

Appendix A

Patient Experience Questions Dependent on Individual Care Providers¹³

1. Friendliness/courtesy of care provider
2. Explanations the care provider gave you about your problem or condition
3. Concern the care provider showed for your questions or worries
4. Care provider's efforts to include you in decisions about your treatment
5. Information the care provider gave you about medications
6. Instructions the care provider gave you about follow-up care
7. Degree to which the care provider talked with you using words you could understand
8. Amount of time the care provider spent with you
9. Your confidence in this care provider
10. Likelihood of your recommending this care provider to others