

Appendix A

Phone #

Country of Origin, Exit

Last Name, First

Primary Language, Secondary Language

Family Group

Interpreter used:
1 YES 0 NO

Interviewee:
1 Subject
77 Other

International Family Medicine Clinic Improvement Project:
Survey of Refugee Patients with Reduced Post-Medicaid Health Care

Read INTRODUCTION

SECTION A

A1. Are you or your husband/wife working full-time or part-time now?

- 1 FULL-TIME (35-40 hrs)-Self 2 PART-TIME-Self
- 3 FULL-TIME (35-40 hrs)-Spouse 4 PART-TIME-Spouse
- 5 FULL-TIME (35-40 hrs)-Both 6 PART-TIME-Both
- 0 Neither adult works 88 Declined to answer
- 99 Don't know

A2. Do you have health insurance for yourself now?

- 1 YES
- 0 NO
- 88 Declined to answer
- 99 Don't know



NO: Proceed to Question E1, page 8.

YES: Proceed to SECTION B, on the NEXT PAGE.

Appendix A

SECTION B**B1.** What kind of insurance do you have?

- 1 Medicaid
- 2 Medicare
- 3 UVA Financial Services
- 4 Famis
- 5 Southern Health
- 6 Optima
- 7 Unicare
- 8 Sentara
- 88 Declined to answer
- 99 Don't know
- 77 Other _____

B2. Who provides [access to] this insurance?

- 0 No family member's job offers health insurance
- 1 My work
- 2 My spouse's work
- 3 Government
- 4 Private company _____
- 88 Declined to answer
- 99 Don't know
- 77 Other _____

B3. Why did you decide to get this insurance?

NOTES:

Appendix A

B4. If/When you have a *serious* illness or injury, what medical facility do you go to for care?
 [Examples of serious problems: broken leg, cough for more than a week]

- 0 No serious illness or injury has occurred
 1 IFMC (***Note this answer**)
 2 Urgent Care
 3 Emergency Room at UVA
 4 Emergency Room at Martha Jefferson
 5 Health Department
 6 Free Clinic
 7 Specialist (****Note this answer**)
 88 Declined to answer
 99 Don't know

 77 Other _____

If any of the above answers are checked proceed to the NEXT PAGE, QUESTION B5.

66 Nowhere
 ↓
**Proceed to
 Question B4a. →**

B4a. If/When you have a serious illness or injury, who do you talk to for care or advice?

- 1 Friends
 2 Neighbors
 3 Family
 4 Pharmacist
 5 IRC volunteer
 6 IRC staff
 7 IRC
 77 Other _____

Appendix A

B5. If/When you have a *minor* illness or injury, what medical facility do you go to for care?
[Examples of minor problems: a cold, sore throat, headache]

- No minor illness or injury has occurred
 IFMC (***Note this answer**)
 Urgent Care
 Emergency Room at UVA
 Emergency Room at Martha Jefferson
 Health Department
 Free Clinic
 Specialist (****Note this answer**)
 Declined to answer
 Don't know

 Other _____

If any of the above answers are checked proceed to the NEXT PAGE, QUESTION B6.

Nowhere
 ↓
**Proceed to
 Question B5a. →**

B5a. If/When you have a minor illness or injury, who do you talk to for care or advice?

- Friends
 Neighbors
 Family
 Pharmacist
 IRC volunteer
 IRC staff
 IRC
 Other _____

Appendix A

B6. If/When you need *health maintenance*, what medical facility do you go to for care?
[Examples of health maintenance: blood pressure check, cholesterol check, questions about medications, well child check for children]

- 0 No health maintenance necessary
- 1 IFMC (***Note this answer**)
- 2 Urgent Care
- 3 Emergency Room at UVA
- 4 Emergency Room at Martha Jefferson
- 5 Health Department
- 6 Free Clinic
- 7 Specialist (****Note this answer**)
- 88 Declined to answer
- 99 Don't know
- 77 Other _____

****If "Specialist" is checked in any of the above three questions (B4-B6), AND "Nowhere" (below) is not selected, then proceed to the NEXT PAGE, QUESTIONS B7 & B8.**

****If "Specialist" is not selected AND "Nowhere" (below) is not selected, proceed to the INSTRUCTIONS at the END of QUESTION B8 a quarter of the page down on the NEXT PAGE.**

66 Nowhere
↓
**Proceed to
Question B6a. →**

B6a. If/When you need health maintenance, who do you talk to for care or advice?

- 1 Friends
- 2 Neighbors
- 3 Family
- 4 Pharmacist
- 5 IRC volunteer
- 6 IRC staff
- 7 IRC
- 77 Other _____

****If "Specialist" is checked in any of the above three questions (B4-B6), then proceed to the NEXT PAGE, QUESTIONS B7 & B8.**

****If "Specialist" is not selected proceed to the INSTRUCTIONS at the END of QUESTION B8 a quarter of the page down on the NEXT PAGE.**

Appendix A

B7. Who is the specialist who you are currently seeing (type of specialty and/or name)?

88 Declined to answer 99 Don't know

B8. Does the specialist take care of your other health problems [and health maintenance] too?

1 YES 0 NO 88 Declined to answer 99 Don't know

***INSTRUCTIONS:**

***IFMC NOT indicated in Questions B4-B6: Proceed to QUESTION D1, PAGE 7.**

***IFMC indicated in Question B4-B6: Proceed to the next section below, SECTION C.**

SECTION C

C1. Our records show that you did not come in for your recommended visit to IFMC. Can you tell me why?

- 1 Too expensive
- 2 Did not know when to come back
- 3 The problem was resolved
- 4 Took care of it at another facility
- 5 Took care of it privately (friends, family, drugstore)
- 6 Did not know I was supposed to come back
- 7 Had to work at my job
- 8 Had to work at home
- 9 Did not know how to get back (bus route, location)
- 10 Did not have child care
- 88 Declined to answer
- 99 Don't know
- 77 Other _____

NOTES:

Proceed to Question D3, on the next page.

SECTION D

D1. Can you tell me why you decided to use _____ [health care provider named in B4-B6]?

NOTES:

D2. How much is your co-payment to see a doctor at the clinic you go to now [or insert *name*]?

88 Declined to answer

99 Don't know

77 Other _____

\$ _____

From D2 (above) and C1 (previous page):

D3. Were there specific problems with the International Family Medicine Clinic that prevented you from coming back? What were they?

Proceed to SECTION F, on page 12.

Appendix A

SECTION E

From Question A2 above.

E1. Are you eligible for health insurance through [your or your wife's/husband's] work now?

- NO-Neither job offers HI
 YES-my work
 YES-spouse's work
 Not my work
 Not my spouse's work
 Both jobs offer insurance
 Declined to answer
 Don't know
 Other _____

YES: Proceed to the next question, E2.

NO or "don't know": Proceed to Question E3, below.

E2. Why did you decide not to buy insurance?

- Too expensive
 Don't know how to
 Waste of money
 People shouldn't have to pay for insurance
 Other _____

NOTES:

E3. Other than Medicaid, have you ever had health insurance in this country?

- YES NO Declined to answer Don't know

**IF YES PROCEED TO
QUESTION E3a.**

E3a. Why did you [decide to] quit using health insurance?

Appendix A

E4. If/When you have a *serious* illness or injury, what medical facility do you go to for care?
[Examples of serious problems: broken leg, cough for more than a week]

- 0 No serious illness or injury has occurred
 1 IFMC
 2 Urgent Care
 3 Emergency Room at UVA
 4 Emergency Room at Martha Jefferson
 5 Health Department
 6 Free Clinic
 7 Specialist
 88 Declined to answer
 99 Don't know
 77 Other _____

If any of the above answers are checked proceed to the NEXT PAGE, QUESTION E5.

66 Nowhere
 ↓
**Proceed to
 Question E4a. →**

E4a. If/When you have a serious illness or injury, who do you talk to for care or advice?

- 1 Friends
 2 Neighbors
 3 Family
 4 Pharmacist
 5 IRC volunteer
 6 IRC staff
 7 IRC
 77 Other _____

Appendix A

E5. If/When you have a *minor* illness or injury, what medical facility do you go to for care?
[Examples of minor problems: a cold, sore throat, headache]

- 0 No minor illness or injury has occurred
 1 IFMC
 2 Urgent Care
 3 Emergency Room at UVA
 4 Emergency Room at Martha Jefferson
 5 Health Department
 6 Free Clinic
 7 Specialist
 88 Declined to answer
 99 Don't know

 77 Other _____

If any of the above answers are checked proceed to the NEXT PAGE, QUESTION E6.

66 Nowhere
 ↓
**Proceed to
 Question E5a. →**

E5a. If/When you have a minor illness or injury, who do you talk to for care or advice?

- 1 Friends
 2 Neighbors
 3 Family
 4 Pharmacist
 5 IRC volunteer
 6 IRC staff
 7 IRC
 77 Other _____

Appendix A

E6. If/When you need *health maintenance*, what medical facility do you go to for care?
 [Examples of minor problems: blood pressure check, cholesterol check, well child check for children]

- No health maintenance necessary
 IFMC
 Urgent Care
 Emergency Room at UVA
 Emergency Room at Martha Jefferson
 Health Department
 Free Clinic
 Specialist
 Declined to answer
 Don't know
 Other _____

If any of the above are checked proceed to SECTION F on the NEXT PAGE.

Nowhere
 ↓
**Proceed to
 Question E6a. →**

E6a. If/When you need health maintenance,
 who do you talk to for care or advice?

- Friends
 Neighbors
 Family
 Pharmacist
 IRC volunteer
 IRC staff
 IRC
 Other _____

Proceed to SECTION F, on the NEXT PAGE.

SECTION F

F1. What do you do now if you have a question about your medical bill?

NOTES:

F2. Is there anything else you'd like to like us to know so that we can provide better care?

NOTES:

Thank you very much for answering these questions.