

# Patient Informal Interview Questions Worksheet

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Interviews will select up to 5 questions from the list of potential questions below to use as a guide for the patient interview.

## Overall Experience

1. How would you describe your overall experience at the MTF?
2. How likely are you to visit the MTF again when you need to seek care, based on your experience today?
3. How likely would you be to recommend the MTF to others, based on your experience today?
4. What mattered most to you on your visit today, and why? How well did that aspect of our service meet your expectations?

## MTF Services, Food Options, and Facilities

1. How would you rate the cleanliness of the MTF?
2. Were hospital staff easy to identify when you needed assistance?
3. How would you describe your experience at the hospital cafeteria/food services? Where and why did you seek services and what stood out about the area?
4. What was the best part of your experience today? The worst part?
5. How would you describe the restroom facilities at the MTF today? How well did they meet your expectations?
6. What suggestions do you have for improving the MTF services?

## Entry to MTF

1. How would you describe your experience of navigating from the front entrance to the clinic you have an appointment with?
2. How clear were the signs and directions within the MTF?

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3. Did you feel welcome when you entered the hospital? Why or why not?
4. How convenient is the clinic's location for you?
5. What is your experience like parking your car at your clinic?
6. What could have made your arrival experience better?
7. What improvements would you like to see at your MTF to make it more convenient to navigate to your appointment?
8. What aspects of your entry to the MTF stand out to you?

### Primary Care (PC) Clinic Experience - Check-In

1. How would you rate the ease of the check-in process?
2. What information is asked of you to confirm identity and visit?
3. Did the front desk staff treat you with courtesy and professionalism?
4. How would you rate the professionalism and friendliness of the staff?
5. Did the staff member take the time to listen to you and your concerns, avoid rushing you and/or routing you inappropriately due to insufficient information collected?
6. Was your conversation with the front desk staff effective and an efficient length of time (i.e., allowed you to share all relevant information and schedule appropriately)?
7. How long did you wait at check-in?
8. Were the wait times reasonable before seeing the provider?
9. What aspects of this process stood out to you?
10. Are there any improvements you would recommend?
11. What information was provided to pass the time?
12. What information did the staff provide you with about the overall expectations and steps for your visit?
13. What could have improved your check-in experience?

### Primary Care Clinic Experience - Visit

1. How satisfied were you with the nurse or MSAs care?
2. Does the staff member communicate which vitals they are evaluating before taking them, the reason, and the results?
3. Once the intake is complete, what does the staff member typically do?
4. What information did the staff provide you with about the overall expectations and steps for your visit?
5. Are you told how long you should expect to wait for your provider?
6. What words would you use to describe the exam room you visited or the virtual exam room?
7. What could be done to make you feel even more comfortable?
8. How well did the provider explain your condition and treatment plan?
9. Can you describe the provider's tone and attitude?
10. How empathetic and patient about your need and circumstances was your provider?
11. How respectful and attentively listening was your provider to your concerns?

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12. How was your provider taking notes during your appointment?
14. Did you feel that your concerns were listened to and addressed?
15. What accommodations did your provider make based on your preferences or comfort?
16. How easy was it to understand what your provider communicates with you?
17. Were you given clear instructions on what to do next?
18. How well did they include you in the process of developing the right care plan for you?
19. What would have made their communication more clear or effective?

### Primary Care Experience – Post Visit

1. What information was provided to you, in what format/modality?
2. How easy or difficult was it to access the information your provider delivered for your post-visit references?
3. How are you made aware your provider will follow up with your results?
4. What was the timeline after you completed the diagnostic testing that your provider contacted you?
5. What does your provider do to follow up with you after completing tests?
6. How easy was it to schedule any follow-up appointments needed?
7. What could have improved your visit with the provider?
8. What mattered most to you during your entire visit (from entry to check-out)?

### Schedule In-Person Primary Care Appointment

1. Can you describe your experience scheduling an appointment in person while at your clinic?
2. Why is this preferable to you over utilizing the patient portal or calling the call center?
3. How do staff members account for your preferences and needs when you engage with them?
4. Can you describe the process of how you conveyed your need to the staff you spoke with?
5. Can you describe the process of being routed to different resources for what they believe your need to be?
6. What information did the staff member collect from you when you contacted them?
7. What specific issues have you had with getting an appointment?
8. What improvements could be made to the way the clinic offers appointments for you to use this method in the future?
9. What do you do if you are unable to get an appointment in a timely manner?
10. How long does it usually take for you from the time you identify your need to you being in front of a provider or clinical staff member for acute issues?
11. What do you currently believe is missing or lacking to more adequately prepare for your visit?
12. What do you do if you are unsure about one your pre-appointment steps?

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### Ancillary Services

1. Which ancillary or additional services/departments did you visit today?
2. How easy was it to locate the service you sought?
3. What was the atmosphere of the ancillary service area like? How would you describe the space, comfort, and environment?
4. How easy was it to access what you needed from this service?
5. How long did you wait before being seen?
6. If you scheduled a test, lab, visit, or other service, what was the process like?
7. What process do you undertake to book your test or visit?
8. How do you know where you will need to navigate to for your test or future visit?
9. How well did you understand why you need these tests, labs, future visit, etc. before departing?
10. How would you rate the professionalism and friendliness of the staff?
11. If you had lab work or imaging, were results communicated clearly and in a timely manner (or, the expectation of if/when you will receive your results)?
12. What could have made your visit better?
13. What mattered most to you during your experience at your ancillary service?

### Specialty Care Clinic

1. Which specialty care clinic did you visit today?
2. How easy was it to schedule an appointment for this service?
3. How long did it take you to interact with a specialty scheduler and how acceptable was this duration?
4. What do you do if you are unable to get an appointment in a timely manner?
5. When confirming your pre-appointment steps, who do you typically communicate with?
6. What do you do if you are unsure about one of your pre-appointment steps?
7. What instructions do they provide you to help prepare for the test? By whom?
8. What assistance do they offer you in coordinating these tests?
9. How long does it usually take for you from the time you identify your need to you being in front of a provider or clinical staff member for acute issues?
10. How long did you wait before being seen?
11. How would you rate the professionalism and friendliness of the staff?
12. Did the staff explain the procedure/test clearly?
13. How comfortable did you feel during the procedure or service?
14. Once complete, do you feel you know what to be prepared for at your upcoming appointment? Why?
15. What could have made your specialty visit better?
16. What mattered most to you during your entire Specialty appointment process (from referral/scheduling to check-out)?