

## Satisfaction with the Provider-Patient Relationship (SQ-1)

	Strongly disagree	Somewhat disagree	Undecided	Somewhat agree	Strongly agree
Please indicate how much you agree or disagree with each statement regarding your visit with this doctor					
1. I told the doctor everything that was on my mind	1	2	3	4	5
2. I was able to tell the doctor what was bothering me	1	2	3	4	5
3. I felt understood by the doctor	1	2	3	4	5
4. The doctor made me feel rushed	1	2	3	4	5
5. I had confidence in the doctor's abilities	1	2	3	4	5
6. The doctor made me feel comfortable enough to tell everything that was bothering me	1	2	3	4	5
7. The doctor made it easy to understand what, if anything, was wrong with me	1	2	3	4	5
8. The doctor gave me undivided attention	1	2	3	4	5
9. I got to ask the doctor all the questions I wanted	1	2	3	4	5
10. The doctor spent the right amount of time with me	1	2	3	4	5
11. I was pleased with my visit with the doctor	1	2	3	4	5
12. The doctor always seemed to know what he/she was doing	1	2	3	4	5
13. I have a good deal of confidence in the doctor	1	2	3	4	5
14. The doctor really cared about me as a person	1	2	3	4	5
15. The doctor acted like I didn't have any feelings	1	2	3	4	5
16. The doctor treated me with a great deal of respect	1	2	3	4	5
17. The doctor "talked down" to me	1	2	3	4	5
18. The doctor was kind and considerate of my feelings	1	2	3	4	5
19. The doctor tried to make me feel relaxed	1	2	3	4	5
20. The doctor relieved my worries about medical conditions	1	2	3	4	5
21. The doctor made it easy for me to ask questions	1	2	3	4	5
22. The doctor listened to me closely	1	2	3	4	5
23. I trust the doctor	1	2	3	4	5
24. The doctor did not spend enough time with me	1	2	3	4	5
25. Overall, I am satisfied with the doctor	1	2	3	4	5

Patient Feedback Questionnaire  
Subscales

Openendedness

Alpha = .82

7 Items

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|--|-----|
| 1. Did you say everything to the doctor that was on your mind?     | .58 |
| 2. Were you able to tell the doctor what was bothering you?        | .79 |
| 4. How rushed did your doctor make you feel during your visit? (R) | .54 |
| 9. Did you get to ask the questions you wanted to ask the doctor?  | .75 |
| 10. Did the doctor spend the right amount of time with you?        | .64 |
| 21. The doctor made it easy for me to ask questions.               | .66 |
| 24. I felt the doctor didn't spend enough time.                    | .56 |

Sensitivity/Empathy

Alpha = .89

11 Items

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|--|-----|
| 3. How much did you feel understood by your doctor?  | .61 |
| 6. How comfortable did the doctor make you feel to tell everything that was bothering you? | .67 |
| 8. Did the doctor give you undivided attention?  | .66 |
| 14. The doctor really cared about me as a person.  | .77 |
| 15. The doctor acted like I didn't have any feelings. (R)                                  | .63 |
| 16. The doctor treated me with a great deal of respect.                                    | .62 |
| 17. The doctor didn't "talk down" to me.   | .54 |
| 18. The doctor relieved my worries about my medical condition.                             | .59 |
| 19. The doctor was kind and considerate of my feelings.                                    | .56 |
| 20. The doctor did not try to make me feel relaxed. (R)                                    | .63 |
| 22. I felt the doctor listened closely to me.  | .75 |

Confidence in Doctor

Alpha = .84

4 Items

- |  |     |
|--|-----|
| 5. How much confidence do you have in your doctor's abilities? | .79 |
| 12. This doctor always seemed to know what he/she was doing.   | .84 |
| 13. I have a good deal of confidence in the doctor.            | .89 |
| 23. I felt I could trust the doctor.                           | .56 |

General Satisfaction

Alpha = .71

3 Items

- |   |     |
|---|-----|
| 7. How easy was it for you to understand what the doctor said was wrong with you? (R) | .53 |
| 11. How pleased were you with your visit with your doctor today? (R)                  | .79 |
| 25. Overall, I was satisfied with the consultation.                                   | .72 |