

Enquête québécoise sur l'expérience de soins 2010-2011

QUESTIONNAIRE

Version anglaise

Direction des statistiques de santé

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FOR CONSULTATION ONLY

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FOR CONSULTATION ONLY

Section A: Usual place of care

Q1. The first questions on care experience refer to your consultations with a doctor concerning your general health care. Not including the consultations made with specialist physicians over the last two years, have you consulted a doctor for your general health care?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q2. In the last six months, have you felt the need to see a doctor concerning your general health without doing it, meaning without actually seeing one?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q3. Is there a place where you usually go to see a doctor concerning your general health (not including specialists)?

- 01 Yes
- 02 No → Q13
- 08 Don't know → Q13
- 09 Refuse to answer → Q13

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Q4. What type of place is it? Is it...

- 01 A clinic or a doctor's office (not part of the CLSC)
- 02 A CLSC
- 03 Hospital Emergency
- 04 Hospital outpatients clinic
- 05 Doctor's clinic in a seniors' home
- 06 (Do not read this choice) Doctor's home visits → Q13
- 07 Other
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Filter A1.

IF Q4=1 OR Q4=2 → Q5

Else → Filter A2

Q5. Is it a family medicine group (FMG)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Filter A2.

IF Q1=1 AND Q3=1 →

Q6 Else → Q13

Q6. Do you meet with a nurse at this place?

- 01 Yes, always
- 02 Yes, sometimes
- 03 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q7. If you need to see a doctor at this place, can you usually see one on that same day or the day after?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q8. If you need to see a doctor at this place, can it be in the evening and on the weekend?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Commonwealth Fund, *Quality of Health Care Survey, 2006.*

Q9. If you need to see a doctor for a non-urgent new health problem do you generally go to this place (your usual place of care)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q10. Now, concerning the care and services that you receive at this place, could you please tell me if you totally agree, mostly agree, somewhat agree or totally disagree with the following statements: The services offered at this place can deal with all my health problems, both physical and psychological

- 01 Totally agree
- 02 Mostly agree
- 03 Somewhat agree
- 04 Totally disagree
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Q11. The services I receive at this place allow me to better control my health problems.

- 01 Totally agree
- 02 Mostly agree
- 03 Somewhat agree
- 04 Totally disagree
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q12. The professionals I meet there provide the motivation to help me adopt a better lifestyle such as quitting smoking, eating well, etc.

- 01 Totally agree
- 02 Mostly agree
- 03 Somewhat agree
- 04 Totally disagree
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Section B : Family doctor

Q13. The following questions refer to the doctor who takes responsibility of your health care. To begin with... Do you have a family doctor?

- 01 Yes → Q15
- 02 No → Q14
- 08 Don't know → Q14
- 09 Refuse to answer → Q14

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q14. Do you have a specific doctor who takes responsibility of your health care?

- 01 Yes → Q15
- 02 No → Filter B1
- 08 Don't know → Filter B1
- 09 Refuse to answer → Filter B1

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q15. Is this doctor a general practitioner or a specialist?

- 01 General practitioner (omnipraticien)
- 02 Specialist
- 08 Don't know
- 09 Refuse to answer

Filter B1.

IF Q3=1 AND (Q13=1 OR Q14=1) → Q16.
IF Q3≠1 AND (Q13=1 OR Q14=1)
→ Q17 IF Q13≠1 AND Q14≠1
→Q19

Q16. Do you usually see your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE> at the place where you usually go to receive general medical care?

- 01 Yes → Filter B2
- 02 No → Q17
- 08 Don't know → Q17
- 09 Refuse to answer → Q17

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q17. Where do you usually see your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE>? Is it...

- 01 In a clinic or a doctor's office (not part of the CLSC)
- 02 In a CLSC
- 03 At a hospital emergency
- 04 At a hospital outpatient clinic
- 05 At a doctor's clinic in a seniors' home
- 06 Other
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2009.*

Filter B2.

IF Q1=1 AND (Q13=1 OR Q14=1) → Q18.

Else → Q22.

Q18. When you need to see your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE>, how long does it take generally to get an appointment (with this doctor)?

- 01 Less than 2 weeks
- 02 From 2 weeks to less than 1 month
- 03 From 1 month to less than 4 months
- 04 4 months or more
- 05 Pre-determined appointments
- 06 Never makes an appointment
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2009.*

Filter B3.

IF Q13=1 OR Q14=1 → Q22.

Else → Q19.

Q19. Do you feel the need at the moment to have a family doctor?

- 01 Yes → Q20
- 02 No → Q21
- 08 Don't know → Q22
- 09 Refuse to answer → Q22

Q20. Why don't you have a family doctor? Is it because...

- 01 The one you had left (or retired) → Q22
- 02 You moved → Q22
- 03 You have not yet looked for one → Q22
- 04 You can't find one (there is no doctor available, it is too difficult to find one or you do not know how to look for one) → Q22
- 05 Your file was closed because you have not seen the doctor in a long time → Q22
- 07 Another reason → Q22
- 08 Don't know → Q22
- 09 Refuse to answer → Q22

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q21 For what reasons don't you feel the need to have a family doctor? Is it because.

- 01 You are never sick
- 02 Any doctor in a clinic is fine (it is not important to have one in particular)
- 03 You go to a hospital emergency when you need to
- 04 You are being treated by a specialist
- 05 You prefer to see other professionals (alternative medicine, chiropractor, acupuncturist)
- 06 Another reason
- 08 Don't know
- 09 Refuse to answer

Section C : Test

Q22. Now, I would like to ask you some questions concerning laboratory tests or medical exams. Over the last 12 months, has a doctor or any other health professional prescribed you laboratory tests such as blood or urine tests, x-rays, mammography ultrasound or electrocardiogram?

READ IF NECESSARY: These tests can be performed at your doctor's clinic, a private clinic, the emergency ward or anywhere else. Other tests examples: magnetic resonance imaging (MRS), treadmill. If a respondent has limited mobility and his/her tests were done at home, answer YES – this situation is part of «anywhere else». Tests or exams executed in the context of a screening program, such as, mammograms to detect cancer in women 50 years of age and over, are counted as prescribed tests or exams by a doctor or other health professional.,

- 01 Yes
- 02 No → Q32
- 08 Don't know → Q32
- 09 Refuse to answer → Q32

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q23. The next questions refer to the last test or medical exam prescribed. Did you undergo this test or exam?

- 01 Yes → Filter C1
- 02 No → Q24
- 08 Don't know → Q31
- 09 Refuse to answer → Q31

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q24. Is it because you were not able to get an appointment (that you didn't undergo this test or exam - including the fact that you couldn't get the line, have to call back at another time, etc.)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Filter C1.

IF Q23=1 → Q25.

Else → Q31.

Q25. Did you have to pay out of your own pocket to undergo this test or exam even if you were going to be reimbursed by a private insurance?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q26. Was the test or exam available in your area?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q27. Did you wait too long between the day you got the appointment and the date scheduled for the test or exam?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q28. Did you wait too long on the day of the test or exam (between the time scheduled for the appointment and the time you were called in)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q29. Was the service provided in your language?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001*.

Q30. Was your appointment cancelled or postponed?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001*.

Q31. The next question refers to all the tests or exams you underwent in the last 12 months. Were you personally contacted to be notified of errors in your tests or exams?

- 01 Yes
- 02 No
- 07 Not applied
- 08 Don't know
- 09 Refuse to answer

Source : Commonwealth Fund, *Quality of Health Care Survey, 2006*.

Section D: Specialist

Q32. Now I would like to ask you a few questions concerning the specialists you might have seen for specialized health care. Over the last 12 months, have you been referred to one or several specialists?

- 01 Yes
- 02 No → Q45
- 08 Don't know → Q45
- 09 Refuse to answer → Q45

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q33(/Q34). The next questions refer to the last time you were referred to a specialist. Who referred you to this specialist? Is it...

- 01 Your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE>
- 02 A doctor from a clinic (or CLSC)
- 03 A hospital emergency doctor
- 04 Another specialist
- 05 Another health professional
- 06 Did not need to be referred
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q35. Did you see this specialist?

- 01 Yes → Filter D1
- 02 No → Q36
- 08 Don't know → Q45
- 09 Refuse to answer → Q45

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q36. Is it because you were not able to get an appointment (that you didn't see the specialist - including the fact you couldn't get the line, have to call back at another time, etc.?)

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Filter D1.

IF Q35=1 →

Q37. Else →

Q45.

Q37/(Q38). As far as you know to whom was the specialist's report transmitted?

- 01 To your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE>
- 02 To a doctor from a clinic
- 03 To a hospital emergency doctor
- 04 To another specialist
- 05 To another health professional
- 06 Not to anyone
- 07 Other
- 08 Don't know
- 09 Refuse to answer

Source : Commonwealth Fund, *Quality of Health Care Survey, 2006.*

Q39. Was the service provided by the specialist available in your area?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q40. Did you wait too long between the day you got the appointment and the visit to the specialist?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q41. Did you wait too long between the time scheduled for the appointment and the consultation?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001*.

Q42. Was the service provided in your language?

- 01 Yes
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001*.

Q43. Was your appointment cancelled or postponed by the specialist?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001*.

Q44. Overall, to what extent has this consultation with the specialist contributed in solving your health problem?

- 01 A lot
- 02 Somewhat
- 03 A little bit
- 04 Not at all
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006*.

Section E: Hospitalization

Q45. Now I would like to ask you some questions concerning the hospitalizations that you might have experienced. Over the last 12 months, how many times have you been hospitalized, that is, spent at least one night, in a hospital room?

- 01 Never → Q55
- 02 The respondent can provide a number (one time and more) → Q45A
- 08 Don't know → Q55
- 09 Refuse to answer → Q55

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2009.*

Q45A. Enter the number of times the person was hospitalized and not the number of nights spent in a hospital.: _____ → Filter E1

Filter E1.

- IF Q45A=1 → Q46
- IF Q45A>1 → PQ46

PQ46. The next questions refer to the circumstances of your latest hospitalization.

Q46A. Why were you hospitalized?

- 01 For a previously scheduled operation
- 02 (Read only to women aged under 50) For a pregnancy or a childbirth → Q50
- 03 For another reason related to a physical health problem
- 04 For mental health problems or disorders
- 08 Don't know
- 09 Refuse to answer

Q46B. Why were you hospitalized?

- 01 For a previously scheduled operation
- 02 For a pregnancy or a childbirth NI
- 03 For another reason related to a physical health problem
- 04 For mental health problems or disorders
- 08 Don't know
- 09 Refuse to answer

Q47. Were you admitted to the hospital by first going through the emergency?

- 01 Yes → Q50
- 02 No → Q48
- 08 Don't know → Q50
- 09 Refuse to answer → Q50

Q48. How long was the delay between the moment the doctor told you that you had to be hospitalized and your admission to the hospital?

- 01 Delay in hours _____
- 02 Delay in days _____
- 03 Delay in weeks _____
- 04 Delay in months _____
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q49. Was your date of admission postponed by the hospital?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'accès aux services de santé, 2001.*

Q50. During your stay, were you ever given information that led to confusion or that was contradictory, concerning your condition, your care, or your treatments?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Q51. Before leaving the hospital, were you given information on...

Source : National Health Service, *Adult Inpatient Survey 2008.*

Q51A.... what you could or could not do after your hospitalization? (for example: not take a bath, avoid physical efforts, etc.)?

- 01 Yes
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Adult Inpatient Survey 2008*.

Q51B. ... the medication that you should have be taking, including any new medication and the ones you were already taking (their use, the side effects, the way you should take them, etc.)?

- 01 Yes
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Commonwealth Fund, *International Health Policy Survey in Seven Countries, 2007*.

Q51C. ... signs and symptoms to watch for at home?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Adult Inpatient Survey 2008*.

Q51D ... the person you should contact or call (or the number to reach) for any concern regarding your condition or treatments?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Adult Inpatient Survey, 2008*.

Q52. Before leaving the hospital, did the personnel make sure that you had a follow-up appointment with a doctor or another health professional?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Commonwealth Fund, *International Health Policy Survey in Seven Countries, 2007.*

Filter E2.

IF Q13=1 OR Q14=1 → Q53.

Else → Filter E3.

Q53. Did the personnel notify your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE> of the care that you received during your hospital stay?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Filter E3.

IF Q46=2 → Q55.

Else → Q54.

Q54. Overall, to what extent has this hospitalization contributed in solving your health problem?

- 01 A lot
- 02 Somewhat
- 03 A little bit
- 04 Not at all
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Section F : Emergency

Q55. Now I would like to ask you a few questions concerning your personal experience at a hospital emergency. Over the last 12 months, how many times did you see, for yourself, a doctor at a hospital emergency?

- 01 Never → Filter G1
- 02 The respondent can provide a number (one time and more) → Q55A
- 08 Don't know → Filter G1
- 09 Refuse to answer → Filter G1

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Q55A. Enter the number of times : _____ → Filter F1

Filter F1.

IF Q55A=1 → Q56

IF Q55A>1 → PQ56

PQ56. The next questions refer to your latest visit to the emergency room.

Filter

If Q13=1 → Q56

Else → Q57

Q56. Do you think it was a condition that could have been treated by your <FAMILY DOCTOR >], in a clinic or CLSC, meaning not an emergency?

- 01 Yes → Q59
- 02 No → Q62
- 08 Don't know → Q59
- 09 Refuse to answer → Q59

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Filter

IF Q14=1 → Q57

Else → Q58

Q57. Do you think it was a condition that could have been treated by your in a clinic or CLSC, meaning not an emergency?

- 01 Yes → Q59
- 02 No → Q62
- 08 Don't know → Q59
- 09 Refuse to answer → Q59

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Q58. Do you think it was a condition that could have been treated by your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE>], in a clinic or CLSC, meaning not an emergency?

- 01 Yes → Q59
- 02 No → Q62
- 08 Don't know → Q59
- 09 Refuse to answer → Q59

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires*, 2008.

Q59. Did you go at the hospital emergency because the walk-in clinics where you usually go were not open at the time you needed them (it was the only place you could go)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec*, 2006.

Filter F2.

IF Q4=1 OR Q4=2 OR Q4=4 OR Q4=5 OR Q4=6 OR Q4=7 OR Q4=8 OR Q4=9 OR Q13=1 OR Q14=1 →Q60.
Else → Q61

Q60. Did you go at the hospital emergency because it was impossible to receive services from your family doctor, from the doctor who take responsibility of your health care or at your usual place of care?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec*, 2006.

Q61. Did you go to the hospital emergency because you always use the emergency service when you encounter health problems?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q62. The last time you went to the emergency) How long did you wait between the time you arrived and the moment you saw a doctor?

- 01 Delay in minutes _____
- 02 Delay in hours _____
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Emergency Department Survey Results, 2008.*

Q63. Were you hospitalized following your visit to the emergency, meaning spend at least one night, in a hospital room?

- 01 Yes → Q65
- 02 No → Q64
- 08 Don't know → Q64
- 09 Refuse to answer → Q64

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q64. How long was the delay between the time you arrived at the emergency and the moment you were discharged?

- 01 Delay in minutes _____ → Filter F3
- 02 Delay in hours _____ → Filter F3
- 03 Delay in days _____ → Filter F3
- 08 Don't know → Filter F3
- 09 Refuse to answer → Filter F3

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q65. How long was the delay between the time you arrived at the emergency and the moment you were given a room?

- 01 Delay in minutes _____
- 02 Delay in hours _____
- 03 Delay in days _____
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Filter F3.

IF Q63=2 →

Q66. Else →

Q70

Q66. Before leaving the emergency, were you given information on the signs and symptoms to watch for at home?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Emergency Department Survey Results, 2008.*

Q67. Before leaving the emergency, were you given information on the medication you should have taken, including any new medication and the ones you were already taking? (their use, the side effects, the way you should take them, etc.).

- 01 Yes
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Emergency Department Survey Results, 2008.*

Q68. Before leaving the emergency, were you given information on the person you should contact or call (or the number to reach) for any concern regarding your condition or treatments?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Emergency Department Survey Results, 2008*.

Filter F4.

IF Q13=1 OR Q14=1 → Q69.

Else → Q70.

Q69. Did the personnel notify your <FAMILY DOCTOR/DOCTOR WHO TAKE RESPONSIBILITY OF YOUR HEALTH CARE> of the care that you received during your emergency stay?

- 01 Yes
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Q70. Overall, to what extent has your visit to the emergency contributed in solving your health problem?

- 01 A lot
- 02 Somewhat
- 03 A little bit
- 04 Not at all
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006*.

Section G : Perceived service quality in health care

Filter G1.

IF Q1=1 OR Q23=1 OR Q35=1 OR Q45=2 OR Q55=2 →

Q71. Else → Q72.

Q71. I would now like to ask you a question concerning the health care services you received as a whole (whether at clinic, at the emergency, at the hospital or elsewhere). Overall, would you say that the quality of health care you have received over the last 12 months was...

- 01 Excellent
- 02 Very good
- 03 Good
- 04 Fair
- 05 Bad
- 07 (Do not read) Has not seen with a doctor in the last 12 months
- 08 Don't know
- 09 Refuse to answer

Source : Commonwealth Fund, *International Health Policy Survey in Seven Countries, 2007.*

Section H : Medication

Q72. The next questions refer to prescription drugs. It means all medication prescribed by a doctor, including medication that can be found over-the-counter: it could be pills, injections, creams, drops, puffers (inhalor) and vitamin supplements. Over the last 12 months, did you take any medication prescribed by a doctor?

- 01 Yes → Q73
- 02 No → Q75
- 08 Don't know → Q75
- 09 Refuse to answer → Q75

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Q73. Over the last 12 months, has a doctor checked or discussed with you the medication you are taking, including the ones prescribed by other doctors?

- 01 Yes
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur l'expérience des Canadiens avec les soins de santé primaires, 2008.*

Q74. The last time you were prescribed a new medication, were you given enough information on...

Source : National Health Service, *Primary Care Trusts surveys, 2008.*

Q74A. ...the purpose of this medication (what the medication is for)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Primary Care Trusts surveys, 2008.*

Q74B. ...the way it should be taken, this means when, for how long, with or without food, etc.?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Primary Care Trusts surveys, 2008.*

Q74C. ...the possible side effects of the medication?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : National Health Service, *Primary Care Trusts surveys, 2008.*

FOR CONSULTATION ONLY

Section I : Social services

Q75. The next questions refer to social and psychological services. Over the last 12 months, did you receive the services of a social worker, a psychologist, a special educator or from another social service professional who, for example, is affiliated to a CLSC, a hospital or is in private practice?

- 01 Yes
- 02 No → Q83
- 08 Don't know → Q83
- 09 Refuse to answer → Q83

Q76. Why did you receive the services of a social service professional? Was it for psychological problems affecting either you personally or your family and friends?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Q77. (Why did you receive the services of a social service professional). Was it for problems regarding your children or teenagers, for example, their behaviour or their relationship with you?

- 01 Yes
- 02 No
- 07 Not applicable (does not have any children)
- 08 Don't know
- 09 Refuse to answer

Q78. (Why did you receive the services of a social service professional). Was it for problems regarding your conjugal life?

- 01 Yes
- 02 No
- 07 Not applicable (don't have a spouse)
- 08 Don't know
- 09 Refuse to answer

Q79. (Why did you receive the services of a social service professional). Was it for problems related to your personal environment, work or school, affecting either you personally or your family and friends?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Q80. (Why did you receive the services of a social service professional). Was it for problems caused by the daily activities at home or for maintenance of autonomy with family and friends?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Q81. Was the social service professional who offered you these services working for...

- 01 A CLSC
- 02 A community organization
- 03 Your workplace or your school
- 04 A private clinic or practice
- 05 An hospital (including a psychiatric emergency)
- 06 A rehabilitation centre or a Youth Center
- 07 Another place
- 08 Don't know
- 09 Refuse to answer

Q82. Overall, to what extent have these services provided by this (these) professional(s) contributed in solving your problems?

- 01 A lot
- 02 Somewhat
- 03 A little bit
- 04 Not at all
- 08 Don't know
- 09 Refuse to answer

Q83. Over the last 12 months, did you need the services of a social worker, a psychologist, a special educator or any other social service professional without being able to obtain them?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Section J : Questions for the EQLAV's selection process

Chronic Diseases

PQ84. The following questions refer to long-term health problems that were diagnosed by a doctor and have been lasting for at least the last six months or that could last six months or more.

Q85. Are you suffering from arthritis, osteoarthritis or rheumatism (sore joints or bones)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q86. Are you suffering from diabetes (blood sugar level or sugar in urine)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q87. Are you suffering from chronic bronchitis, emphysema or chronic obstructive lung disease (respiratory problems excluding asthma)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé dans les collectivités canadiennes, 2008.*

Q88. Are you suffering from hypertension (high blood pressure)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q89. Are you suffering from heart disease (coronary artery disease), such as a heart arrhythmia or did you have a heart attack?

- 01 Yes → Q90
- 02 No → Q91
- 08 Don't know → Q91
- 09 Refuse to answer → Q91

Q90. Are you suffering from heart failure?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Q91. Are you suffering from any other long-term health problem (6 months or more) diagnosed by a doctor? It could be a physical or a mental health problem that requires a medical follow-up and must be controlled through medication (on a regular basis), treatment or a good lifestyle? This does not include injuries due to accidents or repetitive strain injuries (car accident, work injury, sports injury, other injuries) such as a fracture or a tendinitis, and subsequent problems?

- 01 Yes, a health problem (physical or mental) → Q92
- 02 Yes, two or more health problems (physical or mental) → Q92
- 03 No → PQ94
- 08 Don't know → PQ9
- 09 Refuse to answer → PQ94

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q92/(Q93). Can you tell me what kind of long-term health problem(s) it is (they are)?

- 001 Cerebrovascular accident, Stroke, Cerebral thrombosis, Cerebrovascular disease or vascular cerebral diseases
- 002 Food allergy
- 003 Tinnitus
- 004 Non-food allergy
- 005 Hemolytic anemia
- 006 Angina
- 007 Alzheimer's, Alzheimer's disease
- 008 Dementia
- 009 Coronary artery disease (heart artery disease) blocked arteries (atherosclerosis, blocked arteries)
- 010 Sleep apnea
- 011 Osteoarthritis
- 012 Arthritis or Rheumatism
- 013 Rheumatoid arthritis, arthritis (rumatoid arthritis)
- 014 Polymyalgia rheumatica
- 015 Asthma

- 016 Chronic bronchitis
- 017 Emphysema
- 018 Chronic obstructive lung disease
- 019 Cancer, carcinoma, (malignant) tumor
- 020 Hodgkin disease
- 021 Cataract
- 022 Cirrhosis of the liver
- 023 Ulcerative colitis
- 024 Macular degeneration
- 025 Chronic depression, Bipolar disorder (maniac-depression or bipolar affective disorder, mania, mood disorder)

- 026 Diabetes
- 027 Muscular dystrophy, dystrophy (Duchenne or Becker type included)
- 028 Polyneuropathy, neuropathy (nerve disease)
- 029 Myoneural disorder
- 030 Myopathy
- 031 Epilepsy
- 032 Fibromyalgia
- 033 Cystic fibrosis (mucoviscidosis)
- 034 Lung fibrosis, pulmonary fibrosis, fibrosis (Hamman-Rich syndrome)
- 035 Glaucoma
- 036 Chronic hepatitis
- 037 Hemophilia
- 038 Hiatus hernia (Diaphragmatic hernia, stomach hernia)
- 039 Ocular herpes
- 040 High cholesterol, high blood cholesterol, Hypercholesterolemia
- 041 Hypertension, High blood pressure
- 042 Urinary incontinence

043 Heart attack
044 Heart failure, congestive heart failure
045 Kidney failure
046 Respiratory failure
047 Venous insufficiency
048 Systemic lupus erythematosus
049 Addison disease
050 Meniere's disease
051 Crohn's disease
052 Paget disease
053 Wegener disease
054 Obesity (morbid obesity)
055 Heart disease
056 Back pain, Chronic lumbago
057 Disk hernia
058 Cervical hernia
059 Forestier disease
060 Neurologic disease
061 Migraines
062 Osteoporosis
063 Parkinson's disease
064 Thyroid problem, thyroid disorder
065 Hypothyroidism (goiter)
066 Hyperthyroidism (thyroid problem)
067 Raynaud disease
068 Peripheral vascular disease (pathology)
069 Polykystic kidneys
070 Idiopathic thrombocytopenic purpura
071 Schizophrenia
072 Multiple sclerosis, MS
073 Amyotrophic lateral sclerosis (ALS), Lou Gehrig's disease
074 Chronic fatigue syndrome, Chronic fatigue
075 Chronic pain syndrome, Chronic pain
076 Algoneurodystrophy
077 Post-traumatic syndrome (Post-traumatic stress)
078 Heart rhythm disorders, Heart arrhythmia
079 Anxiety disorder, Chronic anxiety, Generalized anxiety
080 Compulsive obsessional disorder
081 Panic attacks
082 Personality disorders, borderline
083 Pervasive Developmental Disorder, autism, Asperger syndrom, Rett syndrom
084 Agoraphobia, phobias
085 Intestinal ulcer, bowell ulcer
086 Stomach ulcer
087 HIV, Aids
088 Ear disease
089 Bowell disease

090	Eye disease
091	Nervous system disease
092	Bone disease
093	Skin disease (eczema, ketarosis pilaris, vitiligo, psoriasis)
094	Gout
095	Antiphospholipid syndrome
096	Drug addiction
097	MCTD (mixed connective tissue disease)
098	Prostatic hypertrophy
099	Charcot Marie Tooth disease (CMT)
100	Attention-deficit hyperactivity disorder, attention deficit disorder
101	Tourette syndrome
102	Alcoholism
103	Chronic urinary tract infection
104	Herper symplex virus (genital herpes)
105	Fibroma
106	Gastroesophageal reflux disease (gastric reflux, stomach acid reflux)
107	Irritable bowel syndrome
108	Chronic sinusitis
109	Insomnia
110	Endometriosis
111	Kidney stones
996	Other (precise)

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991*.

Physical aspect: Functional limitations

PQ94. Now, I would like to ask you a few questions on the difficulties you are experiencing today in your daily activities because of a long-term condition or health problem. Long-term means that it has been lasting for at least six months or that it could last six months or more. If you usually use a technical aid or any special equipment, for example, glasses, a hearing aid or a cane, take into account the use of these aids to accomplish these daily activities.

Q95. Do you have any difficulty hearing what is said in a group conversation with at least three other people?

- 01 Yes (difficulty hearing)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q96. Do you have any difficulty seeing ordinary newsprint, even with glasses or contact lenses if you usually wear them?

- 01 Yes (difficulty seeing)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q97. Do you have any difficulty clearly seeing the face of someone at the other end of a room (4 metres or 12 feet away), even with glasses or contact lenses if you usually wear them?

- 01 Yes (difficulty seeing)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q98. Do you have any difficulty speaking and being understood because of your condition or a physical or mental health problem?

- 01 Yes (difficulty speaking and being understood)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q99. The next questions refer to your capability to move around. Remember, I am asking about difficulties that have lasted or are expected to last six months or more. Do you have any difficulty walking 400 metres without resting (about three city blocks or a quarter of a mile)?

- 01 Yes (difficulty walking)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q100. Do you have any difficulty walking up and down a flight of stairs of about 12 steps?

- 01 Yes (Difficulty going up and down the stairs)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q101. Do you have any difficulty carrying an object of 5 kilograms for 10 metres (or 10 pounds for 30 feet), for example, carrying a bag of groceries?

- 01 Yes (Difficulty carrying an object)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q102. Do you have any difficulty standing for more than 20 minutes?

- 01 Yes (Difficulty standing)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités*, 1991.

Q103. When standing, do you have any difficulty bending down and picking up an object from the floor (for example, a shoe) because of a long-term condition or health problem?

- 01 Yes (Difficulty bending down to pick up an object)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991.*

Q104. The next three questions refer to flexibility. Remember, I am asking about difficulties that have lasted or are expected to last six months or more. Do you have any difficulty cutting your own toenails because of a long-term condition or health problem? (That is, is it physically difficult for you to cut your own toe nails?)

- 01 Yes (difficulty cutting your toenails)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991.*

Q105. Do you have any difficulty using your fingers to grasp or handle an object such as using pliers or scissors?

- 01 Yes (difficulty using your fingers to grasp an object)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991.*

Q106. Do you have any difficulty reaching in any direction, for example, above your head because of a long-term condition or health problem?

- 01 Yes (difficulty in stretching your arms)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991.*

Q107. Because of a physical condition or health problem that has lasted or is expected to last 6 months or more, are you limited in the kind or amount of activity you can do...

Q107A. ... at home?

- 01 Yes (limitations at home because of a physical health problem)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991.*

Q107B. ... at school or at work?

- 01 Yes (limitations at school or at work because of a physical health problem)
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991.*

Q107C. ... in other activities such as travel, sports or leisure?

- 01 Yes (limitations in travel, sports or leisure activities because of a physical health problem)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991.*

Mental Aspect

Q108. Always taking into account difficulties lasting or that could last six months or more, do you frequently have, that is every day or almost every day, periods of confusion or difficulty to remember things?

- 01 Yes (difficulty to remember things)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la participation et les limitations d'activités, 2006*.

Q109. Has a health professional (such as a doctor, nurse or social worker) ever told you that you have a learning disability (such as dyslexia), a perceptual handicap, attention problems or hyperactivity?

- 01 Yes (learning disability, a perceptual handicap, attention problems or hyperactivity)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la santé et les limitations d'activités, 1991*.

Q110. Has a doctor, a psychologist or another health professional ever said that you had an intellectual disability or a pervasive development disorder?

- 01 Yes (an intellectual disability or pervasive development disorder)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la participation et les limitations d'activités, 2006*.

Q111. Do you have any emotional, psychological or psychiatric disorders that have lasted, or are expected to last, 6 months or more? These include phobias, anxiety, depression, schizophrenia, drinking, drug or gambling problems and others.

- 01 Yes (emotional, psychological or psychiatric problems)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Statistique Canada, *Enquête sur la participation et les limitations d'activités, 2006*.

Filter J1.

IF Q108=1 OR Q109=1 OR Q110=1 OR Q111=1 →
PQ112. Else → Q113.

PQ112. We have just talked about your [<difficulty to remember things> <learning disability, a perceptual handicap, attention problems or hyperactivity> <an intellectual disability or pervasive development disorder> <emotional, psychological or psychiatric problems>]

Q112. Because of this(these) difficulty(ies) that has(have) lasted or is(are) expected to last 6 months or more, are you limited in the kind or amount of activity you can do...

Source : Statistique Canada, *Enquête sur la participation et les limitations d'activités, 2006*.

Q112A. ...at home?

- 01 Yes (limitations at home because of mental, emotional or psychological problems)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Q112B ...at school or at work?

- 01 Yes (limitations at school or at work because of mental, emotional or psychological problems)
- 02 No
- 07 Not applicable
- 08 Don't know
- 09 Refuse to answer

Q112C. ...in other activities such as travel, sports or leisure?

- 01 Yes (limitations in travel, sports or leisure activities because of mental, emotional or psychological)
- 02 No
- 08 Don't know
- 09 Refuse to answer

Section K : Respondent profile

Q113. Now, I am going to ask you which of the following statements best reflects your overall opinion of the health care and social services system here in Quebec? You have three choices.

- 01 In general, the system functions relatively well: some minor improvements are needed
- 02 There are a some good aspects in our health care and social services system but fundamental changes are needed
- 03 Our health care and social services system functions so badly that it should be completely re-organized
- 07 (Do not read) None of these statements
- 08 Don't know
- 09 Refuse to answer

Q114. The next questions are collected for statistical purposes only. They relate to your sociodemographic characteristics. Compared to other people of your own age, would you say that your health status is....

- 01 Excellent
- 02 Very good
- 03 Good
- 04 Fair
- 05 Bad
- 08 Don't know
- 09 Refuse to answer

Q115. What language do you speak most often at home?

- 01 French
- 02 English
- 03 Other
- 08 Don't know
- 09 Refuse to answer

Q116. Were you born in Canada?

- 01 Yes → Q118
- 02 No → Q117
- 08 Don't know → Q118
- 09 Refuse to answer → Q118

Q117. How many years have you been living in Canada?

- 01 Can give an answer : _____ → Q119
- 08 Don't know → Q119
- 09 Refuse to answer → Q119

Q118. Was either of your parents born outside Canada?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Q119. What is the highest level of education you have completed?

- 01 Elementary education (or less) (7th grade or less)
- 02 Partial secondary education (8th, 9th, 10th or 11th grade, incomplete classical education/Rudiments of Latin, Syntax, Method, Versification)
- 03 High School diploma (completed) (12th grade, incomplete classical education/Literature, Rhetoric, Philosophy I)
- 04 Trade School/Vocational diploma
- 05 Business College diploma
- 06 CEGEP diploma (Completed classical education/ Philosophy II/ Bachelor of Arts)
- 07 University diploma (certificate, minor, major, bachelor's degree, advanced graduate diploma, MBA, masters, doctorate, etc.)
- 08 Other
- 98 Don't know
- 99 Refuse to answer

Q120A. Now, I would like to ask you a more personal question for statistical purposes only. Over the last 12 months, what was the approximate total income of the entire household from all different sources before taxes and other deductions?

- 01 The respondent provides an answer : _____ → Q121
- 08 Don't know → Q120B
- 09 Refuse to answer → Q120B

Q120B. Without giving the exact amount, could you indicate in which category correspond your total household income?

- 01 Less than \$10,000
- 02 From \$10,000 to under \$20,000
- 03 From \$20,000 to under \$30,000
- 04 From \$30,000 to under \$40,000
- 05 From \$40,000 to under \$50,000
- 06 From \$50,000 to under \$60,000
- 07 From \$60,000 to under \$80,000
- 08 From \$80,000 to under \$100,000
- 09 From \$100,000 to under \$120,000
- 10 \$120,000 and over
- 98 Don't know
- 99 Refuse to answer

Q121. Including yourself, how many people live in your household?

- 01 One
- 02 Two
- 03 Three
- 04 Four
- 05 Five
- 06 Six
- 07 Seven
- 08 Eight
- 09 Nine
- 10 Ten and more
- 98 Don't know
- 99 Refuse to answer

Q122. Which description best describes your household?

- 01 Person living alone
- 02 Couple without children living at home
- 03 Couple with a child (or children) living at home (child of any age)
- 04 Single-parent family (child of any age)
- 05 Family with other people (including related and unrelated persons)
- 06 Relatives only (brothers & sisters, etc., but excluding people related by marriage or those who have a child (children) living with them.)
- 07 Unrelated people only (co-tenants or co-residents)
- 08 Other (ex: multiple families)
- 98 Don't know
- 99 Refuse to answer

Q125. For regional analysis purposes, could you please give me your postal code?

- 01 Postal code: ____ - ____
- 02 The respondent cannot or refuses to provide the postal code

Q126. Which description best describes your principal occupation? Is it...

- 01 ...full-time worker (Include the self-employed worker)
- 02 ...part-time worker (less than 30 hours) (Include the self-employed worker)
- 03 ...student
- 04 ...retired
- 05 ...stay at home
- 06 ...on maternity or paternity leave
- 07 ...on unemployment insurance
- 08 ...on social welfare insurance
- 09 ...on disability or sick leave
- 97 Other
- 98 Don't know
- 99 Refuse to answer

Q127. Do you have private health insurance that reimburses you partly or totally...

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q127A. ...your medication?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q127B. ...your dental care?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q127C. ...your extended health services (i.e. certain diagnosis examinations, psychologist services, chiropractors, eye exam etc.)?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer

Source : Direction de santé publique, Agence de la santé et des services sociaux de Montréal, *L'accessibilité et la continuité des services de santé : Une étude sur la première ligne au Québec, 2006.*

Q131. The Quebec Health and Social Services Ministry would like to link your answers with certain information included in your records from the Régie de l'assurance maladie du Québec, for example, your medical consultations, hospitalizations and consultations in CLSCs (in order to enhance the data analysis). This would be achieved by ensuring anonymity and confidentiality of the information and used for statistical purposes only. Do you allow the ministry to link the information?

- 01 Yes
- 02 No
- 08 Don't know
- 09 Refuse to answer