

Reasonable Patient Care - Phone

You are hospitalized in a large, urban, teaching hospital after being brought into its emergency room last night. The condition that brought you to the ER has been stabilized, but additional procedures may be necessary. The following 10 questions determine what you would like to know as a reasonable patient. The survey should take no more than 5 minutes. There are only sixteen (16) items.

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Age

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1. Age

- | | |
|--------------------------------|-----------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65+ |
| <input type="radio"/> 35-44 | |

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Gender

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2. Gender

- Male
- Female

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Education

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3. Education

- HS Grad Advance Degree
- College Grad

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Race/Ethnicity

Page 4 of 16**4. Race/Ethnicity**

- White or Caucasian American Indian or Alaska Native
- Black or African American Native Hawaiian or other Pacific Islander
- Hispanic or Latino Another race
- Asian or Asian American

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Worked in Hospital

Page 5 of 16**5. Have you worked in a hospital?**

- Yes No
- If Yes, your job was:

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Alternatives/Risks/Benefits

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6. Would you like to know all your treatment choices, including alternatives and risks and benefits of each choice for a patient like you. Your choices may include invasive procedures (surgery, endoscopic procedures, insertion of a medical device), non-invasive treatments, and what happens if you do nothing?

- Definitely no Probably yes
 Probably no Definitely yes
 Neutral

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Drugs

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7. Drugs that have not been approved by the Food and Drug Administration for your condition are off-label for you. Drugs prescribed off-label are about twice as likely to cause serious side-effects as drugs prescribed on-label. Would you like to know if any drugs prescribed to you are off-label, and what their side effects may be?

- Definitely no Probably yes
 Probably no Definitely yes
 Neutral

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Drugs Assigned "Black Box" Warning

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8. Drugs assigned a "black box" warning by the FDA pose an especially serious risk of harm. If you are prescribed such a drug, would you want to know the reasons for the black box warning and if there are alternatives before you take it?

- Definitely no Probably yes
 Probably no Definitely yes
 Neutral

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Decisions Aids

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9. Decision aids are created to assist patients with complex medical decisions and to help them understand the risks and benefits of treatment options. If there is a decision-aid available for your illness, would you like to review it?

- Definitely no
- Probably no
- Neutral
- Probably yes
- Definitely yes

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Considering Invasive Procedure

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10. If you are considering an invasive procedure, would you like to know who will be performing it, their skill level, and how trainee doctors, if any, will be involved?

- Definitely no
- Probably no
- Neutral
- Probably yes
- Definitely yes

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Out-Of-Pocket Costs

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11. Assuming you have decided on a procedure or treatment, would you like to know what your total, out-of-pocket costs will be?

- Definitely no
- Probably no
- Neutral
- Probably yes
- Definitely yes

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Family Member as Advocate

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12. You have a trusted family member that is willing to act as your advocate. Would you like for that person to be present during shared-decision-making about your medical care?

- Definitely no Probably yes
 Probably no Definitely yes
 Neutral

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Make Entries In Medical Records

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13. If you are well enough, would you like to be offered a chance to review and make entries in your medical records each day while you are hospitalized?

- Definitely no Probably yes
 Probably no Definitely yes
 Neutral

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Documents Permitting Invasive Procedures

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14. Before signing any documents permitting invasive, non-emergency procedures would you like to review these at least one full day in advance of the procedure?

- Definitely no Probably yes
 Probably no Definitely yes
 Neutral

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Expected Difficulties /Recovery Times/Restrictions

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15. If you are considering an invasive procedure, would you like to know your expected difficulties, recovery times, pain management options, and restrictions after the procedure while hospitalized and after discharge from the hospital? This includes the risk of infection from the invasive procedure.

- Definitely no
- Probably no
- Neutral
- Probably yes
- Definitely yes

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Other Comments

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16. What else would you like to know as a reasonable patient?