

The 2008 Commonwealth Fund International Health Policy  
Survey of Sicker Adults  
Topline Results

**BASE: ALL RESPONDENTS****Q445 AGE CATEGORIES**

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
18-24 (1989-1983)	11%	9%	13%	7%	8%	11%	6%	10%
25-34 (1982-1973)	13%	15%	12%	12%	12%	16%	14%	14%
35-49 (1972 - 1958)	29%	30%	21%	22%	21%	29%	18%	27%
50-64 (1957-1943)	28%	24%	27%	27%	29%	21%	29%	27%
65+ (1942-1902)	19%	22%	29%	32%	30%	23%	33%	22%

**BASE: ALL RESPONDENTS WHO ARE Q445/2-6****Q455 Gender**

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Male	49%	49%	43%	44%	46%	49%	47%	45%
Female	51%	51%	57%	56%	54%	51%	53%	55%

**BASE: ALL RESPONDENTS WHO ARE Q445/2-6****Q465** In general, how would you describe your own health?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Excellent	8%	10%	6%	2%	5%	13%	6%	5%
Very good	20%	23%	11%	10%	12%	26%	17%	17%
Good	26%	26%	37%	40%	26%	24%	23%	24%
Fair	34%	30%	36%	35%	50%	28%	39%	41%
Poor	12%	11%	10%	13%	8%	8%	15%	13%
Not sure (V)	0	0	0	0	-	1%	-	0

**BASE: ALL RESPONDENTS WHO ARE Q445/2-6****Q470** Have you had a serious or chronic illness, injury, or disability that has required A LOT of medical care in the past 2 years?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes, had illness, injury, or disability that required a lot of medical care	56%	58%	51%	62%	57%	54%	62%	59%
No, did not have illness, injury, or disability that required a lot of medical care	44%	41%	48%	38%	43%	46%	38%	40%
Not sure (V)	0	1%	0	-	-	0	0	0
Decline to answer (V)	-	0	0	-	-	-	0	0

**BASE: ALL RESPONDENTS WHO ARE Q445/2-6**

**Q475** Were you hospitalized in the past 2 years [IF FEMALE: other than for a normal, uncomplicated delivery of a baby]?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	56%	48%	59%	58%	47%	58%	44%	46%
No	44%	52%	41%	42%	53%	42%	56%	54%

**BASE: ALL RESPONDENTS WHO ARE Q445/2-6**

**Q480** Have you had major surgery in the past 2 years?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes, had surgery	27%	32%	35%	36%	23%	28%	24%	33%
No	73%	68%	65%	64%	77%	71%	76%	66%
Not sure (V)	1%	0	-	0	-	0	0	0

**BASE: ALL RESPONDENTS**

**q485 ELIGIBLE RESPONDENT**

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Fair or Poor health	46%	41%	46%	48%	57%	36%	53%	54%
Had serious, chronic illness, injury	56%	58%	51%	62%	57%	54%	62%	59%
Hospitalized in past 2 years	56%	48%	59%	58%	47%	58%	44%	46%
Major surgery in past 2 years	27%	32%	35%	36%	23%	28%	24%	33%

**BASE: ALL RESPONDENTS**

**Q400 COUNTRY**

Country	N=
Australia	750
Canada	2635
France	1202
Germany	1201
The Netherlands	1000
New Zealand	751
The United Kingdom	1200
The United States	1205

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 AND Q99/1)**

**Q500** Which of the following statements comes closest to expressing your overall view of the health care system in this country?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
On the whole, the system works pretty well and only minor changes are necessary to make it work better.	24%	34%	41%	24%	41%	29%	36%	23%
There are some good things in our health care system, but fundamental changes are needed to make it work better.	56%	50%	33%	50%	49%	50%	49%	45%
Our health care system has so much wrong with it	19%	14%	22%	25%	7%	19%	12%	30%
Not sure (V)	1%	1%	3%	1%	3%	2%	2%	1%
Decline to answer (V)	0	1%	1%	0	0	0	0	1%

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 AND Q99/1)**

**Q505** Was there a time when you (READ EACH ITEM) because of the cost in the past 2 years?

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
Did not fill a prescription for medicine or skipped doses	Yes	18%	16%	12%	13%	3%	16%	8%	39%
	No	80%	83%	88%	87%	95%	83%	90%	60%
	Not applicable	1%	0	0	0	2%	0	2%	0
Had a specific medical problem but did not visit a doctor	Yes	21%	9%	10%	16%	2%	20%	4%	34%
	No	79%	90%	89%	84%	98%	79%	95%	66%
	Not applicable	1%	1%	1%	-	0	0	1%	-
Skipped or did not get a medical test, treatment, or follow-up that was recommended by a doctor	Yes	23%	10%	11%	14%	3%	17%	6%	36%
	No	76%	89%	88%	86%	96%	83%	92%	64%
	Not applicable	1%	0	0	0	1%	0	1%	-
	Not sure (V)	1%	0	-	0	0	0	0	0
Needed dental care but did <u>not</u> see a dentist	Yes	35%	29%	18%	13%	7%	37%	18%	47%
	No	64%	70%	82%	87%	87%	62%	80%	53%
	Not applicable	1%	0	0	0	6%	0	2%	0

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 AND Q99/1)**

**Q510** Last time when you needed medical care in the evening, on a weekend or on a holiday, how easy or difficult was it to get care without going to the hospital emergency department? Was it...?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Very easy	14%	13%	7%	17%	15%	22%	18%	13%
Somewhat easy	17%	20%	19%	22%	18%	22%	17%	20%
Somewhat difficult	21%	20%	21%	12%	6%	16%	16%	18%
Very difficult	26%	26%	18%	9%	6%	16%	14%	33%
Never needed care in the evenings, weekends, or holidays (V)	21%	17%	34%	38%	53%	20%	31%	12%
Not sure (V)	1%	3%	1%	1%	2%	4%	2%	2%
Decline to answer (V)	-	2%	0	0	0	-	0	2%

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q520** 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 hospital emergency department. Did you get an appointment...

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
On the same day	37%	25%	44%	43%	55%	51%	45%	25%
The next day	16%	11%	18%	17%	24%	20%	16%	18%
2 MORE DAYS (NET)	45%	58%	35%	39%	16%	26%	36%	53%
In 2 to 3 days	21%	18%	16%	10%	11%	17%	16%	20%
In 4 to 5 days	5%	7%	2%	5%	1%	2%	6%	9%
In 6 to 7 days	5%	5%	3%	5%	2%	1%	5%	4%
After more than a week	13%	26%	12%	19%	1%	4%	9%	19%
Never able to get an appointment/a consultation	1%	2%	0	0	1%	1%	1%	1%
Not sure	2%	3%	3%	1%	4%	2%	3%	2%
Decline to answer	0	2%	1%	0	0	1%	0	1%

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q525** Have you called a help line for medical or health advice in the past 2 years?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	15%	25%	5%	6%	14%	20%	32%	16%
No	85%	74%	95%	94%	85%	80%	68%	83%
Not sure	0	0	-	0	0	0	1%	1%
Decline to answer	-	0	-	-	-	-	-	0

**BASE: USED HELP LINE (Q525/1)**

**Q530** Were you able to get the advice or information you needed?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes, completely	38%	58%	57%	52%	77%	55%	62%	45%
Yes, to some extent	43%	29%	26%	35%	15%	27%	26%	44%
No	18%	11%	15%	13%	8%	15%	11%	10%
Not sure	1%	1%	-	-	-	3%	1%	1%
Decline to answer	-	0	1%	-	-	-	-	0

<b>SECTION 5: RELATIONSHIP WITH REGULAR DOCTOR</b>
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**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)****Q535** Is there one doctor you usually go to for your medical care?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes, have a regular doctor/GP	85%	87%	98%	95%	96%	89%	78%	74%
Yes, but have more than one regular doctor/GP	4%	2%	0	0	3%	2%	13%	4%
No, do not have a regular doctor/GP	11%	11%	2%	5%	1%	8%	9%	22%

**BASE: IF NO REGULAR DOCTOR OR NOT SURE OR DECLINE (Q535/3,8,9)****Q540** Is there one doctor's group, health center, or clinic you usually go to for most of your medical care?

Please do not include the hospital emergency department.

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes, have a usual place for medical care	57%	62%	26%	63%	86%	45%	85%	48%
No, do not have a usual place for medical care	40%	37%	74%	37%	14%	55%	10%	51%
Not sure	3%	1%	-	-	-	-	5%	1%
Decline to answer	-	-	-	-	-	-	-	0

**BASE: RESPONDENTS WHO HAVE A REGULAR DOCTOR/PLACE (Q545/1,2)****Q550** How long have you been [IF Q545/1 SHOW: seeing this doctor [IF Q545/2, SHOW: going to this place] for your medical care?

[INTERVIEWER NOTE: IF SEEING MORE THAN ONE REGULAR DOCTOR (Q535/2), ASK ABOUT THE DOCTOR THAT THEY RELY ON MOST FOR THEIR CARE.]

(READ LIST)

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Less than 1 year	9%	8%	5%	4%	6%	9%	5%	10%
1 to less than 3 years	17%	13%	14%	9%	10%	17%	12%	22%
3 to less than 5 years	10%	12%	8%	9%	6%	14%	9%	17%
5 years or more	63%	66%	73%	77%	78%	59%	74%	51%
Not sure	1%	0	0	0	-	1%	0	0
Decline to answer	-	1%	-	-	-	-	-	0

**BASE: HAS A REGULAR DOCTOR/GP OR HAS A REGULAR PLACE (Q545/1 OR Q545/2)**

**Q555** How easy or difficult is it to contact your doctor's practice during regular practice hours by TELEPHONE about a health problem? Would you say it is ...?

(READ LIST)

	<u>AUS</u>	<u>CAN</u>	<u>FR</u>	<u>GER</u>	<u>NETH</u>	<u>NZ</u>	<u>UK</u>	<u>USA</u>
<b>Easy (NET)</b>	<b>83%</b>	<b>75%</b>	<b>80%</b>	<b>45%</b>	<b>77%</b>	<b>89%</b>	<b>81%</b>	<b>79%</b>
Very easy	52%	42%	38%	19%	34%	64%	51%	41%
Somewhat easy	32%	32%	42%	26%	43%	25%	31%	38%
<b>Difficult (NET)</b>	<b>13%</b>	<b>21%</b>	<b>14%</b>	<b>21%</b>	<b>16%</b>	<b>8%</b>	<b>16%</b>	<b>19%</b>
Somewhat difficult	9%	13%	11%	12%	11%	5%	10%	13%
Very difficult	4%	8%	3%	9%	6%	3%	5%	6%
Never tried to contact by telephone	3%	3%	5%	33%	5%	2%	2%	2%
Not sure	1%	1%	1%	1%	1%	1%	1%	0
Decline to answer	1%	1%	0	-	-	-	0	0



**BASE: RESPONDENTS WHO HAVE A REG DOC/PLACE (Q545/1,2)**

**Q565** How often does your regular doctor or someone in your doctor 's practice help coordinate or arrange the care you receive from other doctors and places, such as make appointments with a specialist?

(READ LIST)

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
<b>Always or often (NET)</b>	<b>63%</b>	<b>72%</b>	<b>58%</b>	<b>59%</b>	<b>44%</b>	<b>64%</b>	<b>62%</b>	<b>64%</b>
Always	49%	57%	42%	40%	34%	51%	48%	45%
Often	14%	15%	16%	20%	10%	14%	14%	18%
<b>Sometimes/rarely or never (NET)</b>	<b>28%</b>	<b>21%</b>	<b>35%</b>	<b>29%</b>	<b>36%</b>	<b>24%</b>	<b>23%</b>	<b>31%</b>
Sometimes	12%	12%	18%	12%	11%	14%	10%	15%
Rarely or never	17%	9%	18%	17%	25%	10%	13%	16%
Not applicable	8%	5%	6%	11%	18%	10%	12%	5%
Not sure	1%	1%	1%	1%	3%	2%	3%	0
Declined to answer	-	0	-	0	-	0	0	0

**SECTION 6: COORDINATION OF CARE**

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q570** In the past 2 years, when getting care for a medical problem, was there ever a time when...?

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
Test results, medical records, or reasons for referrals were not available at the time of your scheduled doctor's appointment	Yes	15%	18%	15%	13%	9%	18%	15%	23%
	No	82%	79%	83%	86%	82%	80%	81%	73%
	Not Applicable	2%	1%	1%	1%	8%	1%	2%	0
	Not sure	1%	2%	1%	1%	1%	1%	1%	2%
	Decline to answer	-	1%	0	0	-	-	-	1%
Doctors ordered a medical test that you felt was unnecessary because the test had already been done	Yes	12%	10%	11%	18%	4%	11%	8%	19%
	No	86%	89%	88%	81%	88%	86%	90%	80%
	Not Applicable	1%	1%	0	0	7%	2%	1%	0
	Not sure	1%	0	1%	1%	1%	1%	1%	1%
	Decline to answer	-	0	-	-	-	0	-	0
Doctors recommended treatment that you thought had little or no health benefit	Yes	20%	21%	35%	24%	15%	18%	16%	26%
	No	77%	77%	62%	74%	78%	78%	81%	72%
	Not Applicable	1%	1%	1%	1%	6%	3%	1%	1%
	Not sure	2%	1%	2%	2%	1%	1%	2%	1%
	Decline to answer	0	0	0	0	-	-	-	0



**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q575** In the past 2 years, how often did you feel your time was wasted because your medical care was poorly organized?

[INTERVIEW, ONLY PROMPT IF NECESSARY: For example, having to go to multiple places for care, providers not available at time of scheduled appointment, test results not yet available, etc.]

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
<b>Often/sometimes (NET)</b>	<b>26%</b>	<b>29%</b>	<b>22%</b>	<b>33%</b>	<b>20%</b>	<b>25%</b>	<b>20%</b>	<b>35%</b>
Often	11%	11%	7%	11%	6%	6%	8%	12%
Sometimes	15%	18%	15%	22%	14%	19%	12%	23%
<b>Rarely/never (NET)</b>	<b>72%</b>	<b>69%</b>	<b>77%</b>	<b>66%</b>	<b>74%</b>	<b>73%</b>	<b>77%</b>	<b>64%</b>
Rarely	22%	20%	20%	20%	13%	14%	15%	23%
Never	50%	49%	57%	46%	61%	58%	62%	41%
Not applicable	1%	1%	1%	1%	5%	1%	1%	0
Not sure	1%	1%	1%	0	1%	1%	1%	0

**SECTION 7: EXPERIENCE WITH SPECIALISTS****BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q580** Have you seen or needed to see any specialist doctors (or consultants) in the past 2 years?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	73%	77%	78%	87%	78%	67%	64%	72%
No	27%	23%	22%	13%	21%	33%	35%	28%
Not sure	0	0	0	-	0	0	1%	0

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q585** [IF HOSPITALIZED (475/1), SHOW: Not counting when you were hospitalized,] how many different DOCTORS have you seen in the past 2 years, including your regular doctor (the doctor you rely on most for your care) AND ANY specialist doctors or consultants?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
<b>None</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>
1	10%	15%	15%	7%	14%	19%	15%	14%
2	27%	25%	27%	17%	28%	26%	24%	24%
3	23%	23%	25%	27%	28%	24%	25%	21%
4	15%	13%	13%	22%	13%	13%	13%	14%
5	10%	8%	9%	14%	8%	7%	7%	9%
6	6%	4%	3%	6%	3%	4%	5%	5%
7	2%	1%	1%	2%	2%	3%	1%	2%
8	1%	1%	0	1%	1%	1%	1%	1%
9	0	0	1%	0	1%	-	0	0
10 or more (NET)	4%	3%	1%	1%	2%	2%	2%	3%
More than one doctor but don't know the exact number	1%	3%	2%	0	0	-	1%	3%
Not sure	0	1%	1%	0	0	1%	2%	0

**BASE: RESPONDENTS WHO SAW OR NEEDED TO SEE A SPECIALIST (Q580/1)**

**Q590** After learning you needed to see a specialist or consultant, how many days, weeks or months did you have to wait for an appointment?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
No waiting period	7%	8%	8%	11%	23%	10%	13%	10%
Less than one week	6%	6%	8%	14%	12%	10%	3%	17%
1 week to less than 4 weeks	49%	42%	58%	54%	44%	43%	41%	59%
1 month to less than 2 months	19%	14%	10%	10%	11%	12%	16%	7%
2 months to less than 3 months	9%	10%	6%	5%	6%	7%	10%	2%
3 months or more	9%	20%	9%	6%	5%	17%	17%	5%

**BASE: RESPONDENTS WHO SAW OR NEEDED TO SEE A SPECIALIST (Q580/1)**

**Q610** When you saw the specialist or consultant, did he or she have information about your medical history?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	76%	78%	68%	64%	75%	81%	78%	75%
No	20%	17%	29%	33%	17%	12%	15%	22%
Not sure	4%	5%	3%	3%	8%	6%	8%	3%

**BASE: REGULAR DOCTOR AND SEEN A SPECIALIST (Q545/1 & Q580/1)**

**Q615** After you saw the specialist or consultant, did your regular doctor seem informed and up-to-date about the care you got from the specialist/consultant?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	74%	77%	87%	78%	66%	74%	70%	70%
No	15%	16%	9%	17%	14%	16%	14%	21%
Did not see regular doc/GP since seeing specialist/consultant	5%	3%	1%	1%	8%	6%	10%	3%
Not sure	5%	4%	4%	4%	13%	5%	6%	4%
Decline to answer	0	0	-	-	-	-	-	1%

**SECTION 8: PRESCRIPTION MEDICATION USE**

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q620** How many different prescription medications are you taking on a regular or ongoing basis?

(INTERVIEWER NOTE: IF THEY ANSWER “aspirin, vitamins, supplements, etc,” SAY: “This would only apply if you needed a prescription to obtain that medication.”)

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
<b>No Rx Use</b>	<b>31%</b>	<b>28%</b>	<b>26%</b>	<b>26%</b>	<b>32%</b>	<b>42%</b>	<b>26%</b>	<b>25%</b>
<b>1-3 (NET)</b>	<b>43%</b>	<b>38%</b>	<b>40%</b>	<b>45%</b>	<b>41%</b>	<b>33%</b>	<b>33%</b>	<b>34%</b>
1	18%	14%	14%	18%	16%	14%	13%	13%
2	15%	12%	14%	15%	14%	10%	10%	10%
3	10%	12%	12%	12%	11%	9%	10%	11%
<b>4 OR MORE (NET)</b>	<b>26%</b>	<b>33%</b>	<b>32%</b>	<b>28%</b>	<b>28%</b>	<b>24%</b>	<b>40%</b>	<b>41%</b>
4	8%	8%	9%	9%	9%	7%	11%	9%
5	6%	6%	6%	7%	6%	6%	10%	7%
6	4%	4%	5%	4%	5%	4%	5%	6%
7	2%	3%	2%	2%	3%	2%	4%	4%
8	1%	3%	1%	2%	2%	2%	3%	4%
9	1%	1%	0	0	0	1%	2%	2%
<b>10 OR MORE (NET)</b>	<b>3%</b>	<b>5%</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>6%</b>	<b>7%</b>
More than one prescription medication but don't know the exact number	0	2%	3%	0	0	-	0	2%
Not sure	0	0	1%	0	-	0	0	0
Decline to answer	-	1%	1%	1%	-	0	0	1%
Mean	2.5	4.5	5.6	2.9	2.6	2.2	3.6	5.5

**BASE: RESPONDENTS TAKING PRESCRIPTION MEDICATIONS (Q620/1-97)**

**Q625** In the past 2 years, how often have ANY of your doctors or your pharmacists... “Reviewed and discussed all the different medications you are using, including medicines prescribed by other doctors?”

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
<b>TOP 2 BOX (NET)</b>	<b>54%</b>	<b>57%</b>	<b>29%</b>	<b>50%</b>	<b>34%</b>	<b>46%</b>	<b>48%</b>	<b>57%</b>
Always	34%	39%	19%	30%	23%	33%	26%	38%
Often	20%	18%	9%	20%	11%	13%	22%	20%
<b>BOTTOM 2 BOX (NET)</b>	<b>42%</b>	<b>40%</b>	<b>67%</b>	<b>48%</b>	<b>64%</b>	<b>50%</b>	<b>49%</b>	<b>41%</b>
Sometimes	15%	15%	15%	19%	13%	18%	17%	17%
Rarely or never	27%	26%	53%	29%	51%	31%	32%	24%
Not sure	3%	2%	3%	2%	2%	4%	3%	1%
Decline to answer	1%	1%	1%	-	0	1%	-	1%

**BASE: RESPONDENTS TAKING PRESCRIPTION MEDICATIONS (Q620/1-97)**

**Q630** In the past 2 years, were you ever told by a pharmacist that the prescription you were about to fill might be harmful because of other medications you were taking?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	31%	22%	12%	14%	35%	22%	17%	20%
No	69%	77%	87%	85%	64%	77%	83%	80%
Not sure	-	1%	1%	1%	1%	1%	0	0
Decline to answer	-	1%	0	-	-	0	-	-

**BASE: RESPONDENTS TAKING PRESCRIPTION MEDICATIONS (Q620/1-97)**

**Q640** In the past two years, have you ever skipped or stopped taking prescription medicine for ANY REASON before you were supposed to, including for cost?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	34%	30%	30%	25%	21%	25%	16%	44%
No	66%	70%	70%	75%	79%	75%	84%	56%
Not sure	0	0	0	1%	0	-	0	0

**BASE: STOPPED TAKING MEDS (Q640/1)**

**Q645** Did you tell your doctor or nurse that you did not take, or stopped taking the medication?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	65%	77%	65%	79%	78%	67%	72%	73%
No	35%	22%	34%	21%	22%	33%	28%	26%

**SECTION 9: MEDICAL ERRORS/SAFETY ISSUES****BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q655** Have you ever been given the wrong medication or wrong dose by a doctor, nurse, hospital or pharmacist when filling a prescription at a pharmacy or while hospitalized in the past 2 years?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	12%	9%	8%	6%	6%	10%	8%	13%
No	88%	89%	91%	93%	93%	89%	90%	86%
Not sure	0	2%	1%	1%	1%	1%	1%	1%

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)****Q660** Have you believed a medical mistake was made in your treatment or care in the past 2 years?

(INTERVIEWER NOTE IF NEEDED: By medical mistake we mean a mistake made by a doctor, nurse, hospital or health care professionals)

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	16%	14%	9%	12%	8%	14%	10%	16%
No	83%	85%	89%	85%	90%	85%	89%	83%
Not sure	1%	1%	1%	3%	1%	1%	1%	1%
Decline to answer	-	0	1%	0	-	0	0	0

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)****Q665** Have you had any blood tests, x-rays, or any other medical tests in the past 2 years?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	86%	92%	81%	97%	89%	91%	85%	91%
No	14%	7%	18%	3%	11%	9%	14%	9%
Not sure	0	0	0	0	0	-	1%	0

**BASE: RESPONDENTS WHO HAVE HAD TEST ORDERED IN PAST 2 YEARS (Q665/1)****Q670** In the past 2 years, have you [INSERT ITEMS]?

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
Been given incorrect results for a diagnostic or lab test, this could include getting someone else's test results [new]	Yes	6%	5%	3%	4%	1%	3%	4%	6%
	No	93%	93%	96%	96%	99%	96%	95%	93%
	Not sure	1%	2%	0	0	0	1%	1%	1%
	Decline to answer	-	0	-	0	-	-	-	0
Experienced delays in being notified about abnormal test results	Yes	12%	11%	5%	4%	6%	10%	10%	15%
	No	87%	88%	95%	94%	93%	90%	89%	85%
	Not sure	1%	1%	0	1%	1%	0	0	0
	Decline to answer	0	0	0	0	-	-	-	0

**BASE: WRONG MEDICATION/DOSE (Q655/1) OR MEDICAL MISTAKE (Q660/1) OR LAB MISTAKE (Q670/1 AND Q671/1-2 ANY)**

**Q675** Did the most recent mistake, medication error, or diagnostic test error occur while you were hospitalized?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	27%	17%	19%	34%	22%	25%	23%	19%
No	73%	81%	80%	63%	60%	72%	73%	79%
<i>Missing values</i>	-	-	-	-	17%	-	-	-
Not sure	-	1%	1%	3%	1%	1%	3%	1%
Decline to answer	-	1%	-	1%	0	1%	1%	2%

<i>Adjusted</i>	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	31%	21%	21%	37%	26%	30%	21%	24%
No	69%	78%	79%	61%	72%	67%	76%	73%
Not sure	-	1%	-	2%	1%	2%	3%	0
Decline to answer	-	1%	-	1%	1%	1%	-	3%

**BASE: WRONG MEDICATION/DOSE (Q655/1) OR MEDICAL MISTAKE (Q660/1) OR LAB MISTAKE (Q670/1 AND Q671/1-2 ANY)**

**Q680** Did this mistake, medication error, or diagnostic test error cause a very serious health problem, somewhat serious health problem, not serious health problem, or no health problem at all?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Very serious problem	13%	12%	17%	17%	21%	16%	12%	12%
Somewhat serious problem	18%	20%	13%	21%	14%	15%	15%	21%
Not serious problem	13%	12%	17%	25%	10%	15%	17%	15%
No problem at all	48%	49%	51%	35%	36%	48%	51%	48%
<i>Missing values</i>	-	-	-	-	17%	-	-	-
Not sure	7%	4%	2%	2%	1%	4%	3%	2%
Decline to answer	-	3%	0	1%	1%	2%	1%	2%

<i>Adjusted</i>	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Very serious problem	16%	14%	19%	16%	25%	20%	16%	14%
Somewhat serious problem	20%	24%	15%	23%	17%	17%	19%	25%
Not serious problem	15%	13%	19%	26%	12%	18%	18%	16%
No problem at all	41%	43%	47%	33%	43%	39%	45%	41%
Not sure	8%	4%	0	1%	1%	4%	2%	2%
Decline to answer	-	2%	0	1%	2%	2%	-	2%

**SECTION 10: EXPERIENCES WITH CARE IN HOSPITAL**

**BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q475/1)**

**Q690** You mentioned that you were hospitalized in the past 2 years. For the next few questions, I want you to think ONLY about the care you received while you were admitted as an inpatient, that is, stayed as a patient overnight.

**BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q475/1)**

**Q700** While in the hospital, did you develop an infection?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	8%	6%	3%	5%	5%	9%	9%	6%
No	90%	93%	97%	95%	94%	90%	90%	93%
Not sure	2%	2%	1%	0	1%	1%	1%	0
Decline to answer	0	0	0	-	-	1%	0	0

**BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q475/1)**

**Q720** When you left the hospital, [INSERT ITEM]...?

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
Did you receive clear instructions about symptoms to watch for and when to seek further care	Yes	76%	80%	63%	70%	78%	73%	71%	87%
	No	23%	19%	35%	29%	21%	25%	27%	12%
	Not sure	1%	1%	2%	1%	0	1%	2%	1%
	Decline to answer	0	0	0	-	0	1%	1%	0
Did you know who to contact if you had a question about your condition or treatment	Yes	82%	87%	81%	89%	85%	81%	78%	91%
	No	17%	12%	18%	11%	12%	18%	19%	8%
	Not sure	1%	1%	1%	1%	3%	0	2%	0
	Decline to answer	0	0	0	-	0	1%	1%	0
Did the hospital staff provide you with a written plan for your care after discharge	Yes	58%	66%	57%	57%	61%	63%	58%	89%
	No	40%	31%	41%	42%	36%	33%	34%	10%
	Not sure	2%	2%	2%	1%	3%	3%	6%	1%
	Decline to answer	0	1%	0	-	-	1%	1%	0
Did the hospital make arrangements for you to have follow-up visits with a doctor or other health care professional	Yes	60%	63%	57%	60%	76%	63%	66%	70%
	No	37%	33%	41%	39%	23%	35%	30%	28%
	Not sure	2%	2%	2%	1%	1%	1%	3%	1%
	Decline to answer	0	2%	0	-	-	1%	1%	0

**BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q475/1)**

**Q725** When you left the hospital, were you given any new prescription medications?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	46%	54%	37%	30%	29%	48%	51%	64%
No	51%	45%	62%	70%	71%	50%	46%	35%
Not sure	2%	1%	1%	1%	0	2%	2%	1%
Decline to answer	0	0	0	-	0	1%	1%	0

**BASE: RESPONDENTS WHO WERE GIVEN NEW RX IN HOSPITAL (Q725/1)**

**Q730** Did someone discuss with you what to do about other medications you were using before you were hospitalized?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	50%	50%	49%	71%	45%	47%	43%	63%
No	30%	33%	34%	20%	30%	36%	29%	29%
Not taking any medications before hospitalized	16%	15%	14%	8%	23%	14%	27%	6%
Not sure	4%	1%	3%	0	0	3%	1%	2%
Decline to answer	0	0	-	-	1%	-	-	1%

**BASE: RESPONDENTS WHO WERE HOSPITALIZED (Q475/1)**

**Q735** After you were discharged, were you readmitted to a hospital or did you have to go to a hospital emergency department as a result of complications that occurred during your recovery?

[INTERVIEWER NOTE: IF YES, PROBE: “Was that the hospital, ER, or both?”]

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
<b>Yes to either (NET)</b>	<b>12%</b>	<b>15%</b>	<b>6%</b>	<b>9%</b>	<b>13%</b>	<b>11%</b>	<b>12%</b>	<b>17%</b>
Yes, readmitted to a hospital	5%	4%	3%	5%	7%	5%	6%	4%
Yes, had to go to the ER	4%	7%	3%	2%	5%	3%	5%	7%
Yes, both	3%	3%	0	1%	1%	3%	1%	6%
No	87%	84%	91%	87%	82%	86%	86%	82%
Had no complications	1%	0	2%	4%	6%	2%	1%	0
Not sure	0	1%	0	-	-	0	1%	0
Decline to answer	0	0	0	-	-	1%	1%	0



<b>SECTION 11: EMERGENCY ROOM USE</b>
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**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q740** How many times have you personally used a hospital emergency department in the past 2 years?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
None	48%	35%	56%	60%	72%	53%	58%	41%
1	28%	25%	23%	25%	18%	25%	20%	26%
2	10%	15%	8%	8%	4%	11%	12%	15%
3	6%	9%	3%	2%	2%	4%	5%	6%
4 or more (NET)	8%	13%	4%	2%	3%	6%	3%	9%
More than one ER visit but don't know the exact number	0	2%	1%	1%	0	-	1%	2%
Not sure	0	1%	3%	1%	0	1%	1%	0
Decline to answer	0	0	2%	1%	-	0	1%	0
MEAN	1.2	1.9	0.8	0.6	0.5	0.9	0.8	1.4

**BASE: CANADA RESPONDENTS (Q400/2) & RESPONDENTS WHO HAVE USED ER (Q740/1-97)**

**Q745** The last time you went to hospital emergency department, how long did you wait before being treated?

	CAN
Less than 1 hour	35%
1 to less than 2 hours	16%
2 to less than 4 hours	17%
4 or more hours	29%
Never seen/Left without being seen	1%
Not sure	2%
Decline to answer	0

**BASE: RESPONDENTS WHO HAVE USED ER (Q740/1-97)**

**Q750** The last time you went to the hospital emergency department, was it for a condition that you thought could have been treated by your regular doctor if he or she had been available?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	35%	39%	24%	18%	29%	21%	24%	36%
No	63%	57%	73%	79%	66%	76%	75%	61%
Not sure	2%	3%	3%	3%	6%	3%	2%	2%
Decline to answer	-	0	-	-	-	-	-	0

**SECTION 12: CHRONIC ILLNESS CARE**

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q755** The next few questions are about your health and some specific conditions you may have.

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q760** Have you EVER been told by a doctor that you have [INSERT ITEM]?

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
Hypertension, sometimes called high blood pressure	Yes, have been told	30%	32%	32%	41%	34%	25%	37%	43%
	No, have not been told	70%	67%	68%	58%	65%	75%	62%	56%
	Not sure	-	0	0	0	0	0	0	1%
	Decline to answer	0	0	0	0	0	0	0	1%
Heart disease, including heart attack	Yes, have been told	15%	13%	14%	22%	16%	13%	14%	14%
	No, have not been told	85%	86%	86%	77%	84%	87%	85%	85%
	Not sure	0	1%	0	0	0	0	0	0
	Decline to answer	0	0	0	0	0	0	0	1%
Diabetes	Yes, have been told	13%	17%	12%	15%	13%	10%	11%	21%
	No, have not been told	87%	83%	88%	85%	86%	90%	88%	77%
	Not sure	0	0	0	0	0	0	0	0
	Decline to answer	0	0	0	0	0	0	1%	1%
Arthritis	Yes, have been told	36%	33%	12%	15%	19%	20%	35%	38%
	No, have not been told	63%	66%	87%	84%	80%	80%	64%	61%
	Not sure	0	1%	1%	1%	0	0	1%	0
	Decline to answer	0	0	0	0	0	0	0	1%
Asthma, COPD, or any other chronic lung problems	Yes, have been told	23%	20%	15%	11%	15%	20%	18%	22%
	No, have not been told	77%	80%	85%	89%	84%	80%	81%	77%
	Not sure	0	0	0	0	0	0	0	0
	Decline to answer	0	0	0	0	0	0	0	1%
Depression, anxiety or other mental health problems	Yes, have been told	30%	26%	34%	15%	16%	17%	25%	31%
	No, have not been told	69%	73%	65%	85%	83%	82%	75%	67%
	Not sure	0	0	0	0	0	1%	0	0
	Decline to answer	0	0	0	0	0	0	0	1%
Cancer	Yes, have been told	11%	11%	10%	10%	9%	14%	9%	13%

	No, have not been told	89%	88%	90%	90%	91%	86%	90%	86%
	Not sure	0	0	0	-	0	0	0	1%
	Decline to answer	0	0	0	0	0	0	1%	1%

**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1)**

**Q765** Have you had your blood pressure checked in the past year?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	89%	91%	86%	95%	78%	90%	84%	95%
No	11%	9%	13%	4%	22%	10%	15%	5%
Not sure	0	1%	1%	0	-	0	0	0
Decline to answer	-	0	0	-	-	-	0	-

**BASE: RESPONDENTS WITH HEART DISEASE, DIABETES OR HYPERTENSION (Q760/1,2 OR 3 & Q761/1)**

**Q770** Have you had your cholesterol checked in the past year?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	81%	82%	87%	86%	77%	77%	83%	84%
No	17%	16%	12%	11%	21%	20%	15%	15%
Not sure	2%	2%	1%	4%	1%	4%	2%	0
Decline to answer	-	-	-	-	-	-	-	0

**BASE: RESPONDENTS WITH DIABETES (Q760/3 & Q761/1)**

**Q775** Has your hemoglobin “A one C,” a blood test to check sugar control, been checked in the past year?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	83%	90%	93%	92%	96%	87%	92%	94%
No	17%	5%	7%	6%	4%	10%	4%	5%
Not sure	-	4%	-	1%	0	4%	4%	1%
Decline to answer	-	0	-	-	-	-	-	-

**BASE: RESPONDENTS WITH DIABETES (Q760/3 & Q761/1)**

**Q780** Have you had your feet examined by a health professional for sores or irritations in the past year?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	53%	53%	41%	47%	67%	71%	80%	61%
No	47%	46%	59%	53%	33%	27%	18%	39%
Not sure	-	1%	0	-	-	2%	3%	0
Decline to answer	-	-	-	0	-	-	-	-

**BASE: RESPONDENTS WITH DIABETES (Q760/3 & Q761/1)**

**Q785** Have you had an eye examination for your diabetes in the past year?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	65%	69%	61%	80%	85%	68%	85%	68%
No	35%	29%	39%	20%	15%	32%	14%	31%
Not sure	-	2%	-	-	-	1%	1%	1%
Decline to answer	-	-	-	-	-	-	-	-

**BASE: RESPONDENTS WITH ANY CONDITION (Q760/1-7 AND Q761/1 FOR ANY)**

**Q790** Has any health care professional you see for your condition(s) [READ EACH]?

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
Given you a written plan or instructions to help you manage your own care at home	Yes,	42%	47%	34%	31%	35%	43%	35%	66%
	No	56%	52%	66%	69%	64%	54%	64%	33%
	Not sure	1%	1%	1%	0	1%	2%	1%	0
	Decline to answer	0	0	0	-	0	0	0	0
Discussed with you your main goals or priorities in caring for your condition	Yes,	60%	65%	51%	64%	51%	58%	50%	74%
	No	38%	33%	47%	36%	48%	40%	48%	25%
	Not sure	2%	2%	2%	0	1%	2%	2%	1%
	Decline to answer	0	0	0	-	0	0	0	0
Contacted you after a visit to see how things were going	Yes,	30%	36%	27%	21%	27%	35%	29%	49%
	No	68%	63%	72%	79%	72%	63%	69%	51%
	Not sure	1%	1%	1%	0	0	1%	1%	0
	Decline to answer	0	0	-	-	0	0	0	0

**BASE: RESPONDENTS WITH MULTIPLE CONDITIONS (Q760/1-7 AND Q761/1 FOR MORE THAN 1 CONDITION)**

**Q795** You have told us that you have more than one condition. Was there ever a time when...[INSERT ITEMS]?

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
A doctor gave you instructions for one of your chronic conditions that conflicted with what you have been told to do for another condition?	Yes	13%	12%	11%	6%	9%	8%	10%	14%
	No	85%	85%	87%	92%	86%	87%	87%	85%
	Not Applicable	1%	1%	1%	-	3%	3%	1%	-
	Not sure	2%	2%	1%	2%	2%	3%	2%	1%
	Decline to answer	-	0	-	-	0	-	-	0
The specialists you see did not seem aware of the different chronic conditions that you have?	Yes	20%	21%	26%	18%	14%	16%	16%	19%
	No	75%	75%	71%	80%	75%	77%	80%	76%
	Not Applicable	1%	1%	0	1%	5%	5%	2%	2%
	Not sure	5%	3%	2%	1%	5%	1%	2%	2%
	Decline to answer	-	0	-	-	0	-	-	1%

**BASE: RESPONDENTS WITH ANY CONDITION (Q760/1-7 & Q761/1)**

**Q800** Is there a nurse or nurse practitioner who is regularly involved in the management of your condition?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	18%	22%	26%	13%	29%	33%	48%	33%
No	81%	78%	74%	87%	70%	67%	50%	66%
Not sure	1%	1%	0	-	1%	1%	1%	1%
Decline to answer	-	0	-	-	0	-	0	0

**BASE: HAS NURSE INVOLVED IN MANAGEMENT OF CONDITION (Q800/1)**

**Q805** Does this include support or counseling by telephone?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	38%	49%	24%	28%	39%	37%	37%	48%
No	61%	48%	75%	65%	60%	61%	58%	50%
Not sure	1%	3%	1%	6%	1%	2%	6%	1%
Decline to answer	-	0	-	-	-	-	0	0

<b>SECTION 13: RATING OF OVERALL CARE</b>
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**BASE: ALL ELIGIBLE RESPONDENTS (Q485/1 & Q99/1)**

**Q815** Overall, how do you rate the quality of medical care that you have received in the past 12 months?

(READ LIST)

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
<b>TOP 2 BOX (NET)</b>	<b>61%</b>	<b>61%</b>	<b>47%</b>	<b>34%</b>	<b>37%</b>	<b>66%</b>	<b>62%</b>	<b>55%</b>
Excellent	30%	29%	19%	6%	13%	31%	29%	23%
Very good	31%	32%	28%	28%	24%	35%	33%	32%
Good	22%	23%	42%	53%	47%	20%	24%	25%
<b>BOTTOM 2 BOX (NET)</b>	<b>15%</b>	<b>14%</b>	<b>9%</b>	<b>12%</b>	<b>13%</b>	<b>13%</b>	<b>12%</b>	<b>19%</b>
Fair	11%	10%	6%	10%	12%	9%	8%	16%
Poor	4%	4%	3%	2%	1%	4%	4%	4%
Not sure	1%	1%	1%	1%	3%	1%	2%	0
Decline to answer	1%	1%	1%	0	-	-	1%	1%

**BASE: ELIGIBLE RESPONDENTS IN AUS, CAN, NETH, NZ,US, UK, FR (Q400/1,2,4,5,6,7,8 & Q485/1 & Q99/1)**

**Q825** Now I would like to ask you a few questions about your experience using the Internet or email for your health care needs. Do you have access to the Internet?

	AUS	CAN	FR	NETH	NZ	UK	USA
Yes	61%	64%	50%	69%	69%	49%	55%
No	39%	36%	50%	31%	30%	50%	45%
Not sure	-	0	-	-	-	0	-
Decline to answer	-	0	-	-	0	1%	0

**BASE: ELIGIBLE RESPONDENTS IN GERMANY (Q400/3 & Q485/1 & Q99/1)**

**Q826** Now I would like to ask you a few questions about your experience using the Internet or email for your health care needs. Do you, or does another person in your household, have access to the Internet?

	GER
Yes, I personally have access to the Internet	52%
No, I do not have access to the Internet, but another person in my household does	11%
No, no one in my household has access to the Internet	37%
Not sure	-
Decline to answer	-

**BASE: AUS, CAN, NETH, NZ, US, UK, FR QUAL RESPONDENTS WHO HAVE ACCESS TO INTERNET (Q400/1,2,4,5, 6,7,8 & Q825/1)**

**Q830** Have you ever used the Internet to look for health or illness information for yourself, a family member or friend?

	AUS	CAN	FR	NETH	NZ	UK	USA
Yes	67%	73%	62%	74%	62%	64%	71%
No	33%	27%	38%	26%	38%	36%	29%
Not sure	-	-	0	-	-	1%	0
Decline to answer	-	-	-	-	-	-	-

**BASE: GERMANY QUAL RESPONDENTS WHO HAVE ACCESS TO INTERNET (Q400/3 & Q826/1)**

**Q831** Have you ever used the Internet to look for health or illness information for yourself, a family member or friend? [IF YES, was that for yourself, for someone else, or both?]

[SINGLE RESPONSE]

	GER
Yes, have looked for information for MYSELF	37%
Yes, have looked for information for SOMEONE ELSE	12%
Yes, have looked for information for BOTH myself and someone else	22%
No, have not looked for health information on the Internet	29%
Not sure	-
Decline to answer	-

**BASE: ELIGIBLE RESPONDENTS IN GERMANY (Q400/3 & Q485/1 & Q99/1)**

**Q833** Have any of your family members or friends ever given you information from the Internet about your illness or health problems?

	GER
Yes	30%
No	68%
Not sure	2%
Decline to answer	-

**BASE: HAS ACCESS TO INTERNET (Q825/1 OR Q826/1) AND REG DOC/GP/PLACE OF CARE (Q545/1,2)**

**Q832** Can you communicate with your doctor by email?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes	11%	12%	17%	20%	21%	20%	20%	21%
No	59%	69%	71%	61%	37%	50%	51%	59%
Not sure	31%	18%	12%	19%	42%	31%	29%	19%
Decline to answer	-	1%	-	-	0	-	-	1%

**BASE: HAS ACCESS TO INTERNET (Q825/1 OR Q826/1)-**

**Q835** Can you currently do ANY the following..... [READ EACH ITEM]

		AUS	CAN	FR	GER	NETH	NZ	UK	USA
Make a doctor's appointment via the Internet	Yes,	3%	3%	9%	9%	8%	4%	11%	10%
	No	80%	81%	77%	75%	54%	71%	60%	75%
	Not sure	17%	15%	14%	16%	38%	25%	30%	14%
	Decline to answer	0	0	-	0	-	-	-	1%
Refill a prescription online	Yes,	2%	10%	2%	6%	20%	2%	15%	29%
	No	84%	75%	84%	79%	40%	77%	57%	56%
	Not sure	14%	14%	14%	15%	40%	20%	28%	13%
	Decline to answer	-	0	-	0	-	-	-	1%
Access your own medical record online	Yes,	1%	1%	5%	2%	3%	1%	3%	8%
	No	84%	84%	77%	84%	54%	81%	64%	78%
	Not sure	16%	14%	18%	13%	43%	19%	34%	13%
	Decline to answer	-	0	-	0	-	-	-	1%

**SECTION 14: HEALTH CARE COVERAGE**

**BASE: AUSTRALIA, CANADA, NEW ZEALAND, AND FRANCE (Q400/1, 2, 5, 8)**

**Q850** In addition to government funded health services, are you currently covered by any private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: "This includes any private health insurance for a hospital or physicians, or for specific benefits such as prescription drugs.")

	AUS	CAN	FR	NZ
Yes, have private insurance	48%	57%	89%	36%
No, do not have private insurance	51%	42%	11%	63%
Not sure	1%	1%	0	1%
Decline to answer	0	0	-	-

**BASE: FRANCE (Q400/8)**

**Q852** Are you under a plan where the whole of your health costs are covered by the national insurance fund because you have a chronic illness?

	FR
Yes	50%
No	45%
Not sure	4%
Decline to answer	0



**BASE: GERMANY (Q400/3)****Q855** What kind of health insurance do you have?(INTERVIEWER NOTE, ONLY IF NEEDED: This includes any private health insurance for hospital or physicians or for specific benefits such as dental prostheses.)

	<b>GER</b>
National health insurance (zum Beispiel AOK, BEK, BKK, IKK etc.) without any private insurance	78%
National insurance and also private insurance	10%
Private insurance only	11%
Insured through welfare	0
No health insurance	-
Not sure	-
Decline to answer	0

**BASE: UNITED KINGDOM (Q400/6)****Q860** In addition to the National Health Service, are you currently covered by private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: “This includes any private health insurance for hospital or physicians or for specific benefits such as prescription drugs.”)

(READ LIST)

	<b>UK</b>
Yes, have private insurance	16%
No, do not have private insurance	83%
Not sure	1%
Decline to answer	1%

**BASE: NETHERLANDS (Q400/4)****Q865** In addition to the “basic insurance,” are you currently covered by an additional health care insurance package that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: “This includes any private health insurance for hospital or physicians or for specific benefits such as prescription drugs.”)

	<b>NETH</b>
Yes, have additional insurance package	81%
No, do not have additional insurance package	16%
No, do not have an insurance package at all	-
Not sure	3%
Decline to answer	0

**BASE: UNITED STATES (Q400/7)**

**Q870** Now, I'd like to talk to you about the different kinds of health plans or health insurance people have, including those provided by the government. As I read each one, please tell me whether you are currently covered by it, or not.

		<b>USA</b>
Health insurance through your or someone else's employer or union	Covered	47%
	Not covered	51%
	Not sure	1%
	Decline to answer	1%
Medicare, a government plan that pays health care bills for people aged 65 or older and for some disabled people	Covered	31%
	Not covered	67%
	Not sure	1%
	Decline to answer	1%
Medicaid or any other state medical assistance plan for those with lower incomes	Covered	17%
	Not covered	81%
	Not sure	1%
	Decline to answer	1%
Health insurance that you bought directly or from some other source	Covered	23%
	Not covered	75%
	Not sure	1%
	Decline to answer	1%

**BASE: UNITED STATES RESPONDENTS WHO ARE INSURED (Q400/7 AND Q870/1-4 AND Q871/1 FOR ANY)**

**Q875** In the past year, was there ever a time when you did NOT have any health insurance?

	<b>USA</b>
Yes	14%
No	86%
Not sure	0
Decline to answer	0

[IF Q400/3, 7 ASK Q880. OTHERWISE SKIP TO Q885.]

**BASE: GERMANY & U.S. (Q400/3, 7)**

**Q880** In the past 3 years, how many times have you changed health insurance or health plans

[DO NOT READ LIST]

	<b>GER</b>	<b>USA</b>
Not at all	90%	67%
One time	8%	19%
2 or more times	1%	11%
Not sure	-	1%
Decline to answer	-	1%

**BASE GERMANY (Q400/3)**

**Q885** In the past 12 months, has a doctor told you he or she would not prescribe a medication for you because your insurance would not pay for it?

	<b>GER</b>
Yes	26%
No	72%
Not sure	1%
Decline to answer	-

**BASE FRANCE (Q400/8)**

**Q890** In the past 12 months, are there any medications that your doctor didn't prescribe to you or that you didn't buy because of non-reimbursement?

	<b>FR</b>
Yes	15%
No	84%
Not sure	1%
Decline to answer	0

**BASE: US ONLY- INSURED RESPONDENTS (Q400/7 AND Q870/1-4 AND Q871/1 FOR ANY)  
IN NETH ONLY THOSE WITH PRIVATE INSURANCE (Q865/1) AND GERMANY ASK ALL  
QUAL RESPONDENTS**

**Q895** In the past 2 years, was there ever a time when you had to contact your insurance company because they did not pay a bill promptly or denied payment?

	<b>GER</b>	<b>NETH</b>	<b>USA</b>
Yes	9%	14%	39%
No	90%	86%	60%
Not applicable	0	0	1%
Not sure	0	0	1%
Decline to answer	0	-	0

**SECTION 15: OUT OF POCKET COSTS**

**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

**Q900** 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 insurance?

This would include the charges for prescription medicines, and for medical care treatments or tests by a doctor or another health professional.

[INTERVIEWER NOTE: ONLY IF NEEDED: Please count only the amount spent by yourself and any family members in this household. Please do not count the amount spent by family members in other households.]

<i>Local Currency</i>	<b>AUS</b>	<b>CAN</b>	<b>FR</b>	<b>GER</b>	<b>NETH</b>	<b>NZ</b>	<b>UK</b>	<b>USA</b>
None	12%	24%	17%	8%	33%	10%	63%	9%
\$1 to \$50	3%	5%	10%	8%	8%	5%	7%	2%
\$51 to \$100	6%	8%	8%	14%	5%	8%	6%	3%
\$101 to \$200	6%	8%	10%	17%	15%	13%	4%	5%
\$201 to \$500	15%	15%	8%	25%	15%	25%	6%	15%
\$501 to \$1000	13%	10%	2%	8%	6%	12%	3%	11%
More than \$1000	27%	17%	3%	6%	4%	11%	2%	39%
Not sure/Decline to answer	19%	12%	42%	13%	14%	15%	9%	16%
MEAN	1319.6	841.2	260.2	375.6	234.7	769.2	164.5	2853.1

<i>U.S. Dollars</i>	<b>AUS</b>	<b>CAN</b>	<b>FR</b>	<b>GER</b>	<b>NETH</b>	<b>NZ</b>	<b>UK</b>	<b>USA</b>
None	12%	24%	17%	8%	33%	10%	63%	9%
\$1 to \$50	3%	5%	4%	3%	4%	7%	3%	2%
\$51 to \$100	6%	8%	7%	7%	4%	8%	4%	3%
\$101 to \$200	6%	8%	8%	14%	6%	14%	6%	5%
\$201 to \$500	15%	15%	13%	28%	23%	25%	5%	15%
\$501 to \$1000	13%	10%	4%	15%	8%	10%	5%	11%
More than \$1000	27%	17%	5%	12%	8%	11%	5%	39%
Not sure/Decline to answer	19%	12%	42%	13%	14%	15%	9%	16%
MEAN	1222.7	831	408	589	368.1	613.2	326.4	2853.1

<b>SECTION 16: DEMOGRAPHICS</b>
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**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

**Q910** I have one last set of questions to help us better understand the people who took part in our survey.

**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

**Q915** Were you born in [INSERT Q400] or somewhere else?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Yes, born in this country	78%	86%	87%	89%	93%	81%	92%	81%
No, not born in this country	22%	14%	13%	11%	7%	19%	7%	18%
Not sure	-	-	-	-	-	-	0	-
Decline to answer	-	0	0	-	0	-	1%	0

**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

**Q920** Were your parents born in INSERT COUNTRY or somewhere else?

[READ LIST]

	FR	GER
Yes, <u>both</u> parents were born in INSERT COUNTRY	79%	84%
No, <u>both</u> parents were born in some other country	16%	12%
One parent was born in INSERT COUNTRY and the other was born in some other country	5%	3%
Not sure	0	-
Decline to answer	0	-

**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

**Q925** Including you, how many adults, 18 or older, live in your household?

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
1	27%	32%	30%	29%	27%	30%	33%	20%
2	50%	49%	50%	52%	55%	55%	49%	51%
3 or more	22%	18%	20%	19%	18%	16%	16%	28%
Not sure	-	0	0	-	-	0	0	0
Decline to answer	0	0	0	0	0	0	2%	1%
MEAN	2.1	2	2	2	2	1.9	1.9	2.3

**BASE: ALL QUALIFIED RESPONDENTS (Q99/1)**

**Q930** Which of these best describes you? Are you married, not married but living with a partner, divorced, separated, widowed, or single and never married?

(READ LIST)

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Married	48%	46%	47%	55%	57%	45%	51%	56%
Living with a partner	9%	14%	14%	6%	8%	14%	8%	6%
Divorced	9%	8%	6%	6%	4%	8%	7%	7%
Separated	4%	4%	2%	2%	1%	4%	3%	3%
Widowed	7%	9%	15%	14%	14%	9%	15%	9%
Single, never married	21%	19%	17%	16%	16%	20%	14%	19%
Not sure	0	0	0	0	-	-	0	-
Decline to answer	0	0	0	0	0	0	2%	1%

**BASE: AUSTRALIA RESPONDENTS (QUALIFIED)**

**Q935** What is the highest level of education you have completed to date?

(READ LIST)

	AUS
Completed primary school only	5%
Completed lower level of high school	39%
Completed upper level of high school	23%
A post-school qualification	13%
Some college or university but no degree	4%
College or university degree or higher	16%
Other	0
Not sure	0
Decline to answer	1%

**BASE: CANADA RESPONDENTS (QUALIFIED)**

**Q940** What is the highest level of education you have completed to date?

(READ LIST)

	CAN
Less than high school	6%
Some high school	13%
High school graduate or equivalent	27%
Some community college, technical, trade, or vocational college	11%
Community college degree or diploma	17%
Some university, but no degree	10%
University degree or higher	14%
Not sure	0
Decline to answer	0

**BASE: NEW ZEALAND RESPONDENTS (QUALIFIED)****Q945** What is the highest level of education you have completed to date?

(READ LIST)

	<b>NZ</b>
Primary education or lower	8%
5th form school certificate, NCEA Level 1	18%
6th form, university entrance, higher school certificate, university entrance qualification, Bursary level, NCEA Level 2 or 3	22%
Attended university or technical college, but did not graduate	7%
Technical/trade or other tertiary qualification	17%
University degree or higher	26%
Other	0
Not sure	1%
Decline to answer	1%

**BASE: UNITED KINGDOM RESPONDENTS (QUALIFIED)****Q950** What is the highest level of education you have completed to date?

(READ LIST)

	<b>UK</b>
No formal education	14%
Primary education	5%
Secondary education	45%
Some post-secondary education or university, but no university degree	13%
University degree or higher	19%
Not sure	2%
Decline to answer	2%

**BASE: NETHERLANDS RESPONDENTS (QUALIFIED)****Q950** What is the highest level of education you have completed to date?

(READ LIST)

	<b>NETH</b>
Primary school or lower	18%
Lower vocational or technical training	22%
General secondary school - lower levels	19%
Vocational secondary school - lower levels	10%
General secondary school - higher levels	10%
Vocational or technical college or one year university	10%
University	10%
Not sure	0
Decline to answer	1%

**BASE: GERMANY RESPONDENTS (QUALIFIED)****Q970** What is the highest level of education you have completed to date?

(READ LIST)

	<b>GER</b>
Hauptschulabschluss/ Volksschulabschluss (i.e. junior/middle school certificate)	25%
Mittlere Reife, Realschulabschluss (i.e. intermediate high school certificate)	22%
Fachhochschulreife (i.e. high school)	7%
Abitur (i.e. high school plus one year college, in Germany: university entrance qualification)	9%
Abschluss einer Fachschule oder Berufsfachschule (i.e. completed technical college)	10%
Abschluss an einer Fachhochschule oder Universität ( i.e university degree)	24%
Other degree	1%
Not sure	0
Decline to answer	1%

**BASE: UNITED STATES RESPONDENTS (QUALIFIED)****Q975** What is the highest level of education you have completed to date?

(READ LIST)

	<b>USA</b>
Less than high school graduate	18%
High school graduate or equivalent (e.g., GED)	38%
Completed some college, but no degree	17%
Completed technical or community college (e.g., associates degree)	8%
College or university degree or higher	18%
Not sure	0
Decline to answer	1%

**BASE: FRANCE RESPONDENTS (QUALIFIED)****Q977** What is the highest level of education you have completed to date?

(READ LIST)

	<b>FR</b>
Primary School	37%
Secondary School with Brevet Diploma	13%
Secondary, technical or vocational school with Baccaalaureate or any equivalent	33%
Some university without degree	5%
Higher education (University or Grandes Ecoles) with Diploma	12%
Not sure	0
Decline to answer	0



**BASE: QUAL RESPONDENTS ONLY, ALL COUNTRIES**

**Q980** The average household income of families in this country is around [ENTER AMOUNT] a year. By comparison, is your household income...?

[PROGRAMMING NOTE: IF AUSTRALIA (Q400/1) ENTER "\$50,000 AUD"; IF CANADA (Q400/2) ENTER "\$60,000"; IF NEW ZEALAND (Q400/5) ENTER "\$50,000 NZD"; IF UK (Q400/6) ENTER "£25,400"; IF US (Q400/7) ENTER "\$48,000"; IF GERMANY (Q400/3) ENTER "29,000 Euros" ; NETHERLANDS (400/4) ENTER "31,000 Euros"; IF FRANCE (Q400/7) ENTER "25,000 Euros"]

(READ LIST)

	AUS	CAN	FR	GER	NETH	NZ	UK	USA
Much above average	11%	10%	8%	8%	14%	15%	8%	9%
Somewhat above average	20%	19%	17%	18%	23%	24%	13%	19%
Average	20%	20%	23%	18%	21%	22%	22%	17%
Somewhat below average	17%	19%	34%	22%	14%	16%	20%	22%
Much below average	26%	26%	12%	26%	17%	18%	22%	28%
Not sure	4%	3%	4%	3%	7%	3%	7%	1%
Decline to answer	3%	4%	3%	5%	4%	2%	7%	3%

**BASE: CANADA RESPONDENTS (QUALIFIED) (Q400/2)**

**Q1005** To which ethnic or cultural group(s) did your ancestors belong?

(INTERVIEWER, IF NECESSARY: "For example: French, Scottish, Chinese, East Indian")  
 (INTERVIEWER: MARK ALL THAT APPLY. IF "CANADIAN" IS THE ONLY RESPONSE, PROBE. IF THE RESPONDENT HESITATES, DO NOT SUGGEST CANADIAN.)  
 (INTERVIEWER: DO NOT READ LIST)  
 [MULTIPLE RESPONSE]

	CAN
Canadian	23%
French	21%
English	19%
German	9%
Scottish	15%
Irish	13%
Italian	3%
Ukrainian	4%
Dutch (Netherlands)	3%
Chinese	1%
Jewish	0
Polish	2%
Portuguese	0
South Asian (e.g., East Indian, Pakistani, Sri Lankan)	2%
Norwegian	1%
Welsh	1%
Swedish	1%
North American Indian	2%
Metis	1%
Inuit	0

Other	16%
Don` t know	3%
Refused	1%

**BASE: NETHERLANDS (QUALIFIED) (Q400/4)**

**Q1015** To which ethnic group do you belong?

	<b>NETH</b>
Autochthonic Dutch (if at least one parent was born in the Netherlands)	95%
Moroccan	0
Turkish	0
Surinamese	1%
Netherlands Antilles and Aruba	0
Other	3%
Not sure	-
Decline to answer	0

**BASE: UNITED STATES RESPONDENTS (QUALIFIED)**

**Q1020** Are you yourself of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

	<b>USA</b>
Yes	20%
No	78%
Don` t know	0
Refused	2%

**BASE: UNITED STATES RESPONDENTS (QUALIFIED)**

**Q1025** Do you consider yourself White, Black or African American, Asian or Pacific Islander, Native American or Alaskan native, or some other race?

	<b>USA</b>
White	67%
Black/African American	9%
Asian or Pacific Islander	1%
Native American or Alaskan native	1%
Some other race	19%
Not sure	1%
Decline to answer	3%

**BASE: UNITED STATES RESPONDENTS (QUALIFIED)**

**Q1030** How many separate telephone land 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. Do not count cell phones.

	<b>USA</b>
One	94%
Two	3%
Three or more	1%
Not sure	0
Decline to answer	2%

**BASE: UK AND NETHERLANDS QUAL (Q400/4,6)**

**Q1035** Which of the following describes where you live?

(READ LIST)

	<b>NETH</b>	<b>UK</b>
City/large town	22%	20%
Suburbs of a city/large town	20%	20%
Small town	14%	31%
Village or rural location	44%	26%
Not sure	0	1%
Decline to answer	-	2%

**BASE: ALL RESPONDENTS**

**Q1045** That completes all the questions we have for you today. Thank you for your participation in this important survey.

**END.**