
CAHPS Clinician & Group Survey

Version: 3.1

Population: Adult

Language: English

Notes

- **Release of 3.1 version:** The CAHPS team updated this survey in the fall of 2020. To reflect the fact that patients are receiving health care in person, by phone, and by video, the team made minor changes to the wording of instructions and a few survey items. Learn more at <https://www.ahrq.gov/cahps/surveys-guidance/cg/index.html>.
- **Supplemental items:** The Adult Clinician & Group Survey 3.1 includes core items only. Users may customize this instrument by adding questions.
 - A searchable list of supplemental items developed by the CAHPS team is available at <https://www.ahrq.gov/cahps/surveys-guidance/item-sets/search.html>.
 - Descriptions of major item sets are available at <https://www.ahrq.gov/cahps/surveys-guidance/item-sets/index.html>.
- **Front cover:** Users should replace the cover of this document with their own front cover, with a user-friendly title and their own logo.

For assistance with this survey, please contact the CAHPS Help Line at 800-492-9261 or cahps1@westat.com.



Visits with your Provider in Person, by Phone, or by Video

1. A health care provider can care for patients in person, by phone, or by video. Our records show that you got care from the provider named below in the last 6 months.

Name of provider label goes here

Is that right?

- ¹ Yes
² No → **If No, go to #23 on page 4**

The questions in this survey will refer to the provider named in Question 1 as “this provider.” As you answer these questions, please think of the in-person, phone, and video visits you had with that person in the last 6 months.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

- ¹ Yes
² No

3. How long have you been going to this provider?

- ¹ Less than 6 months
² At least 6 months but less than 1 year
³ At least 1 year but less than 3 years
⁴ At least 3 years but less than 5 years
⁵ 5 years or more

Your Care from This Provider in the Last 6 Months

These questions ask about **your own** health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

4. In the last 6 months, how many times did you visit this provider to get care for yourself?

- None → **If None, go to #23 on page 4**
 1 time
 2
 3
 4
 5 to 9
 10 or more times

5. In the last 6 months, did you contact this provider’s office to get an appointment for an illness, injury, or condition that **needed care right away**?

- ¹ Yes
² No → **If No, go to #7**

6. In the last 6 months, when you contacted this provider’s office to get an appointment for **care you needed right away**, how often did you get an appointment as soon as you needed?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

7. In the last 6 months, did you make any appointments for a **check-up or routine care** with this provider?

- Yes
- No → **If No, go to #9**

8. In the last 6 months, when you made an appointment for a **check-up or routine care** with this provider, how often did you get an appointment as soon as you needed?

- Never
- Sometimes
- Usually
- Always

9. In the last 6 months, did you contact this provider's office with a medical question during regular office hours?

- Yes
- No → **If No, go to #11**

10. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

- Never
- Sometimes
- Usually
- Always

11. In the last 6 months, how often did this provider explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

12. In the last 6 months, how often did this provider listen carefully to you?

- Never
- Sometimes
- Usually
- Always

13. In the last 6 months, how often did this provider seem to know the important information about your medical history?

- Never
- Sometimes
- Usually
- Always

14. In the last 6 months, how often did this provider show respect for what you had to say?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

15. In the last 6 months, how often did this provider spend enough time with you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

16. In the last 6 months, did this provider order a blood test, x-ray, or other test for you?

- 1 Yes
- 2 No → **If No, go to #18**

17. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

18. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

- 0 Worst provider possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best provider possible

19. In the last 6 months, did you take any prescription medicine?

- 1 Yes
- 2 No → **If No, go to #21**

20. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

Clerks and Receptionists at This Provider's Office

21. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

22. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

About You

23. In general, how would you rate your overall health?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor

24. In general, how would you rate your overall **mental or emotional** health?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor

25. What is your age?

- ¹ 18 to 24
- ² 25 to 34
- ³ 35 to 44
- ⁴ 45 to 54
- ⁵ 55 to 64
- ⁶ 65 to 74
- ⁷ 75 or older

26. Are you male or female?

- ¹ Male
- ² Female

27. What is the highest grade or level of school that you have completed?

- ¹ 8th grade or less
- ² Some high school, but did not graduate
- ³ High school graduate or GED
- ⁴ Some college or 2-year degree
- ⁵ 4-year college graduate
- ⁶ More than 4-year college degree

28. Are you of Hispanic or Latino origin or descent?

- ¹ Yes, Hispanic or Latino
- ² No, not Hispanic or Latino

29. What is your race? Mark one or more.

- ¹ White
- ² Black or African American
- ³ Asian
- ⁴ Native Hawaiian or Other Pacific Islander
- ⁵ American Indian or Alaska Native
- ⁶ Other

30. In the last 6 months, were any of your visits with this provider...

- | | <u>Yes</u> | <u>No</u> |
|------------------------|--------------------------|--------------------------|
| a. In person?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| b. By phone?..... | <input type="checkbox"/> | <input type="checkbox"/> |
| c. By video call?..... | <input type="checkbox"/> | <input type="checkbox"/> |

31. Did someone help you complete this survey?

- ¹ Yes
- ² No → **Thank you.**

Please return the completed survey in the postage-paid envelope.

32. How did that person help you? Mark one or more.

- ¹ Read the questions to me
- ² Wrote down the answers I gave
- ³ Answered the questions for me
- ⁴ Translated the questions into my language
- ⁵ Helped in some other way

Thank you.

Please return the completed survey in the postage-paid envelope.