

Zrubka Z, Brito Fernandes O, Baji P, Hajdu O, Kovács L, Kringos D; Klazinga N, Gulácsi L, Brodszky V, Rencz F, Péntek M. eHealth Literacy and Patient-Reported Experiences with Outpatient Care in the Hungarian General Adult Population: A Cross-Sectional Survey Study. *J Med Internet Res.* 2020

## Multimedia Appendix 2

### OECD-proposed Set of Questions on Patient Experiences with Ambulatory Care

Adapted with permission for online research. Source: Fujisawa, R. and S.N. Klazinga, *Measuring patient experiences (PREMS): Progress made by the OECD and its member countries between 2006 and 2016.* 2017: Paris.

We would like to ask you a few questions about your experiences with access to and use of outpatient health care over the past 12 months.

#### Access to care

**Q4 When was the last time that you had a consultation with a doctor, nurse or other health professional to get care for yourself?** Include both consultations over the phone and consultations in a doctor's office, a clinic, or the outpatient department of a hospital

Do not include:

- care you got when you stayed overnight in a hospital.
- times you went for dental care visits.
- accident and emergency care or
- care received in your home.

1 In the last 30 days

2 Between 1 and 3 months ago

3 More than 3 but less than 6 months ago

4 Between 6 and 12 months ago

5 Between one and two years ago → Ask Q5-Q9, then go to Q21

6 More than two years ago → Ask Q5-Q9, then go to Q21

7 I'm not sure → Ask Q6-Q9, then go to Q21

8 I do not want to answer → Ask Q6-Q9, then go to Q21

**Q5 Was it at a GP/family practice, health centre, or clinic that you usually go to for most of your medical care?**

1 Yes

2 No, not at my usual place for medical care

3 No, do not have a usual place for medical care

4 I'm not sure

5 I do not want to answer

**Q6 During the last 12 months, was there a time when you had a medical problem but did not visit a doctor, nurse or other health professional because of difficulties in travelling to (getting to) a doctor's office, clinic or the outpatient department of a hospital?**

1 Yes

2 No

3 Does not apply to me, I did not have health problems over the past 12 months → if Q4=1-4, go to Q9, if Q4=5-8, then go to END

[Depending on the answer to Q4]

4 I'm not sure

5 I do not want to answer

**Q7 During the last 12 months, was there a time when you had a medical problem but did not visit a doctor, nurse or other health professional because of cost?** (Think about expenses that you pay for your care.)

- 1 Yes
- 2 No
- 3 Not applicable
- 4 I'm not sure
- 5 I do not want to answer

**Q8 During the last 12 months, was there a time when you skipped a medical test, treatment (excluding medicines), or other follow-up that was recommended by a doctor, nurse or other health professional because of the cost?** (Think about expenses that you pay for your care.)

- 1 Yes
- 2 No
- 3 Not applicable
- 4 I'm not sure
- 5 I do not want to answer

**Q9 In the last 12 months, was there a time when you did not fill a prescription for medicine/collect a prescription for medicine, or you skipped doses of your medicine because of the cost?** (Think about expenses that you pay for your medicines.)

- 1 Yes
- 2 No
- 3 Not applicable
- 4 I'm not sure
- 5 I do not want to answer

I now want to ask some questions about the last time that you had a consultation with a doctor, nurse or other health professional to get care for yourself. This can be a consultation over the phone or a consultation in a doctor's office, a clinic, or the outpatient department of a hospital.

Do not include:

- care you got when you stayed overnight in a hospital.
- times you went for dental care visits.
- accident and emergency care or
- care received in your home.

**Q10 Thinking about this last consultation, which of the following best describes the type of care you principally received?** If more than one applies, please choose the one that was the main type of care. Please consider healthcare professionals working in mental health care as well.

- 1 General practitioner / family physician at a doctor's office
- 2 Specialist at an outpatient department of a state hospital
- 3 Specialist at a state outpatient care office
- 4 Specialist at a private doctor's office
- 3 Nurse at outpatient department of a state hospital
- 3 Nurse at a state outpatient care office
- 4 Nurse at a private doctor's office
- 5 Nurse at a community based clinic
- 6 Other health professional at outpatient department of a hospital
- 7 Other health professional at a doctor's office
- 8 Other health professional at a community based clinic
- 9 Telephone consultation either by general practitioner/family physician, specialist, nurse, or other health professional → skip to Q15

**Q11 How quickly did you get an appointment to this consultation (visit, checkup)?**

- 1 Same day → *skip to Q13*
- 2 Next day
- 3 2 to 5 days (≈ couple of days)
- 4 6 to 7 days (≈ just less than a week)
- 5 8 to 14 days (≈ more than 1 week)
- 6 15 to 30 days (≈ more than 2 weeks)
- 7 31 to 60 days (≈ more than 1 month)
- 8 61 to 90 days (≈ more than 2 months)
- 9 91 days or longer (≈ more than 3 months)
- 10 I did not make an appointment, I went directly to the doctor/nurse → *skip to Q13*
- 11 I'm not sure
- 12 I do not want to answer

**Q12 Was the time you waited for the appointment a problem for you?**

- 1 Yes
- 2 No

**Q13 On the actual day of the consultation, how long did you wait (for example in the doctor's waiting room) before you were actually seen?**

- 1 Up to 15 minutes → *skip to Q15*
- 2 More than 15 and up to 30 minutes (≈ up to half an hour)
- 3 More than 30 and up to 60 minutes (≈ up to an hour)
- 4 More than 1 and up to 2 hours
- 5 More than 2 and up to 4 hours
- 6 More than 4 and up to 8 hours
- 7 More than 8 hours
- 8 I left before seeing the healthcare provider that day → *skip to Q15*
- 9 I'm not sure
- 10 I do not want to answer

**Q14 Was the time you waited to be seen a problem for you?**

- 1 Yes
- 2 No

**Patient experiences**

Now, the following questions still refer to the last time you had a consultation with a doctor, nurse or other health professional. In the questions we will refer as *health professional* to the doctor, nurse or other health professional whom you visited last time.

**Q15 Did this health professional spend enough time with you?**

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, not really
- 4 No, definitely not
- 5 I'm not sure
- 6 I do not want to answer

**Q16 Did this health professional explain things in a way that was easy to understand?**

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, not really
- 4 No, definitely not
- 5 I'm not sure
- 6 I do not want to answer

**Q17 Did this health professional give you an opportunity to ask questions or raise concerns about recommended treatment?**

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, not really
- 4 No, definitely not
- 5 I'm not sure
- 6 I do not want to answer

**Q18 Did this health professional involve you as much as you wanted to be in decisions about your care and treatment?**

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, not really
- 4 No, definitely not
- 5 No, did not want to be involved
- 6 Not applicable: no decisions about treatment were made
- 7 I'm not sure
- 8 I do not want to answer

**Q19 Overall, how would you rate the quality of this consultation?**

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 I'm not sure
- 7 I do not want to answer