### Extended Access to Primary Care

<table>
<thead>
<tr>
<th>Measure</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Primary care physician or other health care professional at practice frequently or occasionally makes home visits</td>
<td>81</td>
<td>70</td>
<td>96</td>
<td>97</td>
<td>100</td>
<td>97</td>
<td>88</td>
<td>95</td>
<td>84</td>
<td>97</td>
<td>37</td>
</tr>
<tr>
<td>Practice has arrangements where patients can be seen when practice is closed (not including the ER)</td>
<td>69</td>
<td>48</td>
<td>75</td>
<td>96</td>
<td>90</td>
<td>91</td>
<td>92</td>
<td>77</td>
<td>56</td>
<td>84</td>
<td>45</td>
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### Primary Care Physicians’ Experiences Coordinating Patient Care with Clinical Providers Across Settings

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</thead>
<tbody>
<tr>
<td>Usually sends patient history and reason for consultation</td>
<td>94</td>
<td>89</td>
<td>92</td>
<td>47</td>
<td>97</td>
<td>73</td>
<td>98</td>
<td>89</td>
<td>76</td>
<td>91</td>
<td>75</td>
</tr>
<tr>
<td>Usually is informed about changes to patient’s medication or care plan</td>
<td>57</td>
<td>58</td>
<td>73</td>
<td>27</td>
<td>43</td>
<td>70</td>
<td>77</td>
<td>42</td>
<td>60</td>
<td>69</td>
<td>49</td>
</tr>
<tr>
<td>Usually receives results from specialist within 1 week</td>
<td>14</td>
<td>16</td>
<td>24</td>
<td>11</td>
<td>15</td>
<td>30</td>
<td>19</td>
<td>20</td>
<td>33</td>
<td>9</td>
<td>32</td>
</tr>
<tr>
<td>Usually notified when patient see for after-hours care</td>
<td>43</td>
<td>27</td>
<td>8</td>
<td>36</td>
<td>97</td>
<td>41</td>
<td>79</td>
<td>11</td>
<td>29</td>
<td>77</td>
<td>36</td>
</tr>
<tr>
<td>Usually notified when patient has been seen in an ED</td>
<td>40</td>
<td>48</td>
<td>24</td>
<td>40</td>
<td>84</td>
<td>55</td>
<td>85</td>
<td>14</td>
<td>46</td>
<td>66</td>
<td>48</td>
</tr>
<tr>
<td>Following hospital discharge, information needed to continue managing patient received ≤48 hours</td>
<td>24</td>
<td>22</td>
<td>14</td>
<td>63</td>
<td>46</td>
<td>21</td>
<td>57</td>
<td>23</td>
<td>34</td>
<td>23</td>
<td>52</td>
</tr>
<tr>
<td>Usually communicates about patient needs and services to be provided</td>
<td>14</td>
<td>24</td>
<td>36</td>
<td>29</td>
<td>27</td>
<td>43</td>
<td>18</td>
<td>46</td>
<td>32</td>
<td>30</td>
<td>33</td>
</tr>
<tr>
<td>Usually is advised of relevant changes in patient condition or status</td>
<td>21</td>
<td>36</td>
<td>45</td>
<td>37</td>
<td>28</td>
<td>41</td>
<td>23</td>
<td>45</td>
<td>46</td>
<td>43</td>
<td>42</td>
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### Coordinating Patient Care with Social Services and Other Community Providers

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<tr>
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</thead>
<tbody>
<tr>
<td>Frequently coordinates with social services or community providers</td>
<td>38</td>
<td>42</td>
<td>21</td>
<td>74</td>
<td>47</td>
<td>57</td>
<td>52</td>
<td>12</td>
<td>51</td>
<td>65</td>
<td>40</td>
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### Major challenges in coordinating patient care with social services

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</thead>
<tbody>
<tr>
<td>Lack of a referral system</td>
<td>43</td>
<td>34</td>
<td>45</td>
<td>32</td>
<td>20</td>
<td>12</td>
<td>27</td>
<td>27</td>
<td>18</td>
<td>34</td>
<td>31</td>
</tr>
<tr>
<td>Inadequate staffing to make referrals and coordinating with social service organizations</td>
<td>43</td>
<td>42</td>
<td>53</td>
<td>32</td>
<td>24</td>
<td>20</td>
<td>34</td>
<td>37</td>
<td>14</td>
<td>56</td>
<td>36</td>
</tr>
<tr>
<td>Lack of follow-up from social service organizations about services patient received or needs</td>
<td>50</td>
<td>42</td>
<td>39</td>
<td>30</td>
<td>43</td>
<td>25</td>
<td>39</td>
<td>39</td>
<td>22</td>
<td>61</td>
<td>37</td>
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### Health Information Technology That Facilitates Coordinating Care with Patients

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</thead>
<tbody>
<tr>
<td>Practice offers patients option to communicate via email or secure website about a medical question</td>
<td>32</td>
<td>22</td>
<td>55</td>
<td>60</td>
<td>75</td>
<td>75</td>
<td>73</td>
<td>91</td>
<td>80</td>
<td>60</td>
<td>77</td>
</tr>
<tr>
<td>Practice frequently or occasionally uses video consultations</td>
<td>25</td>
<td>16</td>
<td>10</td>
<td>4</td>
<td>4</td>
<td>12</td>
<td>9</td>
<td>33</td>
<td>4</td>
<td>9</td>
<td>20</td>
</tr>
<tr>
<td>Usually or often uses remote monitoring or connected medical devices to monitor patients with chronic conditions</td>
<td>7</td>
<td>4</td>
<td>7</td>
<td>6</td>
<td>7</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>2</td>
<td>9</td>
<td>11</td>
</tr>
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### Health Information Technology That Facilitates Coordinating Care with Providers Across Settings

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Request appointments online</td>
<td>72</td>
<td>21</td>
<td>30</td>
<td>15</td>
<td>57</td>
<td>82</td>
<td>76</td>
<td>81</td>
<td>10</td>
<td>90</td>
<td>60</td>
</tr>
<tr>
<td>Request refills for prescriptions online</td>
<td>12</td>
<td>9</td>
<td>6</td>
<td>21</td>
<td>77</td>
<td>91</td>
<td>77</td>
<td>94</td>
<td>12</td>
<td>91</td>
<td>73</td>
</tr>
<tr>
<td>View test results online</td>
<td>7</td>
<td>32</td>
<td>21</td>
<td>2</td>
<td>22</td>
<td>33</td>
<td>68</td>
<td>68</td>
<td>8</td>
<td>52</td>
<td>76</td>
</tr>
<tr>
<td>View patient visit summaries online</td>
<td>9</td>
<td>5</td>
<td>9</td>
<td>&lt;1</td>
<td>8</td>
<td>4</td>
<td>30</td>
<td>87</td>
<td>3</td>
<td>46</td>
<td>67</td>
</tr>
<tr>
<td>ALL four functions</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>3</td>
<td>27</td>
<td>58</td>
<td>1</td>
<td>38</td>
<td>50</td>
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### Ability to electronically exchange the following with any doctors outside practice:

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</tr>
</thead>
<tbody>
<tr>
<td>Patient clinical summaries</td>
<td>50</td>
<td>22</td>
<td>61</td>
<td>12</td>
<td>81</td>
<td>93</td>
<td>80</td>
<td>76</td>
<td>47</td>
<td>66</td>
<td>53</td>
</tr>
<tr>
<td>Laboratory and diagnostic test results</td>
<td>48</td>
<td>33</td>
<td>60</td>
<td>32</td>
<td>74</td>
<td>88</td>
<td>83</td>
<td>79</td>
<td>52</td>
<td>63</td>
<td>54</td>
</tr>
<tr>
<td>Lists of all medications taken by a patient</td>
<td>46</td>
<td>29</td>
<td>48</td>
<td>14</td>
<td>81</td>
<td>85</td>
<td>82</td>
<td>72</td>
<td>44</td>
<td>67</td>
<td>53</td>
</tr>
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