

Family Medicine

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SUPPLEMENTAL APPENDIX B: Patient-reported access measures included in our study

Patient-reported access measure	Survey question	Response options	Outcome definition
Same/next day access to urgent care	[Question 16] Think about the time you needed urgent care. How many days did it take from when you first tried to book an appointment at our clinic to when you received care? (Care could include an in-person visit, phone visit, video visit and/or email or secure messaging.)	1 = On the same day 2 = The next day 3 = In 2 to 3 days 4 = In 4 to 7 days 5 = After more than 1 week 6 = Never able to get an appointment 7 = Not sure	% same or next day
Satisfaction with timeliness of urgent care	[Question 18] How would you describe the length of time it took between making the appointment and receiving care?	1 = About right 2 = Somewhat too long 3 = Much too long	% about right
Ease of after-hours access	[Question 20] How easy or difficult was it to get urgent care from the clinic on an evening, weekend, or holiday during the COVID-19 pandemic?	1 = Very easy 2 = Somewhat easy 3 = Neither easy nor difficult 4 = Somewhat difficult 5 = Very difficult	% somewhat or very easy
Continuity with preferred primary care provider	[Question 22] How often did you receive care from the doctor or nurse practitioner that you prefer?	1 = Always 2 = Usually 3 = Occasionally 4 = Rarely 5 = Never	% always or usually
Timely access to non-urgent appointment	[Question 23] How often did you receive care within a reasonable time from your doctor or nurse practitioner?	1 = Always 2 = Usually 3 = Occasionally 4 = Rarely 5 = Never	% always or usually
Involvement in care decisions	[Question 24] When you received care from your doctor or nurse practitioner, how often did they involve you as much as you want to be in decisions about your care and treatment?	1 = Always 2 = Usually 3 = Occasionally 4 = Rarely 5 = Never	% always or usually
Time spent with primary care provider seen	[Question 25] When you received care from your doctor or nurse practitioner, how often did they spend enough time with you?	1 = Always 2 = Usually 3 = Occasionally 4 = Rarely 5 = Never	% always or usually