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# CAHPS Clinician & Group Survey

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**Version: 3.1**

**Population: Child**

**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 Child 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](mailto:cahps1@westat.com).



Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

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### Visits with your Child's Provider in Person, by Phone, or by Video

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

Name of provider label goes here

Is that right?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #28 on page 5**

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 your child had with that person in the last 6 months.

2. Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?
- <sup>1</sup>  Yes  
<sup>2</sup>  No
3. How long has your child been going to this provider?
- <sup>1</sup>  Less than 6 months  
<sup>2</sup>  At least 6 months but less than 1 year  
<sup>3</sup>  At least 1 year but less than 3 years  
<sup>4</sup>  At least 3 years but less than 5 years  
<sup>5</sup>  5 years or more

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### Your Child's Care from This Provider in the Last 6 Months

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These questions ask about **your child's** health care. Do **not** include care your child got when he or she stayed overnight in a hospital. Do **not** include the times your child went for dental care visits.

4. In the last 6 months, how many times did your child visit this provider for care?

- None → **If None, go to #28 on page 5**  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times

5. In the last 6 months, were you with your child when they were talking with this provider?

- <sup>1</sup>  Yes → **If Yes, go to #7**  
<sup>2</sup>  No

6. Did this provider give you enough information about what was discussed during the visit when you were not there?

- <sup>1</sup>  Yes → **If Yes, go to #10**  
<sup>2</sup>  No → **If No, go to #10**

7. Is your child able to talk with providers about his or her health care?

- <sup>1</sup>  Yes  
<sup>2</sup>  No → **If No, go to #10**

8. In the last 6 months, how often did this provider explain things in a way that was easy for **your child** to understand?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

9. In the last 6 months, how often did this provider listen carefully to **your child**?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

10. Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?

- <sup>1</sup> Yes
- <sup>2</sup> No → **If No, go to #12**

11. Did this provider give you enough information about what you needed to do to follow up on your child's care?

- <sup>1</sup> Yes
- <sup>2</sup> No

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

- <sup>1</sup> Yes
- <sup>2</sup> No → **If No, go to #14**

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

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

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

- <sup>1</sup> Yes
- <sup>2</sup> No → **If No, go to #16**

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

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

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

- <sup>1</sup> Yes
- <sup>2</sup> No → **If No, go to #18**

17. 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?

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

18. In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?

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

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

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

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

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

21. 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

22. In the last 6 months, how often did this provider spend enough time with your child?

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

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

- 1  Yes
- 2  No → **If No, go to #25**

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

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

25. 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

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**Clerks and Receptionists at This Provider's Office**

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

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

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

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

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**About Your Child and You**

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**28.** In general, how would you rate your child's overall health?

- <sup>1</sup> Excellent
- <sup>2</sup> Very Good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor

**29.** In general, how would you rate your child's overall **mental or emotional** health?

- <sup>1</sup> Excellent
- <sup>2</sup> Very Good
- <sup>3</sup> Good
- <sup>4</sup> Fair
- <sup>5</sup> Poor

**30.** What is **your child's** age?

Less than 1 year old

\_\_\_\_\_ YEARS OLD (*write in*)

**31.** Is your child male or female?

- <sup>1</sup> Male
- <sup>2</sup> Female

**32.** Is your child of Hispanic or Latino origin or descent?

- <sup>1</sup> Yes, Hispanic or Latino
- <sup>2</sup> No, not Hispanic or Latino

**33.** What is your child's race? Mark one or more.

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

**34.** What is **your** age?

- <sup>0</sup> Under 18
- <sup>1</sup> 18 to 24
- <sup>2</sup> 25 to 34
- <sup>3</sup> 35 to 44
- <sup>4</sup> 45 to 54
- <sup>5</sup> 55 to 64
- <sup>6</sup> 65 to 74
- <sup>7</sup> 75 or older

**35.** Are you male or female?

- <sup>1</sup> Male
- <sup>2</sup> Female

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

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

37. How are you related to the child?

- <sup>1</sup> Mother or father
- <sup>2</sup> Grandparent
- <sup>3</sup> Aunt or uncle
- <sup>4</sup> Older brother or sister
- <sup>5</sup> Other relative
- <sup>6</sup> Legal guardian
- <sup>7</sup> Someone else

38. In the last 6 months, were any of your child's 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"/> |

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

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

39. Did someone help you complete this survey?

- <sup>1</sup> Yes
- <sup>2</sup> No → **Thank you.**

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

**Thank you.**

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