

**California Cooperative Health Care Reporting Initiative (CCHRI)  
AFTER HOUR ACCESS SURVEY - 2009**

QA. Interviewer record:

- ρ (1) Reached a live person ⇐ **CONTINUE WITH ALL QUESTIONS AS IS**
- ρ (2) Reached a recording
- ρ (3) Reached an auto attendant

**REACHED A LIVE PERSON:**

QB. Is this the office of Dr. (Name) or the answering service for Dr. (Name)?

- ρ (1) Office ⇐ Continue
- ρ (2) Answering service ⇐ Continue
- ρ (3) NO ⇐ Thank and Terminate
- ρ (4) You have reached the doctor ⇐ **Continue through intro and only emergency question asked**

**READ INTRO ONLY IF SPEAKING WITH A LIVE PERSON**

**INTRO:** Hello, I'm with North American Testing Organization, calling on behalf of several California health plans. Dr (name) is an affiliated provider with at least one of the plans. We are conducting an access survey and would like to ask you two questions regarding whether Dr. (NAME) is available to his patients after hours.

**IF DECLINE/REFUSE:** Thank you for your time. **Terminate**

***IF AUTO ATTENDENT GIVES EMERGENCY INSTRUCTIONS AND OPTION TO SPEAK WITH A LIVE PERSON – Select option to speak with live person and begin at Question 2.***

Q1: What would you tell a caller who states he/she is dealing with an emergency situation (i.e.-sudden onset of chest pain)? What were the emergency instructions given to you by the auto attendant or recording? **(Do not read)**

- 1 ρ Hang-up and dial 911 or go to the nearest emergency room
- 2 ρ Go to the nearest emergency room
- 3 ρ Hang-up and dial 911
- 4 ρ Stay on the line and you will be connected to a PCP
- 5 ρ Leave your name and number, some one will call you back
- 6 ρ Go to an urgent care center – *do they direct to a particular center?*
- 7 ρ Give another number to contact physician
- 8 ρ The doctor or an on-call physician can be paged
- 9 ρ No emergency instructions given (recording/auto attendant)
- 10 Automatically transferred to urgent care center
- 11 Transfer to an advice/triage nurse
- 97 ρ Other: \_\_\_\_\_
- 98 ρ Don't know
- 99 ρ Refused

IF REACHED AN AUTO ATTENDANT PLEASE REACH LIVE PERSON/OPERATOR IF POSSIBLE.  
MARK BELOW IF ABLE TO REACH LIVE PERSON:

- ρ Yes, live person was reached ⇐ **CONTINUE TO INTRO AND THEN Q2**
- ρ No, live person was not able to be reached (Recording or no option to speak to a live person) ⇐ **CONTINUE TO Q3**

**READ INTRO ONLY IF SPEAKING WITH A LIVE PERSON**

**INTRO:** Hello, I'm with North American Testing Organization, calling on behalf of several California health plans. Dr (name) is an affiliated provider with at least one of the plans. We are conducting an access survey and would like to ask you two questions regarding whether Dr. (NAME) or another healthcare professional is available to his patients after hours.

**IF DECLINE/REFUSE:** Thank you for your time. **Terminate**

Q2: If a patient expresses an urgent need to speak with a clinician, is there a way you can put them into contact with the physician, an on-call physician or a health care professional such as an advice nurse tonight (or today if it's the weekend)?

- 1. Yes
- 2. No ⇐ **END SURVEY AND THANK (COUNTS AS A COMPLETE)**

- Q 2 A. If yes, in what timeframe can the patient expect to hear from the physician or healthcare professional:  
(the caller should capture the exact time specified or identify a time range)
- a. Immediately (can cross connect)
  - b. Less than 1 hour
  - c. 1- 2 hours
  - d. 3 - 4 hours
  - e. 5 – 24
  - f. ASAP
  - g. unknown
  - h. next business day
  - i. Other: \_\_\_\_\_

**IF NO LIVE PERSON IS AVAILABLE TO ANSWER:**

Q3: Was a phone number or pager number given to reach physician, an on-call physician, a health care professional such as an advice nurse, or an exchange for after hours service OR were you given the option to page the doctor through the recording by either leaving a message or entering your phone number?

ρ Yes

ρ No ⇐ END SURVEY (COUNTS AS COMPLETE)

Q 3 A. Did the recording state a timeframe for when the patient should expect to hear from the physician or health care professional?

ρ Yes

ρ No⇐ END SURVEY (COUNTS AS COMPLETE)

Q3 B. If yes, in what timeframe can the patient expect to hear from the physician or healthcare professional:  
(the caller should capture the exact time specified or identify a time range)

- j. Immediately (message indicates hold or dial ##### to speak with a physician)
- k. Less than 1 hour
- l. 1- 2 hours
- m. 3-4 hours
- n. 5 – 24
- o. ASAP
- p. unknown
- q. Next business day
- r. Other: \_\_\_\_\_

Responses for question 1 will be scored as follows:

- Fully compliant – appropriate emergency instructions are provided – options 1, 2 or 3
- Non compliant – clear emergency instructions are not provided

Responses for Question 2 and 3 will be scored as follows:

- Fully compliant – provider contact information is available and the patient is assured that they will communicate within the next 4 hours.
- Non compliant – there is no process in place for a patient to speak by phone with a health care professional within 4 hours.

### **STATCODE “CODES”**

1 = COMPLETE

2 = REFUSED

3 = LANGUAGE PROBLEM SPANISH

4 = TERMINATED DURING INTERVIEW

5 = NON-WORKING NUMBER

9 = INCORRECT NUMBER

13 = OTHER TERMINATE

14 = COMPUTER FAX MACHINE

20 = LANGUAGE PROBLEM OTHER

21 = NO SUCH PERSON

22 = RESPONDENT NOT AVAILABLE

95 = CALL BLOCKED

101 = NO ANSWER

102 = BUSY

# CCHRI After Hours Access Survey Call Flow - 2008

