about your child who is [INSERT AGE FOR CHILD\_ASSIGN] years old.

If you have more than one child who is [INSERT AGE FOR CHILD\_ASSIGN] years old, please think of your child with the most recent birthday. If you have more than one child with the same birthday, please think of the child whose name comes first alphabetically.

Part 1

Q3. Is there a place that you usually go when your child is sick or you need advice about your child’s health?

- No ..... 1
- Yes, there is one place ..... 2
- Yes, there is more than one place ..... 3
- Don’t know ..... 4

Q3A. Is the place where you usually go a doctor’s office, emergency room, hospital outpatient department, clinic, or some other place?

- Doctor’s office ..... 1

- Emergency room ..... 2
- Hospital outpatient department ..... 3
- Clinic or health center ..... 4
- Some other place, please specify:  
[TEXTBOX] ..... 5

Q4. A personal doctor or nurse is a health professional who knows your child well and is familiar with your child’s health history. This can be a general doctor, a pediatrician, a specialist doctor, a nurse practitioner, or a physician’s assistant.

Do you have one or more persons you think of as your child’s personal doctor or nurse?

- Yes, one person ..... 1
- Yes, more than one person ..... 2
- No ..... 3
- Don’t know ..... 4

Q5. A primary care provider is a health professional who provides routine or preventive care, such as a physical examination or a check-up.

What type of primary care provider does your child usually see?

- Family medicine doctor (sees adults  
and children) ..... 1
- Pediatrics doctor (only sees  
children) ..... 2
- Internal medicine doctor ..... 3
- Nurse practitioner or physician  
assistant ..... 4
- Other, please specify: [TEXTBOX] ..... 5
- My child does not have a primary  
care provider ..... 6
- Don’t know ..... 7

In this section you will be asked about different services your child’s primary care office might offer and how important you think those services are for getting care for your child.

Communication outside of office visits:

Q6. Some primary care offices only offer telephone advice during office hours, but in others you can get telephone advice 24 hours a day 7 days a week.

How often does your child’s primary care office offer the following?

1. If you call with a question during office hours, you get an answer the same day from a doctor or nurse.  
Never, Sometimes, Usually, Always, Don’t Know
2. If you call with an urgent question after the office is closed, you can speak with a doctor or nurse to get advice.  
Never, Sometimes, Usually, Always, Don’t Know

3. If you call with an urgent question after the office is closed, you get an answer from a doctor or nurse as soon as needed.

Never, Sometimes, Usually, Always, Don't Know

Q7. Some primary care offices are starting to use the internet to allow parents to contact the office for advice. This can include using email or a secure web-site for the office that allows you to send and receive messages, sometimes called a patient portal.

How often does your child's primary care office offer the following?

1. You can use email to get advice from a doctor or nurse.

Never, Sometimes, Usually, Always, Don't Know

2. You can use an office website or patient portal to get advice from a doctor or nurse.

Never, Sometimes, Usually, Always, Don't Know

Sick visits:

Q8. Primary care offices have different ways of scheduling sick visits, including how often you can get a same-day sick visit.

How often does your child's primary care office offer the following?

You can get an appointment the same day if your child is sick.

Never, Sometimes, Usually, Always, Don't Know

Check-ups and physicals:

Check-ups and physicals are some of the most common visits to primary care offices. Offices can be different in how long you have to wait for the next available appointment for a physical or check-up.

Q9. When scheduling a check-up or physical for your child, how long do you usually have to wait for the next available appointment?

\_\_\_\_\_ weeks

\_\_\_\_\_ months

I don't know because I usually schedule the next check-up before I leave the office for the current check-up

Don't know

Weekday, night, and weekend hours:

Primary care offices are sometimes open at different hours during weekdays, nights, and weekends.

Q10. How many nights a week is your child's primary care office open after 5 pm?

\_\_\_\_\_ nights

Don't know

Q11. How many days a week is your child's primary care office open before 8 am?  
\_\_\_\_\_ days  
Don't know

Q12. Sometimes primary care offices are open on the weekend or have another office where the child can be seen. Can your child be seen in a primary care office on weekends?  
No ..... 1  
Yes, Saturday only ..... 2  
Yes, Sunday only ..... 3  
Yes, Saturday and Sunday ..... 4  
Don't know ..... 5

How often you see the same doctor:

Primary care offices can be different in how often your child sees the same provider for check-ups and physicals or for sick visits.

Q13. In your child's primary care office, how often does your child:  
1. see the same provider for check-ups or physicals?  
Never, Sometimes, Usually, Always, Don't Know  
2. see the same provider for sick visits?  
Never, Sometimes, Usually, Always, Don't Know

Part 2

In this section, you will be asked to imagine that you are moving to a new area and need to pick a new office for your child's primary care. You will be asked to choose between offices that offer different ways to get advice and schedule appointments.

IN EACH QUESTION, WE WILL SHOW YOU TWO DIFFERENT OFFICES TO CHOOSE FROM. YOU WILL THEN BE ASKED TO CHOOSE THE OFFICE THAT YOU WOULD PICK FOR YOUR CHILD. THERE IS 1 PRACTICE QUESTION AND THEN 8 REGULAR QUESTIONS IN THIS SECTION.

Q14. This is a practice to introduce you to this type of question. Please move the arrow over the services on the left to see all the possible services a practice might offer.

Imagine that you are moving to a new area and need to pick a new primary care office for your child.

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Q15-22 Discrete Choice Questions [respondents randomized to blocks of 8 out of a possible 32 scenarios]

### Part 3

This section includes questions about:

- Your child's use of health care
- Basic information about your child and yourself

Please think about your child who is [INSERT AGE FOR CHILD\_ASSIGN] years old.

If you have more than one child who is [INSERT AGE FOR CHILD\_ASSIGN] years old, please think of your child with the most recent birthday. If you have more than one child with the same birthday, please think of the child whose name comes first alphabetically.

Q23. During the last 12 months, how many times has your child:

- b. visited his or her primary care office for PHYSICALS or CHECK-UPS?  
\_\_\_\_\_ times
- c. visited his or her primary care office for a SICK VISIT?  
\_\_\_\_\_ times
- d. visited his or her primary care office for ANY OTHER REASON?  
\_\_\_\_\_ times



e. visited the EMERGENCY DEPARTMENT for any reason?  
\_\_\_\_\_ times

Q24. How do you usually travel [IF Q5=6, INSERT “if your child needs health care”, OTHERWISE INSERT “to your child’s primary care office”]?

- Walking ..... 1
- Public transportation (bus, train) ..... 2
- Taxi ..... 3
- Someone else’s car ..... 4
- Own car..... 5
- Other ..... 6

Q25. How many minutes does it take you to travel [IF Q5=6, INSERT “if your child needs health care”, OTHERWISE INSERT “to your child’s primary care office”]?

\_\_\_\_\_ minutes  
Don’t know

Q26. How difficult is it for you to arrange transportation to a medical appointment for your child if it is scheduled ahead of time?

- Not difficult ..... 1
- Somewhat difficult ..... 2
- Very difficult ..... 3
- Extremely difficult ..... 4

Q27. How difficult is it for you to arrange transportation if your child needs a same day sick visit?

- Not difficult ..... 1
- Somewhat difficult ..... 2
- Very difficult ..... 3
- Extremely difficult ..... 4

Q28. How often do you use email?

- Daily ..... 1
- Weekly ..... 2
- Monthly ..... 3
- I don’t use email ..... 4

Q29. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- Yes ..... 1
- No ..... 2

Q29A. Has this lasted or is expected to last for at least 12 months?

- Yes ..... 1
- No ..... 2

Q30. Does your child need or use more medical care, mental health or educational services than is usual for most children of the same age?

Yes ..... 1  
No ..... 2

Q30A. Has this lasted or is expected to last for at least 12 months?

Yes ..... 1  
No ..... 2

Q31. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Yes ..... 1  
No ..... 2

Q31A. Has this lasted or is expected to last for at least 12 months?

Yes ..... 1  
No ..... 2

Q32. Does your child need or get special therapy, such as physical, occupational or speech therapy?

Yes ..... 1  
No ..... 2

Q32A. Has this lasted or is expected to last for at least 12 months?

Yes ..... 1  
No ..... 2

Q33. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling?

Yes ..... 1  
No ..... 2

Q33A. Has this lasted or is expected to last for at least 12 months?

Yes ..... 1  
No ..... 2

Q34. What type of health insurance does your child have now?

Private health insurance ..... a  
Medicaid ..... b  
Other government insurance plan ..... c  
Other, please specify ..... d  
None (No health insurance of any

kind) [SP] ..... e

Thank you for your participation! Your responses will be very helpful as we work to improve primary care for children.