HARRIS INTERACTIVE

DATE: July 8, 2004

Field Period:

Australia: March 29 – May 5
Canada: March 29 – May 3
New Zealand: March 29 - May 9
United Kingdom: March 29 – May 5
United States: March 29 - May 17

International Health Perspectives 2004

SUBJECTS FOR QUESTIONNAIRE

SECTION 000: PRELOADED SAMPLE VARIABLES
SECTION 200: INTRODUCTION AND SCREENING
SECTION 300: OVERALL VIEWS OF THE HEALTH CARE SYSTEM
SECTION 400: ACCESS TO HEALTH CARE
SECTION 500: PATIENT/PHYSICIAN RELATIONSHIP
SECTION 600: COORDINATION OF CARE
SECTION 700: HOSPITALIZATIONS, EMERGENCY ROOM
SECTION 800: PREVENTIVE CARE
SECTION 900: HEALTH CARE COVERAGE
SECTION 1100: OUT OF POCKET COSTS
SECTION 1200: PRESCRIPTION USE AND MEDICATION ERRORS
SECTION 1400: USE OF INFORMATION TECHNOLOGY
SECTION 1500: HEALTH STATUS AND CHRONIC CONDITIONS
SECTION 100: DEMOGRAPHICS

SECTION 000: PRELOAD SAMPLE VARIABLES

BASE: ALL RESPONDENTS
Q260 COUNTRY CODE:

1 Australia
2 Canada
3 New Zealand
4 United Kingdom
5 United States
**BASE: AUSTRALIA (Q260/1)**

**Q261 COMMUNITY TYPE:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td></td>
</tr>
<tr>
<td>Major Capitals (defined as Sydney, Melbourne, Brisbane, Adelaide, Perth, Hobart)</td>
<td>58</td>
</tr>
<tr>
<td>Regional Cities</td>
<td>15</td>
</tr>
<tr>
<td>Non-Metro/Rural</td>
<td>27</td>
</tr>
</tbody>
</table>

**BASE: CANADA (Q260/2)**

**Q262 COMMUNITY SIZE:**

<table>
<thead>
<tr>
<th>Size</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td></td>
</tr>
<tr>
<td>Under 5,000</td>
<td>25</td>
</tr>
<tr>
<td>5,000-99, 999</td>
<td>15</td>
</tr>
<tr>
<td>100,000-999, 999</td>
<td>26</td>
</tr>
<tr>
<td>1,000,000 and over</td>
<td>34</td>
</tr>
</tbody>
</table>

**BASE: NEW ZEALAND (Q60/3)**

**Q263 AREA TYPE:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Zealand</td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>48</td>
</tr>
<tr>
<td>Provincial</td>
<td>22</td>
</tr>
<tr>
<td>Small Town/Rural</td>
<td>30</td>
</tr>
</tbody>
</table>

**BASE: UNITED STATES (Q260/5)**

**Q265 AREA TYPE**

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td></td>
</tr>
<tr>
<td>Urban</td>
<td>30</td>
</tr>
<tr>
<td>Suburban</td>
<td>46</td>
</tr>
<tr>
<td>Rural</td>
<td>24</td>
</tr>
</tbody>
</table>

**BASE: AUSTRALIA (Q260/1)**

**Q266 REGION:**

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>35</td>
</tr>
<tr>
<td>VIC</td>
<td>25</td>
</tr>
<tr>
<td>QLD</td>
<td>17</td>
</tr>
<tr>
<td>WA</td>
<td>10</td>
</tr>
<tr>
<td>SA</td>
<td>8</td>
</tr>
<tr>
<td>TS</td>
<td>3</td>
</tr>
<tr>
<td>ACT</td>
<td>1</td>
</tr>
<tr>
<td>NT</td>
<td>1</td>
</tr>
</tbody>
</table>
## BASE: CANADA (Q260/2)

<table>
<thead>
<tr>
<th>REGION</th>
<th>Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>NB/NF/NS/PE</td>
<td>7</td>
</tr>
<tr>
<td>QC</td>
<td>24</td>
</tr>
<tr>
<td>ON</td>
<td>39</td>
</tr>
<tr>
<td>MB/SK/NT</td>
<td>7</td>
</tr>
<tr>
<td>AB</td>
<td>10</td>
</tr>
<tr>
<td>BC/YT</td>
<td>13</td>
</tr>
</tbody>
</table>

## BASE: NEW ZEALAND (Q260/3)

<table>
<thead>
<tr>
<th>REGION</th>
<th>New Zealand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auckland</td>
<td>27</td>
</tr>
<tr>
<td>North</td>
<td>24</td>
</tr>
<tr>
<td>Central</td>
<td>24</td>
</tr>
<tr>
<td>South</td>
<td>25</td>
</tr>
</tbody>
</table>

## BASE: U.K. (Q260/4)

<table>
<thead>
<tr>
<th>REGION</th>
<th>United Kingdom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeast</td>
<td>4</td>
</tr>
<tr>
<td>Yorks &amp; Humber</td>
<td>8</td>
</tr>
<tr>
<td>East Midlands</td>
<td>7</td>
</tr>
<tr>
<td>Eastern</td>
<td>9</td>
</tr>
<tr>
<td>London</td>
<td>12</td>
</tr>
<tr>
<td>South East</td>
<td>14</td>
</tr>
<tr>
<td>South West</td>
<td>8</td>
</tr>
<tr>
<td>West Midlands</td>
<td>9</td>
</tr>
<tr>
<td>North West</td>
<td>11</td>
</tr>
<tr>
<td>Wales</td>
<td>5</td>
</tr>
<tr>
<td>Scotland</td>
<td>9</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>3</td>
</tr>
</tbody>
</table>

## BASE: U.S. (Q260/5)

<table>
<thead>
<tr>
<th>REGION</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>East</td>
<td>22</td>
</tr>
<tr>
<td>South</td>
<td>33</td>
</tr>
<tr>
<td>Midwest</td>
<td>23</td>
</tr>
<tr>
<td>West</td>
<td>22</td>
</tr>
</tbody>
</table>

## BASE: U.S. (Q260/5)

<table>
<thead>
<tr>
<th>STATE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sent alert letter</td>
</tr>
<tr>
<td>2</td>
<td>Did not send alert letter</td>
</tr>
</tbody>
</table>
BASE: ALL RESPONDENTS
Q800  First, what is your year of birth?

(INTEERVIWER, IF NEEDED: WE REQUEST THIS INFORMATION IN ORDER TO MAKE SURE
WE ASK YOU ONLY THE QUESTIONS RELEVANT TO YOU.)

(INTEERVIWER: RECORD 9998 FOR NOT SURE (V) AND 9999 FOR DECLINE TO ANSWER
(V).)
(INTEERVIWER: ENTER AS A FOUR-DIGIT NUMBER, e.g., 1963)

[RANGE: 1901-9999, 9998, 9999]
___ ___ ___ ___

[PROGRAMMER: IF Q800 IS > 1987 AND <9998, THANK AND ASK TO SPEAK TO SOMEONE 18 OR
OLDER. WE ARE ONLY INTERVIEWING PEOPLE WHO ARE 18 OR OLDER. IF NO ONE AVAILABLE,
CALL BACK].

BASE: ALL RESPONDENTS
Q1695  AGE CATEGORIES (NOT SHOWN ON SCREEN)

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>25-34</td>
<td>(1979-1970)</td>
<td>21</td>
<td>17</td>
<td>21</td>
<td>18</td>
</tr>
<tr>
<td>35-44</td>
<td>(1969-1960)</td>
<td>21</td>
<td>22</td>
<td>22</td>
<td>19</td>
</tr>
<tr>
<td>45-54</td>
<td>(1959-1950)</td>
<td>17</td>
<td>19</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td>55-64</td>
<td>(1949-1940)</td>
<td>12</td>
<td>12</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td>65+</td>
<td>(1939-1901)</td>
<td>16</td>
<td>17</td>
<td>16</td>
<td>21</td>
</tr>
</tbody>
</table>

Mean  
44.7  45.9  44.4  47.7  45.7

BASE: ALL RESPONDENTS
(INTERVIWER OBSERVATION)
Q325  Respondent sex:

<table>
<thead>
<tr>
<th>Sex</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>50</td>
<td>48</td>
<td>48</td>
<td>47</td>
<td>48</td>
</tr>
<tr>
<td>Female</td>
<td>50</td>
<td>52</td>
<td>52</td>
<td>53</td>
<td>52</td>
</tr>
</tbody>
</table>
## SECTION 300: OVERALL VIEWS OF THE HEALTH SYSTEM

### BASE: ALL RESPONDENTS

#### Q300 Which of the following statements comes closest to expressing your overall view of the health care system in this country? [IHP1998, Q201] [IHP2001, Q300]

<table>
<thead>
<tr>
<th>Statement</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the whole, the system works pretty well and only minor changes are necessary to make it work better.</td>
<td>21</td>
<td>21</td>
<td>19</td>
<td>26</td>
<td>16</td>
</tr>
<tr>
<td>There are some good things in our health care system, but fundamental changes are needed to make it work better.</td>
<td>54</td>
<td>63</td>
<td>60</td>
<td>59</td>
<td>47</td>
</tr>
<tr>
<td>Our health care system has so much wrong with it that we need to completely rebuild it.</td>
<td>23</td>
<td>14</td>
<td>19</td>
<td>13</td>
<td>33</td>
</tr>
<tr>
<td>Not sure</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>

### BASE: ALL RESPONDENTS

#### Q305 How confident are you that if you become seriously ill, you will get quality and safe medical care when you need it? Are you…?

<table>
<thead>
<tr>
<th>Confidence level</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very confident</td>
<td>28</td>
<td>25</td>
<td>27</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Somewhat confident</td>
<td>47</td>
<td>54</td>
<td>47</td>
<td>47</td>
<td>44</td>
</tr>
<tr>
<td>Not very confident</td>
<td>17</td>
<td>15</td>
<td>19</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>Not at all confident</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

### BASE: ALL RESPONDENTS

#### Q310 The last time you had to see a new doctor, did you want information on the quality of care he or she provides?

<table>
<thead>
<tr>
<th>Information Sought</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, wanted information</td>
<td>28</td>
<td>40</td>
<td>24</td>
<td>18</td>
<td>56</td>
</tr>
<tr>
<td>No, did not want information</td>
<td>53</td>
<td>50</td>
<td>52</td>
<td>63</td>
<td>33</td>
</tr>
<tr>
<td>Did not have to see a new doctor</td>
<td>17</td>
<td>6</td>
<td>20</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>Not sure</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>1</td>
<td>*</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>
**BASE: RESPONDENTS WHO SAW NEW DOCTOR (Q310/1,2,8,9)**

Q315 The last time you had to see a **new doctor**, how satisfied were you with the information you had available about that doctor? Were you…?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>32</td>
<td>31</td>
<td>29</td>
<td>32</td>
<td>35</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>33</td>
<td>38</td>
<td>36</td>
<td>31</td>
<td>38</td>
</tr>
<tr>
<td>Not very satisfied</td>
<td>9</td>
<td>13</td>
<td>11</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Not at all satisfied</td>
<td>5</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Unable to find any information</td>
<td>9</td>
<td>5</td>
<td>10</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Not sure</td>
<td>11</td>
<td>4</td>
<td>7</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

Q320 How satisfied are you with the amount of choice you have in the doctors you see? Are you…?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>40</td>
<td>30</td>
<td>48</td>
<td>44</td>
<td>39</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>40</td>
<td>40</td>
<td>37</td>
<td>35</td>
<td>39</td>
</tr>
<tr>
<td>Not very satisfied</td>
<td>11</td>
<td>18</td>
<td>9</td>
<td>12</td>
<td>14</td>
</tr>
<tr>
<td>Not at all satisfied</td>
<td>6</td>
<td>9</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Not sure</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
## SECTION 400: ACCESS TO HEALTH CARE

### BASE: ALL RESPONDENTS

**Q400** During the past 12 months, was there a time when you [INSERT ITEM]?  
[IHP2001, Q508 12 months] [IHP2002, Q408 2 years]

**Q401**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not Applicable</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Had a medical problem but did not visit a doctor because of the medical care costs of the doctor’s visit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td>17</td>
<td>82</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Canada</td>
<td>6</td>
<td>92</td>
<td>2</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>New Zealand</td>
<td>28</td>
<td>70</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>4</td>
<td>92</td>
<td>3</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>29</td>
<td>70</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Skipped a medical test, treatment, or follow-up that was recommended by a doctor because of the cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td>17</td>
<td>81</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Canada</td>
<td>8</td>
<td>89</td>
<td>2</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>New Zealand</td>
<td>20</td>
<td>78</td>
<td>2</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>2</td>
<td>95</td>
<td>2</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>United States</td>
<td>28</td>
<td>72</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Needed dental care but did not see a dentist because of the cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td>35</td>
<td>64</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Canada</td>
<td>26</td>
<td>72</td>
<td>2</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>New Zealand</td>
<td>37</td>
<td>58</td>
<td>5</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>21</td>
<td>76</td>
<td>3</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>38</td>
<td>61</td>
<td>1</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
SECTION 500: PATIENT/PHYSICIAN RELATIONSHIP

**BASE: ALL RESPONDENTS**

**Q500** How many visits to a doctor have you made in the past 12 months? [IHP 1998 Q501, 2001 Q802]

(INTERVIEWER: PROBE FOR BEST ESTIMATE)

(ENTER “98” FOR “NOT SURE” AND “99” FOR “DECLINE TO ANSWER”.)

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.4</td>
<td>4.8</td>
<td>4.3</td>
<td>4.0</td>
<td>5.0</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

**Q502** Last time you were sick or needed medical attention, how quickly could you get an appointment to see a doctor? Please do not include a visit to the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]. Did you get an appointment? [IHP2001, Q822]

[NOTE TO UK: IF NEEDED, THIS REFERS TO AN APPOINTMENT TO SEE A GP, NOT A SPECIALIST]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the same day</td>
<td>54</td>
<td>27</td>
<td>60</td>
<td>41</td>
<td>33</td>
</tr>
<tr>
<td>The next day</td>
<td>21</td>
<td>15</td>
<td>24</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>In 2 to 3 days</td>
<td>14</td>
<td>19</td>
<td>9</td>
<td>20</td>
<td>18</td>
</tr>
<tr>
<td>In 4 to 5 days</td>
<td>3</td>
<td>8</td>
<td>2</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>In 6 to 7 days</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>After more than a week</td>
<td>4</td>
<td>18</td>
<td>1</td>
<td>6</td>
<td>14</td>
</tr>
<tr>
<td>Never able to get an appointment</td>
<td>*</td>
<td>1</td>
<td>1</td>
<td>*</td>
<td>1</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>2</td>
<td>*</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

**Q503** How easy or difficult is it to get care in the evenings, on weekends, or holidays without going to the [IF AU, CA, NZ, (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]? Is it:

(READ LIST)

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very easy</td>
<td>10</td>
<td>8</td>
<td>22</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>Somewhat easy</td>
<td>15</td>
<td>21</td>
<td>24</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>Somewhat difficult</td>
<td>24</td>
<td>26</td>
<td>18</td>
<td>23</td>
<td>26</td>
</tr>
<tr>
<td>Very difficult</td>
<td>30</td>
<td>32</td>
<td>15</td>
<td>20</td>
<td>37</td>
</tr>
<tr>
<td>Never needed care in the evenings, weekends, or holidays</td>
<td>15</td>
<td>8</td>
<td>18</td>
<td>21</td>
<td>11</td>
</tr>
<tr>
<td>Not sure</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>1</td>
<td>*</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>
**BASE: ALL RESPONDENTS**

**Q505** In the past two years, have you called a help line [IF UK (Q260/4) SHOW: , NHS-DIRECT, or NHS 24] for medical or health advice?

<table>
<thead>
<tr>
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<th>Canada</th>
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<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>8</td>
<td>24</td>
<td>8</td>
<td>28</td>
<td>17</td>
</tr>
<tr>
<td>No</td>
<td>91</td>
<td>76</td>
<td>92</td>
<td>72</td>
<td>83</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

**Q507** Is there one [IF CA, US (Q260/2,5) SHOW: doctor] [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP] you usually go to for your medical care?

<table>
<thead>
<tr>
<th></th>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, have a regular doctor</td>
<td>85</td>
<td>79</td>
<td>89</td>
<td>75</td>
<td>80</td>
</tr>
<tr>
<td>Yes, but have more than one</td>
<td>4</td>
<td>7</td>
<td>2</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>No, do not have a regular doctor</td>
<td>11</td>
<td>14</td>
<td>9</td>
<td>8</td>
<td>17</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: IF NO REGULAR DOCTOR OR NOT SURE OR DECLINE (Q507/3, 8, 9)**

**Q510** Is there one [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP practice, health centre, or clinic] [IF CA, US (Q260/2,5) SHOW: doctor’s group, health center, or clinic] you usually go to for most of your medical care? Please do not include the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room].

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, have a usual place for medical care</td>
<td>55</td>
<td>64</td>
<td>66</td>
<td>90</td>
<td>49</td>
</tr>
<tr>
<td>No, do not have a usual place for medical care</td>
<td>42</td>
<td>36</td>
<td>34</td>
<td>9</td>
<td>51</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

**Q511** REGULAR DOCTOR OR PLACE [DOES NOT APPEAR ON SCREEN]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has regular doctor/gp</td>
<td>88</td>
<td>86</td>
<td>91</td>
<td>91</td>
<td>83</td>
</tr>
<tr>
<td>Has regular place</td>
<td>6</td>
<td>9</td>
<td>6</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>No reg doc/place</td>
<td>5</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>
**BASE: RESPONDENTS WHO HAVE A REGULAR DOCTOR/PLACE (Q511/1.2)**

Q515  How long have you been [IF CA, US (Q260/2,5) & Q511/1 SHOW: seeing this doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: seeing this GP] [IF Q511/2 SHOW: going to this place] for your medical care?

<table>
<thead>
<tr>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than a year</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>1 – 2 years</td>
<td>17</td>
<td>15</td>
<td>15</td>
<td>13</td>
<td>23</td>
</tr>
<tr>
<td>3 – 5 years</td>
<td>23</td>
<td>22</td>
<td>21</td>
<td>17</td>
<td>28</td>
</tr>
<tr>
<td>More than 5 years</td>
<td>53</td>
<td>56</td>
<td>57</td>
<td>63</td>
<td>40</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>1</td>
<td>*</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>-</td>
<td>-</td>
<td>*</td>
</tr>
<tr>
<td><strong>MEAN</strong></td>
<td><strong>9.2</strong></td>
<td><strong>9.8</strong></td>
<td><strong>9.8</strong></td>
<td><strong>12.4</strong></td>
<td><strong>7.4</strong></td>
</tr>
</tbody>
</table>

**BASE: RESPONDENTS WHO HAVE MULTIPLE REGULAR DOCS/GPS (Q507/2)**

Q520  We would like to ask you a few questions about the [IF CA, US (Q260/2,5) SHOW: doctor] [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP] you usually go to for medical care. If you usually go to multiple doctors, please consider the one you go to for the majority of your medical care. We will refer to this person as your [IF CA, US (Q260/2,5) SHOW: regular doctor] [IF AU, NZ, UK (Q260/1,3,4) SHOW: GP].

[NEXT]

**BASE: ALL RESPONDENTS**

Q525  When you visit  [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: the place you usually go for medical care] [IF Q511/3 SHOW: the doctor], how often does the doctor [INSERT ITEM]?  

(READ LIST)

**Q526**

[RANDOMIZE]

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Rarely or Never</th>
<th>Not Sure (V)</th>
<th>Decline to Answer (V)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen carefully to you</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td>71</td>
<td>19</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Canada</td>
<td>66</td>
<td>21</td>
<td>9</td>
<td>3</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>New Zealand</td>
<td>74</td>
<td>19</td>
<td>6</td>
<td>1</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>United Kingdom</td>
<td>68</td>
<td>20</td>
<td>8</td>
<td>3</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>58</td>
<td>25</td>
<td>11</td>
<td>4</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Explain things in a way you can understand</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td>73</td>
<td>18</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Canada</td>
<td>70</td>
<td>21</td>
<td>6</td>
<td>3</td>
<td>*</td>
<td></td>
</tr>
<tr>
<td>New Zealand</td>
<td>73</td>
<td>19</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>69</td>
<td>19</td>
<td>7</td>
<td>4</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>58</td>
<td>26</td>
<td>10</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Spend enough time with you</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia</td>
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<td>9</td>
<td>5</td>
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<td>*</td>
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<td>Canada</td>
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</tr>
<tr>
<td>New Zealand</td>
<td>66</td>
<td>21</td>
<td>9</td>
<td>3</td>
<td>1</td>
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<tr>
<td>United Kingdom</td>
<td>58</td>
<td>23</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>44</td>
<td>28</td>
<td>16</td>
<td>9</td>
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<td>1</td>
</tr>
</tbody>
</table>
### BASE: ALL RESPONDENTS

**Q530** When you need care or treatment, how often does [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2,3 SHOW: the doctor] [INSERT ITEM]?

<table>
<thead>
<tr>
<th>Q531</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Rarely or Never</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
</table>

Make clear the specific goals and plan for your treatment

<table>
<thead>
<tr>
<th>Country</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Rarely or Never</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
<tbody>
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<td>Australia</td>
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<td>5</td>
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<td>1</td>
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<td>United States</td>
<td>45</td>
<td>31</td>
<td>14</td>
<td>6</td>
<td>2</td>
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</tr>
</tbody>
</table>

Tell you about treatment choices and ask for your ideas and opinions

<table>
<thead>
<tr>
<th>Country</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Rarely or Never</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
<tbody>
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<td>Australia</td>
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<td>19</td>
<td>16</td>
<td>19</td>
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<tr>
<td>Canada</td>
<td>36</td>
<td>26</td>
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<td>1</td>
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<tr>
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<td>16</td>
<td>15</td>
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<td>United States</td>
<td>29</td>
<td>23</td>
<td>20</td>
<td>24</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>

Give you clear instructions so that you know what to do or what symptoms to watch for

<table>
<thead>
<tr>
<th>Country</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Rarely or Never</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>70</td>
<td>19</td>
<td>7</td>
<td>4</td>
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<td>*</td>
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<tr>
<td>Canada</td>
<td>62</td>
<td>25</td>
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<td>4</td>
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</tr>
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<td>New Zealand</td>
<td>71</td>
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<td>2</td>
<td>2</td>
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<tr>
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<td>1</td>
</tr>
<tr>
<td>United States</td>
<td>60</td>
<td>24</td>
<td>9</td>
<td>4</td>
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</tr>
</tbody>
</table>

### BASE: ALL RESPONDENTS

**Q535** In the past 2 years, have you left a [IF AU, CA, NZ, US (Q260/1,2,3,5) SHOW: doctor’s office or practice] [IF UK (Q260/4) SHOW: GP’s practice or surgery] without getting important questions answered?

<table>
<thead>
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<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>22</td>
<td>19</td>
<td>20</td>
<td>13</td>
<td>24</td>
</tr>
<tr>
<td>No</td>
<td>78</td>
<td>80</td>
<td>78</td>
<td>86</td>
<td>74</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>
BASE: ALL RESPONDENTS
Q540  Overall, how do you rate the quality of medical care that you have received in the past 12 months [IF CA, US (Q260/2,5) & Q511/1 SHOW: from your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: from your GP] [IF Q511/2 SHOW: from the place you usually go]? [IHP 1998 Q515, IHP 2001 Q838, modified wording and w/family members]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>36</td>
<td>35</td>
<td>38</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>Very good</td>
<td>35</td>
<td>34</td>
<td>36</td>
<td>37</td>
<td>32</td>
</tr>
<tr>
<td>Good</td>
<td>19</td>
<td>20</td>
<td>15</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Fair</td>
<td>6</td>
<td>7</td>
<td>5</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Poor</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Not sure</td>
<td>2</td>
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<tr>
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<td>1</td>
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<td>1</td>
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</tr>
</tbody>
</table>

BASE: RESPONDENTS WHO HAVE A REG DOC/PLACE (Q511/1,2)
Q545  In the last 2 years, has [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: a doctor at the place where you usually get medical care] [INSERT ITEM]? [IHP2002, Q2602 adapted]

Q546

[RANDOMIZE]

Provided advice or counseling on your weight, nutrition, or exercise

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not sure</th>
<th>Decline to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>38</td>
<td>62</td>
<td></td>
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</tr>
<tr>
<td>Canada</td>
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<td>55</td>
<td></td>
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<tr>
<td>New Zealand</td>
<td>32</td>
<td>67</td>
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<tr>
<td>United Kingdom</td>
<td>27</td>
<td>72</td>
<td></td>
<td></td>
</tr>
<tr>
<td>United States</td>
<td>51</td>
<td>48</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Asked you if there are any emotional issues that may be affecting your health (for example, depression or stress)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not sure</th>
<th>Decline to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
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<td>67</td>
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<tr>
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<td>37</td>
<td>62</td>
<td></td>
<td></td>
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<tr>
<td>New Zealand</td>
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<tr>
<td>United Kingdom</td>
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<td>72</td>
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<td></td>
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<tr>
<td>United States</td>
<td>36</td>
<td>63</td>
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</table>

BASE: DOCTOR PROVIDED ADVICE ON WEIGHT, NUTRITION (Q545/1 & Q546/1)
Q550  To what extent have you altered your lifestyle in response to [IF Q511/1 & US, CA (Q260/2,5) SHOW: your doctor’s] [IF Q511/1 & UK, AU, NZ (Q260/1,3,4) SHOW: your GP’s] [IF Q511/2 SHOW: the doctor’s] advice on weight, nutrition, or exercise?

<table>
<thead>
<tr>
<th></th>
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<th>Canada</th>
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<th>United States</th>
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<tbody>
<tr>
<td>Not at all</td>
<td>15</td>
<td>9</td>
<td>15</td>
<td>18</td>
<td>8</td>
</tr>
<tr>
<td>A little</td>
<td>44</td>
<td>45</td>
<td>42</td>
<td>37</td>
<td>49</td>
</tr>
<tr>
<td>Substantially</td>
<td>31</td>
<td>37</td>
<td>33</td>
<td>33</td>
<td>30</td>
</tr>
<tr>
<td>Completely</td>
<td>8</td>
<td>9</td>
<td>8</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>*</td>
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<tr>
<td>Decline to answer</td>
<td>1</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>2</td>
</tr>
</tbody>
</table>
### BASE: ALL RESPONDENTS

**Q555** [IF Q550/1 SHOW: Other than weight, nutrition or exercise advice,] [h/H]as there been a time in the past 2 years when you have **not** followed [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor's] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP’s] [IF Q511/2,3 SHOW: a doctor’s] advice or treatment plan?

<table>
<thead>
<tr>
<th></th>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
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<td>Yes</td>
<td>28</td>
<td>22</td>
<td>26</td>
<td>14</td>
<td>31</td>
</tr>
<tr>
<td>No</td>
<td>71</td>
<td>77</td>
<td>73</td>
<td>84</td>
<td>68</td>
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<tr>
<td>Not sure</td>
<td>1</td>
<td>*</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
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<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

### BASE: RESPONDENTS WHO DID NOT FOLLOW TREATMENT PLAN (Q555/1)

**Q560/Q561** What advice did you not follow?

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<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not take prescribed medication, or stopped taking medication</td>
<td>37</td>
<td>35</td>
<td>49</td>
<td>48</td>
<td>35</td>
</tr>
<tr>
<td>Did not change diet/nutrition advice/lose weight</td>
<td>8</td>
<td>17</td>
<td>10</td>
<td>6</td>
<td>19</td>
</tr>
<tr>
<td>Did not quit smoking/drinking</td>
<td>15</td>
<td>10</td>
<td>7</td>
<td>12</td>
<td>9</td>
</tr>
<tr>
<td>Did not follow up and get an appointment to see a specialist</td>
<td>8</td>
<td>5</td>
<td>8</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Did not get a diagnostic test</td>
<td>8</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Did not take it easy/reduce work/make lifestyle changes</td>
<td>6</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Did not exercise</td>
<td>4</td>
<td>8</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Did not have recommended surgery or procedure</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Did not come back for a follow up appointment with the doctor</td>
<td>2</td>
<td>5</td>
<td>6</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Did not follow other medication/treatment issues</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Not sure</td>
<td>3</td>
<td>6</td>
<td>3</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>*</td>
</tr>
</tbody>
</table>
**BASE: RESPONDENTS WHO DID NOT FOLLOW TREATMENT PLAN (Q555/1)**

**Q565/Q566**  What is the main or most important reason you did not follow [IF US, CA (Q260/2,5) & Q511/1 SHOW: your doctor’s] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP’s] [IF Q511/2,3 SHOW: the doctor’s] recommendation or treatment plan? Was it because…? (READ LIST 1-4)

<table>
<thead>
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<th>Reason</th>
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<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was too difficult to do</td>
<td>32</td>
<td>28</td>
<td>28</td>
<td>26</td>
<td>34</td>
</tr>
<tr>
<td>You disagreed with the recommendation</td>
<td>27</td>
<td>14</td>
<td>30</td>
<td>37</td>
<td>22</td>
</tr>
<tr>
<td>It cost too much</td>
<td>8</td>
<td>11</td>
<td>14</td>
<td>1</td>
<td>18</td>
</tr>
<tr>
<td>Your condition had improved</td>
<td>8</td>
<td>15</td>
<td>4</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>You didn’t understand what you were supposed to do</td>
<td>2</td>
<td>10</td>
<td>2</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Did not want to</td>
<td>8</td>
<td>7</td>
<td>7</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>Had or was concerned about risks/side effects</td>
<td>3</td>
<td>2</td>
<td>6</td>
<td>3</td>
<td>5</td>
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<tr>
<td>Preferred an alternative medicine/treatment</td>
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<td>1</td>
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<tr>
<td>Forgot</td>
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<td>3</td>
<td>2</td>
<td>3</td>
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<tr>
<td>For some other reason</td>
<td>6</td>
<td>6</td>
<td>4</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>No reason/none</td>
<td>*</td>
<td>1</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Not sure</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>2</td>
<td>*</td>
<td>*</td>
<td>3</td>
<td>*</td>
</tr>
</tbody>
</table>
SECTION 600: COORDINATION OF CARE

BASE: ALL RESPONDENTS

Q600 [IF CA, US (Q260/2.5) & Q511/1 SHOW: In addition to your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: In addition to your GP,] [I/I]n the past 2 years have you seen a specialist [IF NZ, UK (Q260/3,4) ADD “(consultant)”] for a specific health problem?

<table>
<thead>
<tr>
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<td>50</td>
<td>47</td>
<td>50</td>
</tr>
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<td>No</td>
<td>46</td>
<td>47</td>
<td>50</td>
<td>53</td>
<td>50</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
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</tr>
</tbody>
</table>

BASE: ALL RESPONDENTS

Q605 Including [IF CA, US (Q260/2.5) & Q511/1 SHOW: your regular doctor and any specialists] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP and any specialists or consultants] [IF Q511/2,3 SHOW: any specialists or consultants] you may have seen, how many different doctors have you seen in the past 2 years? [IHP2002, Q503]

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Zero</td>
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<td>3</td>
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<tr>
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<td>26</td>
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<tr>
<td>2</td>
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<td>19</td>
<td>19</td>
<td>23</td>
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<tr>
<td>Four or more</td>
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<td>20</td>
<td>21</td>
<td>26</td>
<td>18</td>
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<tr>
<td>Not sure</td>
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<td>*</td>
<td>*</td>
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<tr>
<td>MEAN</td>
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BASE: RESPONDENTS WHO HAVE SEEN AT LEAST ONE DOCTOR, DON’T KNOW OR DECLINE (Q605/1-99)

Q610 In the past 2 YEARS, when getting care for a medical problem, was there EVER a time when [INSERT ITEM]? [IHP2002, Q508, Q510 2 years]

Q611

[RANDOMIZE]

Test results or medical records were not available at the time of your scheduled doctor’s appointment

<table>
<thead>
<tr>
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<th>Yes</th>
<th>No</th>
<th>Not Applicable</th>
<th>Not Sure</th>
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<tbody>
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<td>Australia</td>
<td>12</td>
<td>87</td>
<td>*</td>
<td>1</td>
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<tr>
<td>Canada</td>
<td>14</td>
<td>84</td>
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<td>1</td>
<td>-</td>
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<tr>
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</tr>
<tr>
<td>United States</td>
<td>17</td>
<td>82</td>
<td>*</td>
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</table>

Doctors ordered a medical test that you felt was unnecessary because the test had already been done

<table>
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<tbody>
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<tr>
<td>New Zealand</td>
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<td>85</td>
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</table>
Q611

You received conflicting information from different doctors

<table>
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<td>New Zealand</td>
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<td>81</td>
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<td>*</td>
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</tbody>
</table>

**BASE: ALL RESPONDENTS**

**Q615** Have you had any blood tests, x-rays, or any other tests in the past 2 years?

<table>
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<td>82</td>
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<td>-</td>
<td>-</td>
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</table>

**BASE: RESPONDENTS WHO HAVE HAD TEST ORDERED IN PAST 2 YEARS (Q615/1)**

**Q620** The last time you had a test, did you find out the results?

<table>
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<td>86</td>
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<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
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</tbody>
</table>

**BASE: RESPONDENTS WHO FOUND OUT RESULTS (Q620/1)**

**Q1701** Were the test results clearly explained to you?

<table>
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<th>United States</th>
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<tbody>
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<td>89</td>
<td>89</td>
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<tr>
<td>No</td>
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<td>10</td>
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<tr>
<td>Not sure</td>
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<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
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<td>*</td>
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</tbody>
</table>
BASE: RESPONDENTS WHO HAVE HAD TEST ORDERED IN PAST 2 YEARS (Q615/1)

Q625  In the past 2 years, have you [INSERT ITEMS]?

Q626

<table>
<thead>
<tr>
<th>[RANDOMIZE]</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
<th>Decline to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Been given incorrect results for a diagnostic or lab test</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Australia</td>
<td>4</td>
<td>94</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>Canada</td>
<td>5</td>
<td>92</td>
<td>3</td>
<td>*</td>
</tr>
<tr>
<td>New Zealand</td>
<td>5</td>
<td>94</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>3</td>
<td>96</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>6</td>
<td>91</td>
<td>3</td>
<td>-</td>
</tr>
</tbody>
</table>

| Experienced delays in being notified about abnormal results |     |    |          |                  |
| Australia       | 6   | 93 | 1        | -                |
| Canada          | 9   | 90 | 1        | *                |
| New Zealand     | 11  | 88 | 1        | *                |
| United Kingdom  | 6   | 93 | 1        | *                |
| United States   | 11  | 87 | 1        | *                |
## SECTION 700: HOSPITALIZATIONS, ER

### BASE: ALL RESPONDENTS

**Q700** Were you admitted to the hospital overnight in the past 2 years [IF Q325/2 SHOW: excluding for the delivery of a baby]?

<table>
<thead>
<tr>
<th></th>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, hospitalized overnight in past 2 years</td>
<td>19</td>
<td>13</td>
<td>17</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>No</td>
<td>81</td>
<td>87</td>
<td>83</td>
<td>86</td>
<td>86</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>-</td>
</tr>
</tbody>
</table>

### BASE: RESPONDENTS WHO HAVE REG DOC/PLACE & HOSPITALIZATION IN PAST 2 YEARS (Q511/1.2 & Q700/1)

**Q705** After you left the hospital, did [IF CA, US (Q260/2,5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care] seem informed and up-to-date about the plan for follow-up care after your hospitalization?

<table>
<thead>
<tr>
<th></th>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>74</td>
<td>70</td>
<td>68</td>
<td>70</td>
<td>77</td>
</tr>
<tr>
<td>No</td>
<td>19</td>
<td>21</td>
<td>23</td>
<td>24</td>
<td>13</td>
</tr>
<tr>
<td>Did not see regular doctor after the hospitalization</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Not sure</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>2</td>
</tr>
</tbody>
</table>

### BASE: ALL RESPONDENTS

**Q710** In the past 2 years, how many times have you yourself used a [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]?

<table>
<thead>
<tr>
<th></th>
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<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 Visits</td>
<td>71</td>
<td>61</td>
<td>73</td>
<td>71</td>
<td>66</td>
</tr>
<tr>
<td>1</td>
<td>16</td>
<td>20</td>
<td>16</td>
<td>19</td>
<td>18</td>
</tr>
<tr>
<td>2</td>
<td>7</td>
<td>9</td>
<td>6</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4 or more</td>
<td>4</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>MEAN</strong></td>
<td><strong>0.6</strong></td>
<td><strong>1.0</strong></td>
<td><strong>0.5</strong></td>
<td><strong>0.5</strong></td>
<td><strong>0.9</strong></td>
</tr>
</tbody>
</table>
## BASE: RESPONDENTS WHO HAVE USED ER (Q710/1-97)

**Q715** The last time you went to the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room], how long did you wait before being treated?

<table>
<thead>
<tr>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 30 minutes</td>
<td>41</td>
<td>22</td>
<td>41</td>
<td>33</td>
<td>38</td>
</tr>
<tr>
<td>30 minutes to less than 1 hour</td>
<td>15</td>
<td>11</td>
<td>14</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>1 to less than 2 hours</td>
<td>13</td>
<td>17</td>
<td>17</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>2 to less than 3 hours</td>
<td>11</td>
<td>14</td>
<td>9</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>3 to less than 4 hours</td>
<td>7</td>
<td>10</td>
<td>5</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>4 to less than 5 hours</td>
<td>4</td>
<td>9</td>
<td>5</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>5 to less than 8 hours</td>
<td>6</td>
<td>10</td>
<td>6</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>8 hours or more</td>
<td>2</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Never seen/Left without being seen</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>*</td>
<td>1</td>
<td>*</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

## BASE: RESPONDENTS WHO HAVE USED ER (Q710/1-97)

**Q720** Were you in pain while you were in the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room]? [NHS Emergency Department question bank, 2002]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>68</td>
<td>64</td>
<td>62</td>
<td>62</td>
<td>73</td>
</tr>
<tr>
<td>No</td>
<td>31</td>
<td>35</td>
<td>37</td>
<td>38</td>
<td>26</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>*</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

## BASE: RESPONDENTS WHO WERE IN PAIN IN THE ER (Q720/1)

**Q725** Do you think the hospital staff did everything they could to help control your pain? Would you say…?

<table>
<thead>
<tr>
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<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, definitely</td>
<td>50</td>
<td>31</td>
<td>37</td>
<td>48</td>
<td>33</td>
</tr>
<tr>
<td>Yes, to some extent</td>
<td>20</td>
<td>34</td>
<td>27</td>
<td>27</td>
<td>29</td>
</tr>
<tr>
<td>No</td>
<td>30</td>
<td>34</td>
<td>33</td>
<td>24</td>
<td>36</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
## BASE: RESPONDENTS WHO HAVE USED ER (Q710/1-97)

### Q730 Would you say the quality of the emergency care services you received was...?

<table>
<thead>
<tr>
<th>Category</th>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>31</td>
<td>20</td>
<td>23</td>
<td>23</td>
<td>18</td>
</tr>
<tr>
<td>Very good</td>
<td>24</td>
<td>25</td>
<td>28</td>
<td>30</td>
<td>28</td>
</tr>
<tr>
<td>Good</td>
<td>21</td>
<td>27</td>
<td>22</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>Fair</td>
<td>10</td>
<td>19</td>
<td>14</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Poor</td>
<td>13</td>
<td>8</td>
<td>12</td>
<td>8</td>
<td>14</td>
</tr>
<tr>
<td>Wasn’t able to get care</td>
<td>1</td>
<td>1</td>
<td>*</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>

## BASE: RESPONDENTS WHO HAVE REG DOC/PLACE AND HAVE USED ER (Q511/1,2 & Q710/1-97)

### Q735 After your visit in the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room], did [IF Q511/1 & US, CA (Q260/2,5) SHOW: your regular doctor] [IF Q511/1 & UK, AU, NZ (Q260/1,3,4) SHOW: your GP] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care] seem informed and up-to-date about the care you had received in the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: ER]?

<table>
<thead>
<tr>
<th>Category</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>60</td>
<td>51</td>
<td>57</td>
<td>49</td>
<td>59</td>
</tr>
<tr>
<td>No</td>
<td>30</td>
<td>36</td>
<td>28</td>
<td>32</td>
<td>31</td>
</tr>
<tr>
<td>Did not see regular doctor after ER</td>
<td>7</td>
<td>5</td>
<td>8</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Not sure</td>
<td>3</td>
<td>8</td>
<td>7</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>

## BASE: RESPONDENTS WHO HAVE REG DOC/PLACE AND HAVE USED ER (Q511/1,2 & Q710/1-97)

### Q1705 The last time you went to the [IF AU, CA, NZ (Q260/1,2,3) SHOW: hospital emergency department] [IF UK (Q205/4) SHOW: hospital Accident and Emergency Department] [IF US (Q260/5) SHOW: hospital emergency room], was it for a condition that you thought could have been treated by [IF Q511/1 & US, CA (Q260/2,5) SHOW: your regular doctor if he or she] [IF Q511/1 & UK, AU, NZ (Q260/1,3,4) SHOW: your GP if he or she] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care if it] had been available?

<table>
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<tr>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>35</td>
<td>49</td>
<td>26</td>
<td>21</td>
<td>52</td>
</tr>
<tr>
<td>No</td>
<td>64</td>
<td>49</td>
<td>71</td>
<td>74</td>
<td>45</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>
### SECTION 800: PREVENTIVE CARE

**BASE: FEMALE RESPONDENTS (Q325/2)**

**Q805** About how long has it been since you had a [IF AU, CA, US (Q260/1,2,5) SHOW: Pap smear][IF NZ, UK (Q260/3,4) SHOW: cervical smear]? Was it within the…?

**BASE: AUSTRALIA WOMEN AGE 18-70**
**BASE: CANADA WOMEN AGE 16-69**
**BASE: NEW ZEALAND WOMEN AGE 20-69**
**BASE: UK WOMEN AGE 25-49**
**BASE: US WOMEN AGE 18-64**

<table>
<thead>
<tr>
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<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Past year</td>
<td>40</td>
<td>53</td>
<td>41</td>
<td>36</td>
<td>71</td>
</tr>
<tr>
<td>Past 2 years</td>
<td>26</td>
<td>15</td>
<td>25</td>
<td>27</td>
<td>12</td>
</tr>
<tr>
<td>Past 3 years</td>
<td>9</td>
<td>6</td>
<td>11</td>
<td>19</td>
<td>5</td>
</tr>
<tr>
<td>Past 4 or 5 years</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>More than 5 years ago</td>
<td>3</td>
<td>7</td>
<td>9</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Never</td>
<td>6</td>
<td>10</td>
<td>8</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>3</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>3</td>
<td>1</td>
<td>*</td>
<td>-</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: US WOMEN OVER 40 (Q260/5 & Q325/2 & Q800<1964) or AU, CA, NZ, UK WOMEN 50+ (Q260/1,2,3,4 & Q325/2 & Q800<1955)**

**Q810** About how long has it been since you had a mammogram? Was it within the…?

**BASE: AUSTRALIA WOMEN AGE 51-70**
**BASE: CANADA WOMEN AGE 51-69**
**BASE: NEW ZEALAND WOMEN AGE 50-69**
**BASE: UK WOMEN AGE 50-64**
**BASE: US WOMEN AGE 50-64**

<table>
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<th>United States</th>
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<tbody>
<tr>
<td>Past year</td>
<td>51</td>
<td>56</td>
<td>53</td>
<td>37</td>
<td>71</td>
</tr>
<tr>
<td>Past 2 years</td>
<td>28</td>
<td>19</td>
<td>24</td>
<td>26</td>
<td>13</td>
</tr>
<tr>
<td>Past 3 years</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>14</td>
<td>2</td>
</tr>
<tr>
<td>Past 4 or 5 years</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>More than 5 years ago</td>
<td>2</td>
<td>6</td>
<td>3</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Never</td>
<td>9</td>
<td>9</td>
<td>12</td>
<td>10</td>
<td>6</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>-</td>
</tr>
</tbody>
</table>
**BASE: ALL RESPONDENTS**

Q815  In the past year did you receive a blood pressure check?

<table>
<thead>
<tr>
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<th>Canada</th>
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<th>United Kingdom</th>
<th>United States</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>78</td>
<td>80</td>
<td>72</td>
<td>68</td>
<td>86</td>
</tr>
<tr>
<td>No</td>
<td>22</td>
<td>19</td>
<td>27</td>
<td>31</td>
<td>13</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: RESPONDENTS AGE 65 AND OLDER (Q810<1939)**

Q820  In the past year did you receive a [IF AU, CA, US (Q260/1,2,5) SHOW: flu shot] [IF NZ, UK (Q260/3,4) SHOW: flu injection]?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>77</td>
<td>66</td>
<td>67</td>
<td>74</td>
<td>72</td>
</tr>
<tr>
<td>No</td>
<td>20</td>
<td>27</td>
<td>27</td>
<td>20</td>
<td>22</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

Q825  Do you receive reminders to make an appointment for preventative care that you are due to receive (for example for a [IF AU, CA, US (Q260/1,2,5) SHOW: flu shot] [IF NZ, UK (Q260/3,4) SHOW: flu injection], cancer screening, or eye exam)?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>37</td>
<td>38</td>
<td>44</td>
<td>49</td>
<td>50</td>
</tr>
<tr>
<td>No</td>
<td>62</td>
<td>61</td>
<td>55</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
### SECTION 900: HEALTH CARE COVERAGE

**BASE: AUSTRALIA (Q260/1)**

**Q900** In addition to Medicare, are you currently covered by any private health insurance that you or your family pays for or that your employer or a family member’s employer provides?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, privately insured</td>
<td>48</td>
</tr>
<tr>
<td>No, not privately insured</td>
<td>52</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: CANADA (Q260/2)**

**Q902** In addition to Medicare or provincial health insurance, are you currently covered by any private health insurance that you or your family pays for or that your employer or you’re a family member’s employer provides?

<table>
<thead>
<tr>
<th></th>
<th>Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, privately insured</td>
<td>63</td>
</tr>
<tr>
<td>No, not privately insured</td>
<td>36</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: NEW ZEALAND (Q260/3)**

**Q905** In addition to government funded health services, are you currently covered by private health insurance that you or your family pays for or that your employer or a family member’s employer provides?

<table>
<thead>
<tr>
<th></th>
<th>New Zealand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, privately insured</td>
<td>44</td>
</tr>
<tr>
<td>No, not privately insured</td>
<td>54</td>
</tr>
<tr>
<td>Not sure</td>
<td>2</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>
**BASE: UNITED KINGDOM (Q260/4)**

**Q910** In addition to the National Health Service, are you currently covered by private health insurance, other than dental, that you or your family pays for or that your employer or a family member’s employer provides?

<table>
<thead>
<tr>
<th>United Kingdom</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, have private insurance that I pay for myself</td>
<td>14</td>
</tr>
<tr>
<td>Yes, have private insurance provided by employer</td>
<td>9</td>
</tr>
<tr>
<td>No, do not have private insurance</td>
<td>76</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: UNITED KINGDOM AND NOT PRIVATELY INSURED (Q260/4 & Q910/3.8.9)**

**Q912** Have you ever paid for private doctors or hospitals not covered by the National Health Service?

<table>
<thead>
<tr>
<th>United Kingdom</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, have paid for private care</td>
<td>20</td>
</tr>
<tr>
<td>No, have never paid for private care</td>
<td>78</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: UNITED KINGDOM AND HAS CURRENTLY OR FORMERLY PAID PRIVATELY ((Q260/4) & (Q910/1.2 OR Q912/1))**

**Q914/Q915** What is the MAIN reason you are willing to pay for private hospital consultations or treatment rather than using the National Health Service? Is it…?

<table>
<thead>
<tr>
<th>United Kingdom</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of treatment</td>
<td>63</td>
</tr>
<tr>
<td>Quality</td>
<td>9</td>
</tr>
<tr>
<td>Choice of specialists or consultants</td>
<td>8</td>
</tr>
<tr>
<td>Work benefit</td>
<td>4</td>
</tr>
<tr>
<td>Not covered by NHS</td>
<td>1</td>
</tr>
<tr>
<td>Peace of mind/Just in case</td>
<td>1</td>
</tr>
<tr>
<td>Free/Saves money/Gets money back</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
</tr>
<tr>
<td>Not sure</td>
<td>4</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>
**BASE: UNITED STATES (Q260/5)**

Q918 Are you currently covered by any form of health insurance or health plan—this would include any private insurance through your employer or that you purchase yourself, as well as government programs like Medicare or Medicaid—or don’t you have any health insurance at this time? [IHP2002, Q806]

<table>
<thead>
<tr>
<th>United States</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, insured</td>
<td>83</td>
</tr>
<tr>
<td>No, not insured</td>
<td>17</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: UNITED STATES RESPONDENTS WHO ARE INSURED (Q260/5 & Q918/1)**

Q920 Was there ever a time in the past year when you did not have any health insurance?

<table>
<thead>
<tr>
<th>United States</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, had a time not insured</td>
<td>11</td>
</tr>
<tr>
<td>No, was insured all year</td>
<td>89</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
</tr>
</tbody>
</table>
SECTION 1100: OUT OF POCKET COSTS

BASE: AUSTRALIA, CANADA, NEW ZEALAND, UNITED STATES (Q260/1,2,3,5)
Q1100  In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were not covered by [IF AU, NZ (Q260/1,3) SHOW: public or private] [IF CA (Q260/2) SHOW: Medicare or private] insurance? This would include the costs for prescription medicines, and for medical care treatments or tests by a doctor or another health professional.

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEAN</td>
<td>AUS $827.70</td>
<td>CA$ 1354.10</td>
<td>NZ$ 695.80</td>
<td>US$ 1643.40</td>
</tr>
</tbody>
</table>

BASE: UNITED KINGDOM (Q260/4)
Q1110  In the past 12 months, about how much have you and your family spent from your own pocket for medical treatments or services that were not covered by the National Health Service or private insurance? This would include the costs for prescription medicines, and medical care treatments or tests by a doctor or another health professional [HP2001, Q904]

<table>
<thead>
<tr>
<th></th>
<th>United Kingdom</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEAN</td>
<td>UK£ 147.50</td>
</tr>
</tbody>
</table>
### BASE: ALL RESPONDENTS

**Q1200**  Do you have a medical condition or health problem that requires you to take any prescription medications on a **regular or on-going basis**?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, take a prescription on a regular basis</td>
<td>40</td>
<td>43</td>
<td>39</td>
<td>45</td>
<td>46</td>
</tr>
<tr>
<td>No, do not</td>
<td>60</td>
<td>57</td>
<td>61</td>
<td>55</td>
<td>54</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>-</td>
</tr>
</tbody>
</table>

### BASE: RESPONDENTS WHO TAKE RX FOR CONDITION (Q1200/1)

**Q1205**  How many different prescription medications are you currently taking?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEAN</strong></td>
<td>2.8</td>
<td>2.7</td>
<td>2.7</td>
<td>3.1</td>
<td>3.1</td>
</tr>
</tbody>
</table>

### BASE: ALL RESPONDENTS

**Q1210**  During the past 12 months, was there a time when you did not [IF AU, CA, US (Q260/1,2,3,5) SHOW: fill] [IF NZ, UK (Q260/2,4) SHOW: collect] a prescription for medicine, or you skipped doses of your medicine because of the cost? [IHP2001, Q508 12 months, modified]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>12</td>
<td>9</td>
<td>11</td>
<td>4</td>
<td>22</td>
</tr>
<tr>
<td>No</td>
<td>88</td>
<td>91</td>
<td>89</td>
<td>95</td>
<td>78</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>-</td>
</tr>
</tbody>
</table>
BASE: RESPONDENTS TAKING PRESCRIPTION DRUGS (Q1200/1)

Q1215 In past 2 years, has [IF CA, US (Q260/2.5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK, (Q260/1,3,4) & Q511/1 SHOW: your GP] [IF Q511/2,3 SHOW: a doctor] [IF AU (Q260/1) SHOW: or your pharmacist] [INSERT ITEM]?

Q1216 [RANDOMIZE]  
Reviewed with you the medications you take, including those prescribed by other doctors

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not Applicable</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>67</td>
<td>30</td>
<td>3</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Canada</td>
<td>73</td>
<td>25</td>
<td>-</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>New Zealand</td>
<td>66</td>
<td>31</td>
<td>2</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>62</td>
<td>37</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>United States</td>
<td>73</td>
<td>25</td>
<td>1</td>
<td>1</td>
<td>*</td>
</tr>
</tbody>
</table>

Explained the side effects of any medication that was prescribed

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not Applicable</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>73</td>
<td>26</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Canada</td>
<td>71</td>
<td>28</td>
<td>-</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>New Zealand</td>
<td>70</td>
<td>27</td>
<td>3</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>58</td>
<td>39</td>
<td>2</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>United States</td>
<td>68</td>
<td>30</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
</tbody>
</table>

BASE: ALL RESPONDENTS

Q1220 In the past 12 months, not counting any payments covered by your government or other insurance plans, about how much have you and your family spent out-of-pocket for prescription medicines alone? (PROBE: Your best estimate will do.) [IHP 2001, Q908]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEAN</td>
<td>AU$ 348.00</td>
<td>CAS 357.20</td>
<td>NZ$ 211.30</td>
<td>UK£ 8.50</td>
<td>US$ 659.10</td>
</tr>
</tbody>
</table>

BASE: ALL RESPONDENTS

Q1225 In the past 2 years, have you ever been given the wrong medication or wrong dose by a doctor, hospital or pharmacist? [IHP2002, Q404]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, happened once</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Yes, happened more than once</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>93</td>
<td>93</td>
<td>92</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>Not sure</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
**BASE: RESPONDENTS WHO WERE GIVEN WRONG MEDS (Q1225/1.2)**

**Q1230** Where did this mistake occur?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor’s practice or clinic</td>
<td>60</td>
<td>38</td>
<td>49</td>
<td>48</td>
<td>39</td>
</tr>
<tr>
<td>Overnight stay in a Hospital</td>
<td>5</td>
<td>6</td>
<td>8</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Hospital emergency room</td>
<td>2</td>
<td>8</td>
<td>8</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>26</td>
<td>49</td>
<td>33</td>
<td>33</td>
<td>42</td>
</tr>
<tr>
<td>Lab or diagnostic facility</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Other location</td>
<td>4</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Not sure</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**BASE: RESPONDENTS WHO WERE GIVEN WRONG MEDS (Q1225/1.2)**

**Q1235** Did this medication error cause a serious health problem or not? [IHP2002, Q407]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, serious problem</td>
<td>38</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>12</td>
</tr>
<tr>
<td>No, not serious problem</td>
<td>62</td>
<td>76</td>
<td>80</td>
<td>79</td>
<td>81</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
<td>5</td>
<td>1</td>
<td>*</td>
<td>7</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>*</td>
<td>-</td>
</tr>
</tbody>
</table>
### SECTION 1400: USE OF INFORMATION TECHNOLOGY

#### BASE: RESPONDENTS WHO HAVE A REGULAR DOC/PLACE (Q511/1.2)

**Q1400** Thinking about [IF CA, US (Q260/2.5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1.3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: the doctors at the place where you usually get medical care], can you communicate with him/her by email? Would you say: “Yes, you can email your doctor/GP”, “No, you cannot email your doctor/GP”, or do you NOT have access to the Internet?

<table>
<thead>
<tr>
<th>Yes, you can email your doctor/GP</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16</td>
<td>10</td>
<td>22</td>
<td>13</td>
<td>20</td>
</tr>
<tr>
<td>No, you cannot email your doctor/GP</td>
<td>35</td>
<td>50</td>
<td>27</td>
<td>34</td>
<td>37</td>
</tr>
<tr>
<td>Or, do you NOT have access to the Internet?</td>
<td>24</td>
<td>21</td>
<td>19</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Not sure</td>
<td>24</td>
<td>18</td>
<td>32</td>
<td>33</td>
<td>23</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>1</td>
<td>-</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

#### BASE: RESPONDENTS WHO HAVE A REGULAR DOC/PLACE AND WHO CANNOT COMMUNICATE WITH DOC BY EMAIL, DON'T KNOW, OR DECLINE TO ANSWER (Q511/1.2 & Q1400/2.8,9)

**Q1405** Would you like to communicate with [IF CA, US (Q260/2.5) & Q511/1 SHOW: your regular doctor] [IF AU, NZ, UK (Q260/1.3,4) & Q511/1 SHOW: your GP] [IF Q511/2 SHOW: the doctors] via email?

<table>
<thead>
<tr>
<th>Yes</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>25</td>
<td>41</td>
<td>30</td>
<td>40</td>
<td>42</td>
</tr>
<tr>
<td>No</td>
<td>72</td>
<td>56</td>
<td>68</td>
<td>56</td>
<td>55</td>
</tr>
<tr>
<td>Not sure</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

#### BASE: ALL RESPONDENTS

**Q1710** Do you have access to your own medical record?

<table>
<thead>
<tr>
<th>Yes</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>40</td>
<td>34</td>
<td>45</td>
<td>28</td>
<td>51</td>
</tr>
<tr>
<td>No</td>
<td>33</td>
<td>43</td>
<td>29</td>
<td>44</td>
<td>31</td>
</tr>
<tr>
<td>Not sure</td>
<td>27</td>
<td>23</td>
<td>24</td>
<td>28</td>
<td>17</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>3</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

#### BASE: RESPONDENTS WHO DO NOT HAVE ACCESS TO OWN MEDICAL RECORD, DON'T KNOW OR DECLINE (Q1710/2.8,9)

**Q1410** Would you like to have access to your own medical record?

<table>
<thead>
<tr>
<th>Yes</th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>67</td>
<td>73</td>
<td>64</td>
<td>59</td>
<td>75</td>
</tr>
<tr>
<td>No</td>
<td>29</td>
<td>22</td>
<td>27</td>
<td>35</td>
<td>19</td>
</tr>
<tr>
<td>Not sure</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>1</td>
<td>5</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
SECTION 1500: HEALTH STATUS, CHRONIC CONDITIONS AND SELF-CARE

**BASE: ALL RESPONDENTS**

Q1500  In general, how would you describe your own health? [IHP2001, Q600] [IHP2002, Q210]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>18</td>
<td>20</td>
<td>22</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>Very good</td>
<td>38</td>
<td>37</td>
<td>41</td>
<td>36</td>
<td>36</td>
</tr>
<tr>
<td>Good</td>
<td>29</td>
<td>31</td>
<td>25</td>
<td>33</td>
<td>28</td>
</tr>
<tr>
<td>Fair</td>
<td>10</td>
<td>9</td>
<td>8</td>
<td>12</td>
<td>14</td>
</tr>
<tr>
<td>Poor</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

Q1505  Have you been told by a doctor that you have [INSERT ITEM]?

Q1506

[RANDOMIZE]

<table>
<thead>
<tr>
<th>Chronic Condition</th>
<th>Yes, Have Been Told</th>
<th>No, Have Not Been Told</th>
<th>Not Sure</th>
<th>Decline to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertension, sometimes called high blood pressure</td>
<td>20</td>
<td>80</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Australia</td>
<td>20</td>
<td>80</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Canada</td>
<td>18</td>
<td>82</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>New Zealand</td>
<td>22</td>
<td>78</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>24</td>
<td>76</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Heart disease, including heart attack</td>
<td>5</td>
<td>94</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Australia</td>
<td>6</td>
<td>94</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Canada</td>
<td>6</td>
<td>93</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>New Zealand</td>
<td>7</td>
<td>93</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>6</td>
<td>93</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Diabetes</td>
<td>6</td>
<td>93</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Australia</td>
<td>6</td>
<td>94</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Canada</td>
<td>5</td>
<td>95</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>New Zealand</td>
<td>5</td>
<td>94</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>8</td>
<td>92</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>Arthritis</td>
<td>21</td>
<td>78</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Australia</td>
<td>20</td>
<td>80</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Canada</td>
<td>15</td>
<td>85</td>
<td>*</td>
<td>-</td>
</tr>
<tr>
<td>New Zealand</td>
<td>21</td>
<td>78</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>United States</td>
<td>24</td>
<td>75</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
Q1506

[A] RANDOMIZE

Yes, Have No, Have Not Not Decline to
Been Told Been Told Sure Answer

Asthma, Emphysema, or any other chronic lung problems
Australia 16 84 1 *
Canada 12 87 * *
New Zealand 17 83 * -
United Kingdom 14 85 * *
United States 12 88 * -

Depression
Australia 13 86 * *
Canada 13 87 * *
New Zealand 12 88 * -
United Kingdom 16 84 * *
United States 17 82 * *

BASE: RESPONDENTS WITH ANY CONDITION (Q1505/1-6 & Q1506/1)

Q1510 Did the doctor give you a plan to manage your own care at home?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>55</td>
<td>59</td>
<td>61</td>
<td>43</td>
<td>61</td>
</tr>
<tr>
<td>No</td>
<td>43</td>
<td>40</td>
<td>37</td>
<td>55</td>
<td>37</td>
</tr>
<tr>
<td>Not sure</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>1</td>
</tr>
</tbody>
</table>
### SECTION 100: DEMOGRAPHICS

#### BASE: ALL RESPONDENTS

**Q1600**  Now a few questions for classification purposes.

#### BASE: ALL RESPONDENTS

**Q1605**  Were you born in [IF AU (Q260/1) SHOW: Australia] [IF CA (Q260/2) SHOW: Canada] [IF NZ (Q260/3) SHOW: New Zealand] [IF UK (Q260/4) SHOW: the United Kingdom] [IF US (Q260/5) SHOW: the United States] or somewhere else?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, born in this country</td>
<td>79</td>
<td>84</td>
<td>83</td>
<td>90</td>
<td>88</td>
</tr>
<tr>
<td>No, not born in this country</td>
<td>21</td>
<td>16</td>
<td>17</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
<td>*</td>
<td>-</td>
<td>*</td>
<td>-</td>
</tr>
</tbody>
</table>

#### BASE: ALL RESPONDENTS

**Q1610**  Including you, how many adults, 18 or older, live in your household [IF NZ (Q260/3) ADD: , including boarders]?  

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEAN</strong></td>
<td>2.1</td>
<td>2.0</td>
<td>2.1</td>
<td>1.9</td>
<td>2.2</td>
</tr>
</tbody>
</table>

#### BASE: ALL RESPONDENTS

**Q1615**  Which of these best describes you?  Are you married, not married but living with a partner, divorced, separated, widowed, or single and never married?

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>50</td>
<td>47</td>
<td>49</td>
<td>44</td>
<td>55</td>
</tr>
<tr>
<td>Living with a partner</td>
<td>8</td>
<td>10</td>
<td>11</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Divorced</td>
<td>5</td>
<td>8</td>
<td>5</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Separated</td>
<td>4</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Widowed</td>
<td>8</td>
<td>7</td>
<td>8</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>Single, never married</td>
<td>24</td>
<td>22</td>
<td>23</td>
<td>23</td>
<td>18</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>1</td>
<td>*</td>
<td>1</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>
**BASE: AUSTRALIA (Q260/1)**

**Q1620** What is the highest level of education you have completed to date?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed primary school only</td>
<td>4</td>
</tr>
<tr>
<td>Completed lower level of high school</td>
<td>39</td>
</tr>
<tr>
<td>Completed upper level of high school</td>
<td>16</td>
</tr>
<tr>
<td>A post-school qualification</td>
<td>12</td>
</tr>
<tr>
<td>Some college or university but no degree</td>
<td>13</td>
</tr>
<tr>
<td>A bachelor's degree or higher</td>
<td>14</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>1</td>
</tr>
</tbody>
</table>

**BASE: CANADA (Q260/2)**

**Q1625** What is the highest level of education you have completed to date?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than high school</td>
<td>5</td>
</tr>
<tr>
<td>Completed some high school</td>
<td>12</td>
</tr>
<tr>
<td>High school graduate or equivalent</td>
<td>15</td>
</tr>
<tr>
<td>Attended community college, technical, trade, or vocational college</td>
<td>29</td>
</tr>
<tr>
<td>Completed some university, but no degree</td>
<td>12</td>
</tr>
<tr>
<td>University graduate degree or higher</td>
<td>27</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>1</td>
</tr>
</tbody>
</table>

**BASE: NEW ZEALAND (Q260/3)**

**Q1630** What is your highest level of education you have completed to date?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary education</td>
<td>2</td>
</tr>
<tr>
<td>Completed some high school but no secondary school certificate</td>
<td>17</td>
</tr>
<tr>
<td>Secondary school certificate (including 6th form, university entrance,</td>
<td>32</td>
</tr>
<tr>
<td>higher school certificate, university entrance qualification, Bursary level)</td>
<td></td>
</tr>
<tr>
<td>Attended university or technical college, but did not graduate</td>
<td>5</td>
</tr>
<tr>
<td>Technical/trade/ or other tertiary qualification</td>
<td>19</td>
</tr>
<tr>
<td>University degree or more</td>
<td>23</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>
BASE: UNITED KINGDOM (Q260/4)
Q1635 What is the highest level of formal education you have completed to date?

United Kingdom

No formal education 2
Primary education 3
Secondary education (high school) 42
Some post-secondary education or university, but no university degree 29
University degree or higher 24
Not sure *
Decline to answer *

BASE: UNITED STATES (Q260/5)
Q1640 What is the highest level of education you have completed to date?

United States

Less than high school graduate 12
High school graduate or equivalent (e.g., GED) 38
Completed some college, but no degree 18
Completed technical or community college (e.g., associates degree) 8
A bachelor’s degree or higher 24
Not sure -
Decline to answer *

BASE: ALL RESPONDENTS
Q1650 The average household income of families in this country is [ENTER AMOUNT FROM PROGRAMMING NOTE BELOW] a year. By comparison, is your household income…?

[PROGRAMMING NOTE: IF AUSTRALIA (Q260/1) ENTER “$39,000 AUD”; IF CANADA (Q260/2) ENTER “$46,700”; IF NEW ZEALAND (Q260/3) ENTER “$34,700 NZD”; IF UK (Q260/4) ENTER “£22,000”; IF US (Q260/5) ENTER “$42,400”]

<table>
<thead>
<tr>
<th></th>
<th>Australia</th>
<th>Canada</th>
<th>New Zealand</th>
<th>United Kingdom</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much above average</td>
<td>15</td>
<td>17</td>
<td>23</td>
<td>13</td>
<td>12</td>
</tr>
<tr>
<td>Somewhat above average</td>
<td>25</td>
<td>27</td>
<td>33</td>
<td>25</td>
<td>27</td>
</tr>
<tr>
<td>Average</td>
<td>20</td>
<td>19</td>
<td>18</td>
<td>22</td>
<td>21</td>
</tr>
<tr>
<td>Somewhat below average</td>
<td>16</td>
<td>14</td>
<td>12</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>Much below average</td>
<td>16</td>
<td>16</td>
<td>10</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>Not sure</td>
<td>4</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
**BASE: AUSTRALIA (Q260/1)**

Q1660 Are you of Aboriginal or Torres Straight Island descent?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Australia</strong></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>2</td>
</tr>
<tr>
<td>No</td>
<td>97</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: CANADA (Q260/2)**

Q1662 People living in Canada come from many ethnic, racial or cultural groups. To which ethnic or cultural group(s) do you belong?

[MULTIPLE RECORD]

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Canada</strong></td>
<td></td>
</tr>
<tr>
<td>British (English, Scottish, Welsh, Irish)</td>
<td>32</td>
</tr>
<tr>
<td>French (Quebecois, French Canadian)</td>
<td>24</td>
</tr>
<tr>
<td>Other European (Russian, German, Italian, Polish, Dutch, Ukranian, Portuguese, Spanish, etc.)</td>
<td>20</td>
</tr>
<tr>
<td>Aboriginal or Native American (North American Indian/First Nation/Metic/Inuit-Eskimo)</td>
<td>2</td>
</tr>
<tr>
<td>Black/African/Jamaican/Caribbean</td>
<td>2</td>
</tr>
<tr>
<td>Asian (Chinese/Japanese/Korean/Indian/Pakistani/Sri Lankan/Vietnamese, etc.)</td>
<td>4</td>
</tr>
<tr>
<td>South/Central/Latin American</td>
<td>*</td>
</tr>
<tr>
<td>Middle Eastern (Arab/Israeli, etc.)</td>
<td>1</td>
</tr>
<tr>
<td>Canadian</td>
<td>14</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
</tr>
<tr>
<td>Not sure</td>
<td>4</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>3</td>
</tr>
</tbody>
</table>
**BASE: NEW ZEALAND (Q260/3)**
Q1663 Which ethnic group do you belong to?

<table>
<thead>
<tr>
<th>Ethnic Group</th>
<th>NZ European</th>
<th>Maori</th>
<th>Samoan</th>
<th>Cook Island Maori</th>
<th>Tongan</th>
<th>Niuean</th>
<th>Chinese</th>
<th>Indian</th>
<th>Other (such as Dutch, Japanese, Tokelauan)</th>
<th>Not sure</th>
<th>Decline to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Zealand</td>
<td>80</td>
<td>10</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**BASE: UNITED KINGDOM (Q260/4)**
Q1664 Which of the following best describes your race or ethnic origin?

<table>
<thead>
<tr>
<th>Ethnicty</th>
<th>United Kingdom</th>
</tr>
</thead>
<tbody>
<tr>
<td>White (British, Irish, Other European)</td>
<td>91</td>
</tr>
<tr>
<td>Mixed (White and Black Caribbean, White and Black African, White and Asian, Any Other Mixed)</td>
<td>2</td>
</tr>
<tr>
<td>Asian or Asian British (Indian, Pakistani, Bangladeshi, Any Other Asian)</td>
<td>3</td>
</tr>
<tr>
<td>Black or Black British (Caribbeean, African, Any Other Black)</td>
<td>3</td>
</tr>
<tr>
<td>Chinese</td>
<td>*</td>
</tr>
<tr>
<td>Other ethnic group</td>
<td>1</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: UNITED STATES (Q260/5)**
Q1665 Are you of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban?

<table>
<thead>
<tr>
<th>Hispanic origin</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, of Hispanic origin</td>
<td>12</td>
</tr>
<tr>
<td>No, not of Hispanic origin</td>
<td>88</td>
</tr>
<tr>
<td>Not sure</td>
<td>-</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>
**BASE: UNITED STATES (Q260/5)**

**Q1666** Do you consider yourself…?

<table>
<thead>
<tr>
<th>Race/Background</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>76</td>
</tr>
<tr>
<td>Black</td>
<td>5</td>
</tr>
<tr>
<td>African American</td>
<td>6</td>
</tr>
<tr>
<td>Asian or Pacific Islander</td>
<td>1</td>
</tr>
<tr>
<td>Native American or Alaskan native</td>
<td>*</td>
</tr>
<tr>
<td>Mixed racial background</td>
<td>4</td>
</tr>
<tr>
<td>Other race</td>
<td>6</td>
</tr>
<tr>
<td>Not Sure</td>
<td>1</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>1</td>
</tr>
</tbody>
</table>

**BASE: UNITED STATES (Q260/5)**

**Q1670** How many separate telephone lines with different telephone numbers do you have in the home you are in now which can receive phone calls? Do not count those that are only used for faxes or modems.

<table>
<thead>
<tr>
<th>Lines</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>88</td>
</tr>
<tr>
<td>Two</td>
<td>9</td>
</tr>
<tr>
<td>Three or more</td>
<td>2</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>1</td>
</tr>
</tbody>
</table>

**BASE: UNITED STATES (Q260/5)**

**Q1671** INTERVIEWER CODE LANGUAGE OF INTERVIEW

- English
- Spanish

**BASE: CANADA (Q260/2)**

**Q1672** INTERVIEWER CODE LANGUAGE OF INTERVIEW

- English
- French
**BASE: UK (Q260/4)**

Q1680 Which of the following describes where you live?

<table>
<thead>
<tr>
<th>Option</th>
<th>United Kingdom</th>
</tr>
</thead>
<tbody>
<tr>
<td>City/large town</td>
<td>27</td>
</tr>
<tr>
<td>Suburbs of a city/large town</td>
<td>22</td>
</tr>
<tr>
<td>Small town</td>
<td>25</td>
</tr>
<tr>
<td>Village or rural location</td>
<td>25</td>
</tr>
<tr>
<td>Not sure</td>
<td>*</td>
</tr>
<tr>
<td>Decline to answer</td>
<td>*</td>
</tr>
</tbody>
</table>

**BASE: UK (Q260/4)**

Q1681 To ensure that we have a representative sample, could you tell me the occupation of the CHIEF WAGE EARNER of the household?

1. What is their position at work/rank/grade?@
2. What industry do they work in?@
3. Do they have any qualifications that are relevant to their job?@
4. How many people are they responsible for at work?@  
5. IF MANAGEMENT : How many people are in the organisation?@  
6. IF UNEMPLOYED : How long unemployed for?@  
   IF LESS THAN 6 MONTHS ASK ABOUT LAST JOB@  
7. IF RETIRED : Do they receive a private job related pension?@  
   IF YES ASK ABOUT THEIR LAST JOB@’

RESP CODED
Code as:

<table>
<thead>
<tr>
<th>Code</th>
<th>United Kingdom</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>19</td>
</tr>
<tr>
<td>C1</td>
<td>26</td>
</tr>
<tr>
<td>C2</td>
<td>21</td>
</tr>
<tr>
<td>D</td>
<td>12</td>
</tr>
<tr>
<td>E</td>
<td>14</td>
</tr>
<tr>
<td>NA</td>
<td>3</td>
</tr>
</tbody>
</table>

**BASE: ALL RESPONDENTS**

Q1690 That completes all the questions we have for you today. Thank you for your participation in this important survey.

END.