1. The most important thing I can do to improve my health and well-being is to take an active role in my own care.
   - ☐ Strongly Agree
   - ☐ Agree
   - ☐ Neither Agree nor Disagree
   - ☐ Disagree
   - ☐ Strongly Disagree

For question 2, please think about all your experiences with all the providers you’ve seen.

2. In the past three months, how often was it easy to get the care, tests, or treatment you needed?
   - ☐ Never
   - ☐ Sometimes
   - ☐ Usually
   - ☐ Always
   - ☐ I did not need care in the past three months

Please answer these questions about the provider named at the top of this survey.

3. In the past three months, did anyone in this provider’s office ask if you felt sad, empty, or depressed?
   - ☐ Yes
   - ☐ No

4. In the past three months, did you and this provider and/or their care team talk about healthy eating habits and physical activity?
   - ☐ Yes, definitely
   - ☐ Yes, somewhat
   - ☐ No

5. In the past three months, how often did this provider seem informed and up-to-date about the care you got from specialists? (Specialists are doctors who specialize in one area of health care, such as surgeons and heart, allergy, and skin doctors.)
   - ☐ Never
   - ☐ Sometimes
   - ☐ Usually
   - ☐ Always
   - ☐ I did not get care from a specialist in the past three months

Thank you! Please return the completed survey in the postage-paid envelope.
1. The most important thing I can do to improve my child’s health and well-being is to take an active role in my child’s care.
   - [ ] Strongly Agree
   - [ ] Agree
   - [ ] Neither Agree nor Disagree
   - [ ] Disagree
   - [ ] Strongly Disagree

For question 2, please think about all your experiences with all the providers you’ve seen.

2. In the past three months, how often was it easy to get the care, tests, or treatment your child needed?
   - [ ] Never
   - [ ] Sometimes
   - [ ] Usually
   - [ ] Always
   - [ ] My child did not need care in the past three months

Please answer these questions about the provider named at the top of this survey.

3. In the past three months, did you and anyone in this provider’s office talk about behaviors that are normal for your child at this age?
   - [ ] Yes
   - [ ] No

4. In the past three months, did you and anyone in this provider’s office talk about your child’s moods and emotions?
   - [ ] Yes
   - [ ] No

5. In the past three months, how often did this provider seem informed and up-to-date about the care your child got from specialists? (Specialists are doctors who specialize in one area of health care, such as surgeons and heart, allergy, and skin doctors.)
   - [ ] Never
   - [ ] Sometimes
   - [ ] Usually
   - [ ] Always
   - [ ] My child did not get care from a specialist in the past three months

Thank you! Please return the completed survey in the postage-paid envelope.
1. The most important thing I can do to improve my health and well-being is to take an active role in my own care.
   - Strongly Agree
   - Agree
   - Neither Agree nor Disagree
   - Disagree
   - Strongly Disagree

2. If you had a problem finding a Provider who met your needs, what was the problem?
   - Cultural customs
   - Ethnic
   - Racial
   - Linguistic (language)
   - I did not have a problem
   - Other reasons

For question 3, please think about all your experiences with all the Providers you’ve seen.

3. In the past three months, how often was it easy to get the care, tests, or treatment you needed?
   - Never
   - Sometimes
   - Usually
   - Always
   - I didn’t need care in the past three months

Please answer these questions about the Provider named at the top of this survey.

4. What language do you prefer to have this Provider explain things to you?
   - English
   - Japanese
   - Korean
   - Chinese
   - Ilocano
   - Tagalog
   - Hawaiian
   - Vietnamese
   - Other

5. In the past three months, did anyone in this Provider’s office ask if you felt sad, empty, or depressed?
   - Yes
   - No

6. In the past three months, did you and this Provider or their care team talk about healthy eating habits and physical activity?
   - Yes, definitely
   - Yes, somewhat
   - No

7. In the past three months, how often did this Provider seem informed and up-to-date about the care you got from specialists? (Specialists are doctors who specialize in one area of health care, such as surgeons and heart, allergy, and skin doctors.)
   - Never
   - Sometimes
   - Usually
   - Always
   - I didn’t get care from a Specialist in the past three months.

8. In the past 12 months, how often did you get care from this Provider when you needed it right away?
   - Never
   - Sometimes
   - Usually
   - Always
   - I did not need care right away

9. In the past 12 months, how long did you have to wait to get care from this Provider when you needed it right away for a sudden illness or injury?
   - 12 hours or less
   - 13 – 24 hours
   - 25 – 48 hours
   - More than 48 hours
   - I did not need care right away

10. In the past 12 months, how often did you get an appointment for a check-up or routine care at this Provider’s office as soon as you needed?
    - Never
    - Sometimes
    - Usually
    - Always
    - I did not need an appointment for a check-up or routine care
11. In the past 12 months, how long did it take to get an appointment for regular or routine care from this Provider? (For example, preventive care or a complete physical)
   ☐ 1 – 7 days
   ☐ 8 – 21 days
   ☐ 22 – 30 days
   ☐ 31 days or more
   ☐ I did not need an appointment for regular or routine care

12. In the past 12 months, how often did you get an answer to your medical question as soon as you needed when you called this Provider’s office after hours?
   ☐ Never
   ☐ Sometimes
   ☐ Usually
   ☐ Always
   ☐ I did not phone this provider’s office after regular office hours in the past 12 months

13. In the past 12 months, how long did it take for someone to call you back when you called this Provider’s office after hours?
   ☐ Less than 1 hour
   ☐ 1 to 3 hours
   ☐ More than 3 hours but less than 6 hours
   ☐ 6 hours or more
   ☐ I did not ask for a return call
   ☐ I did not get a return call
   ☐ I was told to go to the Emergency Room
   ☐ I did not phone this provider’s office after regular office hours in the past 12 months

14. In the past 12 months, did this Provider or someone else from their office contact you about your health and well-being? (Check all that apply)
   ☐ Had an in-person visit
   ☐ Called me
   ☐ Emailed me
   ☐ Provider interacted with me via HMSA’s Online Care
   ☐ Texted me
   ☐ Sent me a letter, postcard, or brochure/pamphlet
   ☐ No contact

Thank you! Please return the completed survey in the postage-paid envelope.
1. The most important thing I can do to improve my child’s health and well-being is to take an active role in my child’s care.
   □ Strongly Agree
   □ Agree
   □ Neither Agree nor Disagree
   □ Disagree
   □ Strongly Disagree

2. If you had a problem finding a Provider who met your child’s needs, what was the problem?
   □ Cultural customs
   □ Ethnic
   □ Racial
   □ Linguistic (language)
   □ I did not have a problem
   □ Other reasons

For question 3, please think about all your experiences with all the Providers you’ve seen.

3. In the past three months, how often was it easy to get the care, tests, or treatment your child needed?
   □ Never
   □ Sometimes
   □ Usually
   □ Always
   □ My child didn’t need care in the past three months

Please answer these remaining questions about the Provider named at the top of this survey.

4. In what language do you prefer to have this provider explain things to you and your child?
   □ English
   □ Japanese
   □ Korean
   □ Chinese
   □ Ilocano
   □ Tagalog
   □ Hawaiian
   □ Vietnamese
   □ Other

5. In the past three months, did you and anyone in this Provider’s office talk about behaviors that are normal for your child at this age?
   □ Yes
   □ No

6. In the past three months, did you and anyone in this Provider’s office talk about your child’s moods and emotions?
   □ Yes
   □ No

7. In the past three months, how often did this provider seem informed and up-to-date about the care your child got from specialists? (Specialists are doctors who specialize in one area of health care, such as surgeons and heart, allergy, and skin doctors.)
   □ Never
   □ Sometimes
   □ Usually
   □ Always
   □ My child didn’t get care from a Specialist in the past three months

8. In the past 12 months, how often did your child get care from this Provider when your child needed it right away?
   □ Never
   □ Sometimes
   □ Usually
   □ Always
   □ My child did not need care right away

9. In the past 12 months, how long did you have to wait to get care from this Provider when your child needed it right away for a sudden illness or injury?
   □ 12 hours or less
   □ 13 - 24 hours
   □ 25 – 48 hours
   □ More than 48 hours
   □ My child did not need care right away

10. In the past 12 months, how often did you get an appointment for a check-up or routine care for your child at this Provider’s office as soon as your child needed?
    □ Never
    □ Sometimes
    □ Usually
    □ Always
    □ My child did not need an appointment for a check-up or routine care
11. In the **past 12 months**, how long did it take to get an appointment for your child for regular or routine care from this Provider? (For example, preventive care or a complete physical)
- [ ] 1 – 7 days
- [ ] 8 – 21 days
- [ ] 22 – 30 days
- [ ] 31 days or more
- [ ] My child did not need an appointment for regular or routine care

12. In the **past 12 months**, how often did you get an answer to your medical question about your child as soon as you needed when you called this Provider’s office after hours?
- [ ] Never
- [ ] Sometimes
- [ ] Usually
- [ ] Always
- [ ] I did not phone this Provider’s office for my child after regular office hours in the past 12 months

13. In the **past 12 months**, how long did it take for someone to call you back when you called this Provider’s office with a question about your child after hours?
- [ ] Less than 1 hour
- [ ] 1 to 3 hours
- [ ] More than 3 hours but less than 6 hours
- [ ] 6 hours or more
- [ ] I did not ask for a return call
- [ ] I did not get a return call
- [ ] I was told to go to the Emergency Room
- [ ] I did not phone this Provider’s office for my child after regular office hours in the past 12 months

14. In the **past 12 months**, did this Provider or someone else from their office contact you about your child’s health and well-being? (Check all that apply)
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- [ ] Provider interacted with me via HMSA’s Online Care
- [ ] Texted me
- [ ] Sent me a letter, postcard, or brochure/pamphlet
- [ ] No contact

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