

Hospital Retail Clinic Survey

Retail clinic in a retail store location – targeting existing hospital’s patient population and new patients.

We are interested to understand your views on a new service we are thinking of creating to better serve your health needs. Your responses will be used to refine this service. All responses are anonymous. Thank you for your time.

1. In a typical year, approximately how many doctor visits does your household have for **common unplanned family ailments** (such as flu, strep throat, laryngitis, bronchitis, ear/eye infection)?
 - a. 0
 - b. 1 - 3
 - c. 4 - 5
 - d. 6 – 12
 - e. 13 – 24
 - f. Over 24

2. In a typical year, approximately how many doctor visits does your whole family have for **regular, predictable family preventative care** (such asthma checkup, diabetes checkup, cholesterol/blood pressure checkup)?
 - a. 0
 - b. 1 - 3
 - c. 4 - 5
 - d. 6 – 12
 - e. 13 – 24
 - f. Over 24

3. Where do you usually get your care for common illnesses?
 - a. Insert HOSPITAL name here
 - b. Insert PCP practice name here
 - c. Insert local urgent care here
 - d. Insert emergency department here
 - e. Insert other care options here
 - f. Not sure

We would like you to read the following information about a new service that we are considering locating in your neighborhood.

(HOSPITAL NAME) is considering offering a new health care clinic that will be inside your local grocery or drug store in (ZIP CODE). The clinic will offer quick, convenient appointments, private rooms ONLY for simple routine medical consultations, checkups, screenings, general wellness programs, diagnosis, and prescriptions (if needed) for common family ailments. Examples of typical diagnoses and treatments would be for flu, strep throat, eye or ear infection, urinary tract infection, sinus infection, or immunizations.

The clinic will be staffed by (HOSPITAL NAME'S) Certified Nurse Practitioners who are able to diagnose, prescribe medicine, treat illness and administer physical examinations. The nurses have advanced training and graduate education, and are supervised by offsite doctors.

Key features include:

- Located inside your local grocery/drug store
- same price as (HOSPITAL NAME'S) services
- Staffed by highly trained nurse practitioners
- open 7am-8pm Monday – Friday and 10-4pm Saturday and Sunday
- No appointment needed; Walk-ins welcome
- Appointments can be scheduled on the phone
- Visits take approximately 15 minutes
- Private room for consultation
- Diagnosis and treatment for common health issues such as: Strep throat rapid test, flu treatment, ear infections, seasonal allergies, bronchitis, skin infection, bladder infection, sore throat, athletes foot, among other ailments
- Prevention programs such as cholesterol and glucose checks
- Wellness programs such as weight loss, stop smoking programs

4. How likely are you to use this service?

- a. Very Likely
- b. Somewhat Likely
- c. Might or Might Not Use
- d. Somewhat Unlikely
- e. Very Unlikely

5. How likely would you be willing to use one of these retail clinics if it was **NOT** affiliated with (HOSPITAL NAME)?
 - a. Just as Likely
 - b. Somewhat Likely
 - c. No difference in my Likelihood to Use
 - d. Not as Likely
 - e. Very Unlikely for Me to Use

6. How likely would you be willing to use one of these retail clinics if it was **located in a (RETAILER NAME) store**?
 - a. Very Likely
 - b. Somewhat Likely
 - c. Might or Might Not Use
 - d. Somewhat Unlikely
 - e. Very Unlikely

7. Who is most likely to use this service in your family?
 - a. Only me
 - b. Me, and my dependent children
 - c. Me, my spouse, and my dependent children
 - d. Only my dependent children
 - e. Only my spouse

8. Please indicate your level of agreement with the following statements:
 - a. Strongly Agree
 - b. Somewhat Agree
 - c. Neither Agree nor Disagree
 - d. Somewhat Disagree
 - e. Strongly Disagree
 - I/ we would use this service primarily for preventive care (e.g. flu shots, cholesterol testing, blood pressure check, etc.)
 - I/we would use the service to get a prescription for common unexpected ailments (e.g., bladder or other infection, digestive ailments, pain relief, etc.)
 - I/we would use this service for wellness programs (e.g., stop smoking or weight loss programs)
 - I am satisfied with being seen by a nurse practitioner and not a doctor
 - I like the idea of no appointments and short waiting times
 - I like the idea of the clinic being open 7 days a week with early and late appointment times
 - I like the idea that the clinic is in my grocery or drug store
 - I like the idea that this clinic is affiliated with insert HOSPITAL name here
 - I think this clinic will be more convenient than seeing my regular doctor

9. What are the THREE most beneficial features of this service?

Please select no more than three of the responses below.

- Convenient location at the grocery/drug store
- Affiliation with HOSPITAL name here
- Open 7am-8pm Monday – Friday and 10-4pm Saturday and Sunday
- Walk-in appointments or appointments that are easily and quickly scheduled
- Quality care
- Ability to handle urgent care (with prescription if needed)
- Ability to handle preventative care (with prescription if needed)
- Ability to provide wellness programs
- Affordability
- “One stop” to get a diagnosis and fill prescriptions at the pharmacy in the same store
- Other, Please Specify

10. If you this clinic service was not covered by your insurance and you had to pay \$50 out of pocket for this service – how likely are you to use this service?

- a. Very likely
- b. Likely
- c. Not sure
- d. Not likely
- e. Not at all likely

11. Please state your agreement with the following statement: The option to send a copy of my clinic visit record to (HOSPITAL NAME) is important to me.

- a. Strongly Agree
- b. Somewhat Agree
- c. Neither Agree nor Disagree
- d. Somewhat Disagree
- e. Strongly Disagree

12. If you had an unexpected illness such as a sore throat, flu, urinary tract infection, eye/ear infection and called your usual care provider how long would it be before you got an appointment?

- a. Same day, within 1-2 hours of calling
- b. Same day, within 3-4 hours of calling
- c. Same day, within 5-6 hours of calling
- d. Same day, more than 6 hours of calling
- e. Next day
- f. Within 2 days
- g. More than 2 days

13. Please think of the last time you saw your usual care provider for a common illness such as sore throat, flu, urinary tract infection, eye/ear infection – once you arrived, how long after your appointment time did you see a doctor or nurse?

- a. No wait – care provider right on time
- b. 15 minutes or less after my appointment should have started
- c. 15-30 minutes after my appointment should have started
- d. 30-45 minutes after my appointment should have started
- e. 45-60 minutes after my appointment should have started
- f. 60-90 minutes after my appointment should have started
- g. 90+ minutes after my appointment should have started

14. If you had an unexpected illness (such as a sore throat, flu, urinary tract infection, or eye/ear infection) and needed care, but could not get convenient access to your usual care provider what would you most likely do?

- a. Wait for my doctor/nurse to be available
- b. Go to the Emergency Room
- c. Go to an Urgent clinic
- d. Go to a nurse at my place of work
- e. Wait for my condition to heal
- f. Purchase over the counter medication
- g. None of these
- h. Other, Please Specify

15. Consider the last time you had an unexpected illness (such as a sore throat, flu, urinary tract infection, or eye/ear infection) and needed care from your usual care provider but could get an appointment quickly enough, what did you do?

- a. This has not happened to me
- b. Wait for my doctor/nurse at the to be available
- c. Go to the Emergency Room
- d. Go to an Urgent clinic
- e. Go to a nurse at my place of work
- f. None of these
- g. Other, Please Specify

16. If you used an alternative to your usual care provider – such as an emergency room, urgent care or other facility – how much more did you pay versus seeing your usual provider?

- a. Same price (or less) as my usual provider
- b. \$1-\$20 more expensive than my usual provider
- c. \$21-\$40 more expensive than my usual provider
- d. \$41-\$60 more expensive than my usual provider
- e. \$61-\$100 more expensive than my usual provider
- f. \$101-\$200 more expensive than my usual provider
- g. \$200 or more expensive than my usual provider

Profile questions

17. Where do you usually purchase your over the counter medications?

(List of local retailers here)

18. Where do you usually purchase your prescription drugs?

(List of local retailers here)

19. Where else to you purchase prescription drugs?

(List of local retailers here)

20. What type of insurance do you have?

- a. PPO
- b. HMO
- c. Medicare
- d. Medi-Cal
- e. High Deductible Plan
- f. Other

21. Have you ever been a patient at...

(List local health care providers, hospitals, healthcare systems here)

22. Do you consider yourself a patient of?

(List local health care providers, hospitals, healthcare systems here)

For the purpose of comparing survey results among similar respondents, we would like to ask a few questions about you. At no time are your responses looked at individually, and all responses are completely confidential.

23. What is your age?

- a. Under 25
- b. 25 – 29
- c. 30 – 39
- d. 40 – 49
- e. 50 – 59
- f. Over 59

24. Are you...?

- a. Male
- b. Female

25. Number of dependent children at home?

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4 or more

26. What is your total household income?

- a. Less than \$20,000
- b. \$20,000 - \$34,999
- c. \$35,000 - \$49,999
- d. \$50,000 - \$74,999
- e. \$75,000 - \$99,999
- f. Over \$100,000
- g. Prefer not to say

27. What is your race?

- a. White
- b. Hispanic
- c. Asian
- d. African-American
- e. Other
- f. Prefer not to say

28. Please enter the zip code of your home

29. Please enter the zip code of your work