



Dear patient or family member:

Please help us find out how well we communicate with patients and families at [ORG NAME].

This survey will take less than 10 minutes.

Please do not write your name or your child's name on the survey. Your answers to these questions cannot be matched with your name or your child's name. Your answers to these questions will not change how you or your child is treated.

**Instructions:**

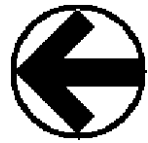
1. Parents or guardians, please fill out this survey for your minor child.
2. Place the survey in the envelope and seal it.
3. Put the sealed envelope in the collection box, or hand it in at the reception desk.

**Your answers to these questions are very important. But, you do not have to fill out this survey if you do not want to.**

Thank you for your help.

Check this box if a staff person helps you fill out the survey

## About this hospital...



pp1. How many times have you visited the hospital in the last 6 months? →

Never  
Sometimes  
Always  
Not Sure

pp2. Could you find your way around the hospital?

☹ ☺ ☻ ?

pp3. Could you understand the hospital's signs and maps?

☹ ☺ ☻ ?

pp4. Did hospital staff help you find community resources?

☹ ☺ ☻ ?

pp5. Could you understand the people at the front desk?

☹ ☺ ☻ ?

pp6. Was it easy to ask questions at the hospital?

☹ ☺ ☻ ?



pp7. Were the hospital's forms easy for you to fill out?

☹ ☺ ☻ ?

pp8. Did hospital staff offer to help you fill out the forms?

☹ ☺ ☻ ?

pp9. Did you understand the hospital's informed consent forms?

☹ ☺ ☻ ?

pp10. Was information in the waiting areas helpful?

☹ ☺ ☻ ?



pp11. Did you take educational materials home from the hospital?

☹ ☺ ☻ ?

pp12. Did the educational materials meet your needs?

☹ ☺ ☻ ?

pp13. Were the educational materials easy to understand?

☹ ☺ ☻ ?

## About the doctors at this hospital...



pp14. Did doctors pay attention to what you said?

☹ ☺ ☻ ?

pp15. Did doctors treat what you said as important?

☹ ☺ ☻ ?

pp16. Did doctors describe things in a way that made sense to you?

☹ ☺ ☻ ?

pp17. Did doctors ask you to repeat their instructions?

☹ ☺ ☻ ?

pp18. Did doctors involve you in decisions about your health care?

☹ ☺ ☻ ?



pp19. Did doctors at the hospital try to understand your culture?

☹ ☺ ☻ ?

pp20. Could you talk to your doctors about home remedies?

☹ ☺ ☻ ?

pp21. Did doctors ask if you had any questions?

☹ ☺ ☻ ?

pp22. Did you have enough time to talk with your doctor?

☹ ☺ ☻ ?

## When leaving the hospital...



pp23. Did you know your main health problem?

Never  
Sometimes  
Always  
Not Sure

☹️ 😐 😊 ?

pp24. Did you understand your doctor's instructions?

☹️ 😐 😊 ?

pp25. Did you know how to take your medicine?

☹️ 😐 😊 ?

pp26. Was it easy to reach someone on the phone if you had a question?

☹️ 😐 😊 ?



pp27. Did you understand what hospital staff told you over the phone?

☹️ 😐 😊 ?

pp28. Did you know whom to call if you wanted to complain?

☹️ 😐 😊 ?

## Overall...



pp29. Do you feel welcome at the hospital?

☹️ 😐 😊 ?

pp30. Are you happy with the care you get at the hospital?

☹️ 😐 😊 ?

pp31. Does the hospital communicate well with patients?

☹️ 😐 😊 ?

pp32. Does the hospital serve your community well?

☹️ 😐 😊 ?

pp33. Do hospital staff come from your community?

☹️ 😐 😊 ?

pp34. Would you bring a family member to this hospital?

☹️ 😐 😊 ?

## Talking about some specific issues...



pp35. Has a hospital staff member asked you if there are foods you do not eat?

No  
Yes  
Not Sure

☹️ 😊 ?

pp36. Were you allowed to have a friend/family member stay with you if you wanted?

☹️ 😊 ?

pp37. Has a hospital staff member talked to you about "advance care planning" (what to do if you are not able to make medical decisions)?

☹️ 😊 ?

pp38. Has a hospital staff member asked you who would make your medical decisions if you are not able to?

☹️ 😊 ?

## Information about you

pp39. Are you:  A patient  The parent or guardian of a patient

pp40. How old are you? \_\_\_\_\_

pp41. Are you:

Male

Female

pp42. Did a hospital staff member ask your race and ethnicity?

Yes

No

pp43. What is the highest grade you finished in school? (circle one number)

- pp44. Do you consider yourself to be:  
(You may check more than one)
- (A) Hispanic or Latino/a (country: \_\_\_\_\_)(AA)
  - (B) American Indian or Alaska Native
  - (C) Asian (country: \_\_\_\_\_)(CC)
  - (D) Black or African American
  - (E) African (country: \_\_\_\_\_)(EE)
  - (F) White
  - (G) Native Hawaiian or Pacific Islander
  - (O) Other: \_\_\_\_\_(OO)

- pp45. In what language would you like to talk to your doctor?
- English
  - Spanish
  - Chinese
  - Hmong
  - Polish
  - Portuguese
  - Vietnamese
  - Other language: \_\_\_\_\_(OO)

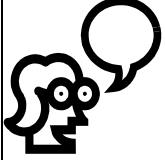
pp46. How can the hospital communicate better with you? \_\_\_\_\_

**If you prefer to talk to your doctor in English, you are done.  
Thank you for helping us with this survey!**

**If you prefer to talk to your doctor in another language,  
please answer a few more questions.**

	No	Yes	Not Sure
pp47. Has someone from the hospital asked you what language you speak?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pp48. Do you need an interpreter when you visit the hospital?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pp49. Do you prefer to have a family member or friend interpret for you at the hospital?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pp50. Has someone from the hospital asked if you need an interpreter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pp51. Does the hospital charge patients for using interpreters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**In the last 6 months...**

	Never	Sometimes	Always	Not Sure
 pp52. Were forms written in your language?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pp53. Was it is easy to get an interpreter at the hospital?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pp54. Did the hospital's interpreters understand everything you said?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pp55. Were you happy with the hospital's interpreters?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- pp56. Who usually interprets for you at the hospital? (You may check more than one)
- Bilingual staff member  (A)
  - Trained medical interpreter  (B)
  - Interpreter over the phone  (C)
  - Adult friend or family member  (D)
  - My child (under age 18)  (E)

pp57. How long do you usually wait for an interpreter? \_\_\_\_\_ (minutes)

**Thank you for helping us with this survey!**