

Building Access to Specialists through eConsultation

Patient Experiences in the Referral Process

Waiting Room Survey

PART I

1. What is/are the main reason(s) you are here to see the specialist?

2. How long have you been waiting since you were referred to a specialist?

- Less than 2 weeks
- 2-4 weeks
- 1-3 months
- 3-6 months
- 6-12 months
- More than 1 year

3. Can you recall the year/month/week/day that you first had to seek care for this problem?
Please be as specific as possible.

4. Approximately how long have you been seeing a family doctor or other health care provider for this problem?

- Less than 2 weeks
- Less than 1 month
- Less than 3 months
- Less than 6 months
- Between 6 months and 1 year
- More than 1 year

5. Who organized this appointment for you?

- My usual family doctor
- My nurse practitioner
- A walk-in clinic doctor
- An emergency room doctor
- Another specialist doctor
- Other

6. Did you have a previous appointment that was missed or had to be rescheduled?

- Yes
- No

7. Do you think the time you had to wait for this appointment was:

- Far too short
- Somewhat too short
- About right
- Somewhat too long
- Far too long

8. What do you think the maximum wait time for this appointment should have been?

- No more than a few days
- Less than 2 weeks
- Less than 1 month
- Less than 3 months
- Less than 6 months
- Less than 1 year

9. Did the doctor/nurse practitioner who arranged this appointment for you explain why they were referring you?

- No
- Gave me a brief explanation, but still not sure
- Yes, I understand why I was sent here
- Not sure

10. Has your doctor told you whether or not he/she thinks you have a serious problem?

- Yes
- No
- Not sure

11. While waiting for this appointment, how often have your **ongoing symptoms** caused you to **miss work or school**?

- Never
- Less than 5 days per month
- Between 5 to 15 days per month
- More than 15 days per month
- Totally unable to work/go to school all the time
- Not applicable (no ongoing symptoms or not working/going to school)

12. While you have been waiting for this appointment, **how worried** have you been about a serious undiagnosed disease relating to your health issue (Circle the number that corresponds best to how worried you have been; the higher the number means greater worry)

1 2 3 4 5 6 7

Not at all

Very much so

13. While waiting for this appointment, have you had **ongoing symptoms** that have interfered with **your ability to participate in your usual social or recreational activities?** (Circle the number that corresponds best with how much your symptoms have interfered with your social or recreational activities; the higher the number means greater interference)

1 2 3 4 5 6 7

Not at all

Very much so

14. While waiting for this appointment, have you had ongoing symptoms that have **interfered with your ability to carry out normal activities of daily living** (e.g. preparing and eating meals, household tasks, sleeping, personal hygiene, etc.) (Circle the number that corresponds best with how much your symptoms have interfered with your ability to carry out normal activities; the higher the number means greater interference)

1 2 3 4 5 6 7

Not at all

Very much so

15. While waiting for this appointment, have you had ongoing symptoms that have **resulted in your needing to go to the emergency department?**

- Yes
- No

16. In what year were you born? (Enter 4-digit birth year; for example, 1976)

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17. What is your gender?

- Male
- Female
- Transgender

18. In what sector do you work?

- Public Sector
- Private Sector
- Self-employed
- Not-for-Profit Organisation
- Domestic or Homecare
- Other

Please specify _____

19. What is your current occupation?

20. How did you arrive to the clinic?

- Regular Bus
- Para transpo
- Relative dropped me off
- Walked
- Biked
- By car
- taxi
- Other

Please specify _____

21. Did someone have to accompany you to this appointment?

- Yes
- No

22. If you answered "yes" to the previous question: did the person who accompanied you have to miss school/work?

- Yes
- No

23. Did you have to miss work or school to attend this appointment?

- Yes
- No

24. Did you have to arrange child care to attend this appointment?

- Yes
- No

Do you have any additional comments?

PART II – telephone follow-up

Telephone follow-up questions

1. Did you feel that your visit with the specialist was useful?

1 2 3 4 5 6 7

Not at all

Very much so

2. How much time (face-to-face conversation) did you spend with the doctor including students/trainees?
- Less than 5 minutes
 - 5-10 min
 - 10-15 min
 - 15-20
 - 20-25
 - More than 25
3. How close to your appointment time did you see the doctor (i.e. how long waited in waiting room)
- Less than 5 minutes
 - 5-10 min
 - 10-15 min
 - 15-20
 - 20-25
 - More than 25
4. Did the specialist doctor seem to have the right information from the doctor that sent you for the appointment?
- Yes
 - No
 - Not sure
5. Did you have to repeat any tests that you already had done?
- Yes
 - No
 - Can't remember
6. Did the specialist recommend a medication change (new or change in dose)?
- Yes
 - No
 - Can't remember

7. Did the specialist give you a prescription?

- Yes
- No
- Can't remember

8. From your recent experience, did you feel the referral system was efficient?

- Yes
- No
- Not sure

9. If you said "no" to previous question (#8), please provide us with more information why you did not find the referral system efficient?

10. Have you seen the doctor who sent you to the clinic since your appointment with the specialist?

- Yes
- No

11. If yes, did your doctor have a copy of the referral letter from the specialist?

- Yes
- No

"Thank you very much for completing this survey. Your input is very valuable. In 3-6 months we are interested in following up with patients who participated in this survey. Can we contact you again to set up a longer telephone interview to share your referral experience in more detail? These informal discussions will allow us to better understand what patients experience and appreciate in the referral process."

Reprinted from: Keely E, Traczyk L, Liddy C. Patients' Perspectives on Wait Times and the Referral-Consultation Process While Attending a Tertiary Diabetes and Endocrinology Centre: Is Econsultation an Acceptable Option?. Canadian journal of diabetes. 2015 Aug 31;39(4):325-9.